



### Shared Sunderland – ICOS Case Study

Mr. Mohamed, 33 years old from Sudan, a minority ethnic client, was granted refugee status by the Home Office. However, despite this positive development, he faced significant challenges with housing. With no financial resources and a pending Universal Credit claim, Mr. Mohamed found himself in a difficult situation, unable to afford private accommodation and at risk of homelessness.

Upon being registered to Shared Sunderland project, Mr. Mohamed was assigned a dedicated project worker who immediately began working on addressing his housing crisis. Recognising the urgency of the situation, the project worker took proactive steps to assist client in securing stable accommodation and accessing essential resources.

First, the project worker supported client in obtaining a street homeless appointment from the Sunderland council, ensuring that he received the necessary assistance and support in navigating the homelessness system.

Mr. Mohamed was guided through the process of applying for affordable housing through Gentoo, a housing association. With the project worker's assistance, he successfully registered and applied for suitable accommodation.

Additionally, after three months of waiting, Mr. Mohamed was allocated a flat through Gentoo, providing him with stable and affordable housing. Recognising that Mr. Mohamed's newly rented flat through Gentoo was empty and lacked essential white goods, the project worker assisted him in applying for material support. A hardship grant application was submitted to Sunderland Guild of Help to obtain £120 towards purchasing a cooker, a vital household appliance.

Within a short period after the application was submitted, client received confirmation of the grant approval. With the obtained funds, he promptly purchased a cooker, enabling him to set up his kitchen and live comfortably.

Through the efforts of the project worker and the support systems in place, Mr. Mohamed successfully transitioned from a state of homelessness to securing stable accommodation and essential resources. This case exemplifies the importance of tailored support services and timely interventions in assisting vulnerable individuals, such as refugees, in rebuilding their lives and integrating into their new communities.