

Breakthrough: Help Through Crisis
is funded by the Big Lottery for 5 years.
It started in September 2016.



Citizens Advice Hull & East Riding
provide a range of advice services and
projects across the region.

**We're here to help.
Whoever you are.
Whatever your problem.**

To find out more about how we can
help visit our website:
www.hullandeastridingcab.org.uk

Or follow us on Twitter:
[@HullandERCAB](https://twitter.com/HullandERCAB)

Hull & East Riding Citizens Advice Bureau -
Private Company Limited by Guarantee -
Registered Number 5141612

**Free, confidential advice.
Whoever you are.**

We help people overcome their problems
and campaign on big issues when their
voices need to be heard.

We value diversity, champion equality, and
challenge discrimination and harassment.
We're here for everyone.

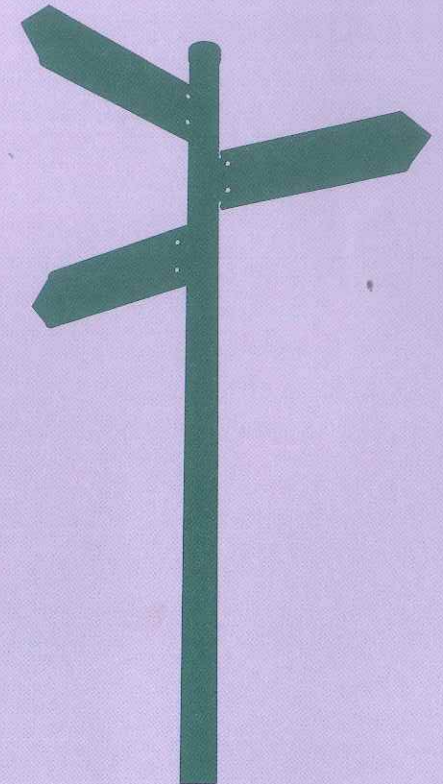
citizensadvice.org.uk



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Citizens Advice is an operating name of The National Association of
Citizens Advice Bureaux. Registered charity number 279057.

Help Through Crisis



**citizens
advice**

**Hull &
East Riding**

What we do

Breakthrough: Help Through Crisis is a Citizens Advice project. We work with a range of partners to provide advice and support to people who:

- Are facing a financial crisis. For example, they do not have a safe place to sleep or food to eat.
- Need advice to solve their problem, such as benefits or housing.
- Would struggle to act on the advice provided without extra support.

We help people find a way forward, whatever the problems they face.

To make a referral, or find out more, please email:
adminhull@hull-eastridingcab.org.uk



Frank's Story

Frank was struggling with a mental health crisis. He felt unable to sit in his GP's waiting room, so he was not getting his sick notes, which led to his benefits being stopped.

When we met Frank, he was very distressed. With no income, he couldn't keep up with his utility bills, he had no food, hot water, heat, or light. He was facing eviction.

We immediately gave Frank a food parcel & tokens to get his heat and light back on. We spoke to his landlord and got a hold on the eviction. We also spoke to his GP and supported him to attend an appointment.

Next, we got Frank's benefits and rent back on track. Over time, we supported him to engage with mental health services.

Frank is now stabilised and managing well. He says:

'This help has brought light back into my life. Literally. I open my curtains now, I have electric to put the lights on when its dark'

Working in Partnership

Breakthrough is delivered in partnership with:

Goodwin Development Trust

Humber NHS Foundation Trust

Hull and East Yorkshire Mind

British Red Cross

The Warren

Hull City Council Early Help Team

East Riding of Yorkshire Council Early Help Team

The Courtyard Goole

We can see clients in a range of partner venues within the community, including some Children's Centres, depending on the client's need.

Just get in touch to find out more.