



Community  
Foundation  
North East



The client, a refugee, first approached the service shortly after receiving his status and required support with essential resettlement tasks. During his initial appointment, he explained that he needed help opening a bank account. A follow-up appointment was arranged for the following week, when he expected to receive his digital immigration status, which would allow him to complete the bank account application. He was also supported in applying for Universal Credit, including assistance with creating his online account and completing the required tasks on his journal.

As the client continued to engage with the service, he disclosed that he had been instructed to leave his Home Office accommodation. Immediate action was taken by contacting the homeless support team, who advised that someone would reach out to him later that day. When no contact was made, the client was encouraged to attend City Hall in person to present as homeless. He later reported that the council had acknowledged his situation and that a representative would be in touch to support him further.

The client was assisted in registering for social housing and completing the council housing application. He was shown how to bid for properties and was informed about how housing bands and priority assessments work. His application was later approved, and he was assigned a council caseworker who would support him in securing temporary accommodation ahead of his homelessness date. During this period, the client also secured temporary accommodation through a local charity.

Alongside housing support, the client sought help with employability. He attended an appointment requesting assistance with creating a CV, and he was supported in drafting one to help him begin applying for jobs once his living situation stabilised. Throughout this time, the client remained engaged and proactive in addressing the challenges he faced.

By early June, the client reported that he had successfully secured a private rental property in Newcastle and had moved into his new home. With his housing situation resolved, his welfare benefits in place, and initial steps taken toward employment, the client no longer required ongoing support. Through continuous support, helping him transition towards independence and a better quality of life.