



NORTHUMBRIA
POLICE & CRIME
COMMISSIONER

violence
reduction
unit

Improving lives to prevent crime

Case Study: Wellbeing Activities for Queensley (pseudonym)

Reached out to Queensley, a 56 years old Malaysian woman on whatsapp to ask about ICOS wellbeing activities she has participated in. She first heard about ICOS wellbeing activities from Active Sunderland Walking Programme on Facebook and reached out to ICOS in November 2025 to make further inquiries.

Prior to participating in the wellbeing activities, the client frequently went on solo walks which made her scared and feel unsafe during these walks. She noted that these solo walks required her to take multiple buses, which added to her stress. However, since joining ICOS' wellbeing activities, her overall experience and confidence have drastically improved. The client reported feeling much safer while participating in group activities. The shared nature of these activities alleviated the fear she once felt during her solo walks. And also stated that free transportation provided by ICOS has helped. One of the benefits she highlighted has been the opportunity to connect with people from diverse backgrounds. The client stated that she made new friends, which has significantly contributed to her sense of belonging and increased her confidence. She said her confidence has grown, both in terms of her social interactions and overall mental wellbeing. She shared that the activities have played a key role in helping her communicate more openly and bravely.

The client expressed that the wellbeing activities have made her feel happier, more open, and less stressed and in her words 'I love it'. she now views the wellbeing activities as an integral part of her life. In her own words, she described them as "supportive, empowering, and diverse," and mentioned that she looks forward to attending them regularly and the wellbeing activities have sort of become a place of solace for her.

Asked if she will recommend the ICOS wellbeing activities to others and she replied and said definitely, she will recommend joining ICOS wellbeing activities to anyone looking to improve their wellbeing, meet new people, explore new places in a supportive way.

Ended the conversation by asking her if there is anything else that can be done to make the ICOS wellbeing more supportive and accessible, and she said nothing but showed profound gratitude to the ICOS team for the well being activities.

