

Case study – Access Foundation

Inga (name changed), a 51-year old Lithuanian national living in the UK, approached ICOS for help accessing her HMRC personal tax account. She believed she might be due a tax refund but was unsure how to check or manage the process online.

During the first appointment, we began setting up her HMRC account but were unable to complete it as Inga had not brought any identification. We scheduled a follow-up session, and with her ID available, we successfully completed the account setup.

Once logged in, Inga discovered she was eligible for tax refunds for two separate tax years. Project worker helped her submit an online claim for one of the years. For the 2022–2023 refund, a cheque had already been sent to her previous address. We supported her in contacting HMRC by phone, and after an investigation, they confirmed a new cheque would be issued to her current address. After some time passed without any response from HMRC, the project worker assisted Inga by submitting an online complaint on her behalf to address the delay in receiving the payment.

As part of the support, we also helped Inga create a new CV using Microsoft Word, and she successfully saved it in PDF format, as requested by the Jobcentre. This improved her confidence in using digital tools for job searching and accessing government services.