



Carlos (name changed) is a 58-year-old vulnerable client from Bulgaria who suffered from workplace exploitation in the past that has left a long-lasting impact on his well-being. He has been a victim of a violent assault and theft that left him distressed and distrustful. Having very limited English skills, he requires an interpreter to access services. He approached the charity for support after experiencing multiple barriers in healthcare, criminal justice processes, and compensation claims, which had a significant emotional impact and left him feeling disillusioned and unsupported.

Carlos attempted to attend a vascular appointment at Sunderland Royal Hospital. However, the hospital informed him that they could not proceed as they were unable to book an interpreter, and his referral was sent back to his GP. This caused distress and delayed essential medical care. The support worker advised Carlos to contact his GP for further action and subsequently assisted him in making a formal complaint to the NHS regarding the denial of his appointment.

Following the complaint, the NHS responded positively. Carlos was offered a fast-tracked MRI scan appointment on 7 December. The hospital also assured him that his needs would be accommodated, including the provision of a Bulgarian interpreter, and clarified that the previous cancellation was not due to a lack of interpreter availability. This outcome significantly improved Carlos' access to healthcare and restored some trust in the system.

Carlos also received notification from the Police that their investigation into his case had been closed due to insufficient evidence and alleged discrepancies. This decision left Carlos feeling deeply frustrated and disillusioned. The support worker contacted the investigating officer via email to seek clarification. The officer provided a detailed response addressing Carlos' concerns, which was forwarded to him.

In addition, the charity supported Carlos in applying to the Victims' Right to Review (VRR) Scheme to challenge the decision to close the investigation. The client was informed about the process, expected timelines, and next steps. When further information about the crime was requested by email, the charity assisted in drafting and submitting a comprehensive response on Carlos' behalf.

A formal complaint was also prepared and printed for submission to North Wales Police regarding the conduct of the investigation. Confirmation was later received from the Police acknowledging the complaint and confirming it was being handled.

Carlos and his carer later brought in a letter from the Police detailing the complaint resolution. They asked for support in drafting a response raising ongoing concerns, which the charity provided.

Carlos is pursuing a criminal injuries compensation claim. The charity liaised with his solicitors, responding to their request by submitting the signed authority form and granting permission to disclose Carlos' medical information to the Criminal Injuries Compensation Authority (CICA).

Carlos also sought advice regarding compensation for a scrapped car linked to his case. He was provided with clear guidance on how to pursue this claim, and the charity assisted in preparing a letter to support the application.

Through sustained advocacy and multi-agency coordination, Carlos achieved tangible progress in several areas. He secured timely access to healthcare with appropriate language support, received formal responses to police and NHS complaints, progressed his victims' rights review and compensation claims, and gained clarity and reassurance during a highly stressful period. This case highlights the importance of advocacy for vulnerable individuals navigating complex systems and demonstrates the charity's role in ensuring clients' rights are upheld and their voices heard.