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**Sunderland
City Council**

**Links for Life
Sunderland** 

Esther (name changed) is an asylum seeker originally from Afghanistan, she has a family and is 6 months pregnant. She contacted our organisation for support in baby items and improving living conditions.

She did not have good English language skills and we sent her information of ESOL classes in the area. We were able to get some maternity items for Esther from Love Amelia. We also helped her secure a new-born package and a pram from Fiscus.

She also requested additional items so we made a Fiscus referral for Esther, her mother and sister for hijabs, shoes and bags. We noticed she needed a sim card and gifted her three sim cards. We also gifted her a new Vodafone sim card after her internet data allowance ran out.

We registered her interest for the courses with the National Beauty Academy in Sunderland. We also registered Esther for financial support to Sunderland Guild of help to buy a wardrobe and kitchen utensils, in which we received a cheque to reimburse up to £120 to her.

We assisted her in opening a bank account with an online application and also escorted her to Halifax bank.

During the winter period we also made a referral to Fiscus for warm clothes, a hat, a scarf, gloves, shoes and socks which was delivered.

Esther also revealed that her asylum claim was refused and didn't get an update on her appeal to the Tribunal, we then gave her details of the drop-in sessions on Tuesdays in Newcastle with Justice First.

Through the continued support of our organisation, Esther and her family were able to obtain essential household items, secure clothes, food and internet access. These steps gave the family greater stability as they adjusted to life in the UK.