



Client D is a 23-year-old Asylum seeker from Iraq, he accessed support from ICOS and required assistance with accessing essential services and suitable clothing. During his sessions with ICOS, he was supported to open a bank account with Lloyds Bank, helping him gain access to mainstream banking services and greater financial independence

ICOS also made a referral for support with essential clothing to Fiscus an organisation dedicated to relieving poverty, providing crisis support for individuals and families experiencing hardship. Through this referral he was able to access items including T-shirts, jeans and jackets which Client D came to collect from the ICOS office.

Client D expressed his appreciation for the support received and highlighted the welcoming nature of the service, saying staff were “very friendly” and made him “feel welcome.”

Overall the support provided by ICOS helped Client D overcome barriers by improving his access to banking services and providing essential clothing.