

Case Study: Supporting Oleksandr's Journey Towards Stability

Background

Oleksandr (name changed), now a refugee with humanitarian protection, arrived in the UK from Ukraine illegally in 2015. He has faced several challenges, including financial hardship, mobility issues, and language barriers. Since 2022, our charity organization has been actively supporting Oleksandr in rebuilding his life, securing essential resources, and working towards self-sufficiency.

Immediate Support and Financial Assistance

To address his basic needs, we have provided Oleksandr with food vouchers and top-ups for mobile connectivity. Given his disability, we purchased a mobility scooter and later replaced its tyres and battery. We also assisted in securing financial aid, including an application to the Sunderland Guild of Help and access to the Fuel Voucher Scheme.

Legal and Housing Assistance

One of Oleksandr's primary concerns was his immigration status and accommodation. We contacted Migrant Help to check on his Section 95 application and managed to have his case with the Home Office escalated. Recognizing the urgency, we wrote a letter requesting immediate accommodation and engaged a solicitor for Legal Aid.

To improve his living conditions, we coordinated with the City Council to arrange essential furniture, including a bed, fridge, and washer. We facilitated a new energy account with Utilita, ensuring uninterrupted electricity supply for his mobility scooter. Additionally, we applied for the Single Person Discount on his Council Tax and submitted relevant documents for Council Tax support.

Healthcare and Welfare Support

Oleksandr's medical needs were another priority. He underwent a leg amputation and required assistance obtaining a prosthesis. We arranged a physiotherapy appointment through Ashburn Medical Centre and supported his Personal Independence Payment (PIP) application. Although he was awarded the standard mobility rate, we filed a mandatory reconsideration and later appealed the decision with the Social Security and Child Support Tribunal.

To further support his well-being, we accompanied him to a Citizens Advice Bureau appointment for his PIP appeal and facilitated meetings with the Welfare Rights Service. Oleksandr also attended a well-being session as part of his recovery process.

Employment and Education Support

Recognizing language as a barrier to employment, we referred Oleksandr to ESOL classes at Sunderland College and booked 10 individual English lessons with a tutor. We also completed a CV and cover letters for him and registered him with multiple job agencies in the North East. In collaboration with his work coach at the Sunderland Jobcentre, we

explored potential employment opportunities. Since he did not meet the language requirements for the Work and Health Programme, we focused on alternative job-seeking strategies. Eventually, we assisted him in registering for self-employment, leading to his new role as a food delivery driver.

Financial and Administrative Assistance

To improve his financial stability, we helped Oleksandr set up online banking, showed him how to access statements, and updated his bank account details. We also applied for a water meter, and arranged broadband services.

Conclusion

Through continuous support, Oleksandr has made significant progress in securing stable housing, financial aid, medical care, and employment. While challenges remain, his resilience, coupled with the charity's assistance, has helped him transition towards independence and a better quality of life.