



### **Case Study: Supporting a Survivor of Trafficking**

In May 2024, our charity began supporting a client called Jamal (name changed) on Back in Control project who had arrived in the UK after being trafficked from Sudan. Jamal had endured severe trauma, including torture in Sudan, which left him with a long-term back injury. On arrival, he was also undergoing treatment for tuberculosis, which added to his vulnerability.

Recognising his immediate needs, we provided a SIM card to help him stay connected and made a referral to FISCUS so he could obtain clothing and shoes. Housing was a major challenge, and we quickly initiated a Gentoo housing application. As his homelessness became urgent in October 2023, we contacted the local council's Housing Team. After forwarding medical evidence to support his application, we liaised directly with his case worker. Although temporary hostel accommodation was secured, the client still faced a night of street homelessness. To prevent further risk, we contacted Shelter for advice and submitted a referral to strengthen his priority status for emergency housing.

Alongside securing accommodation, on a few occasions we provided food vouchers to address his basic needs. Eventually, he was offered a Gentoo flat, with keys collected in December 2023. To help him settle, we supported applications for community care funds, enabling him to obtain essential household goods such as a fridge, cooker, washing machine, and vacuum cleaner. We also applied for and secured Council Tax Support, and assisted him in setting up online payments. When issues arose with waste collection, we escalated the case to ensure he received bins, further supporting his independence.

We also prioritised Jamal's financial wellbeing. A £120 grant from the Sunderland Guild of Help was secured to purchase a table and chairs. Additionally, we supported him with multiple Work Capability Assessment forms for the Department for Work and Pensions, ensuring his health needs were reflected in his benefits assessment.

Education and employment were key to his long-term integration. We enrolled Jamal on a six-week ESOL course, which he successfully completed, improving his English skills and confidence. We also assisted him with writing a CV. With support from ICOS, Jamal secured employment, and we provided further practical help by printing his share code (proof of right to work). He remarked that his new job is a wonderful opportunity to him and he is "over the moon".

This case demonstrates the holistic nature of our work—addressing urgent needs such as housing, health, and food security, while also enabling long-term independence through education, employment, and integration. Despite facing trafficking, torture, ill-health, and homelessness, the client has made significant progress with the support provided. Today, he is settled in his own accommodation, financially supported, better connected, and engaged in employment, representing a successful outcome in his journey toward rebuilding his life in the UK. Once our support came to an end, Jamal expressed his gratitude, saying:



"I sincerely thank you for the support and assistance you have given me. Your help has made a significant difference, and I truly appreciate the time and effort you dedicated to me.

Your kindness and generosity mean a great deal, and I feel very fortunate to have an agent like you.

Please know that I deeply value your support."