



Client Case Study – Support with Disability Benefits and Family

The client Julia (name changed) 48 years old, a Polish national residing in the UK, first engaged with ICOS (International Community Organisation of Sunderland) in July 2024. She sought advice and support regarding Personal Independence Payment (PIP) and other services relevant to her family's needs.

Shortly after registration, the client requested assistance with completing a PIP application form. ICOS staff Ewa supported her throughout the process, ensuring the form was completed accurately. Following this, Julia asked for help in completing a Disability Living Allowance (DLA) for her daughter, Malgosia. Ewa completed all the necessary documents and Julia collected them. Unfortunately, the client was later informed that her PIP application had been denied. In response, ICOS advised her to pursue a PIP Mandatory Reconsideration, helping her complete the necessary paperwork and also suggested to send the documents via special delivery to ensure they were safely and promptly received by the Department for Work and Pensions (DWP).

The client Julia received positive news regarding her daughter's case (Disability Living Allowance). She contacted ICOS to confirm that her daughter Malgosia had been successfully awarded DLA.

Additionally, the client benefitted from a Christmas referral to Love Amelia, a local charitable organisation providing seasonal support. Julia collected her Love Amelia gift for her daughter.

This case highlights ICOS's continued commitment to supporting members of the community in navigating complex welfare systems and accessing essential services. Through tailored support and ongoing engagement, the client was able to secure important benefits for her daughter and receive additional help during the festive season.