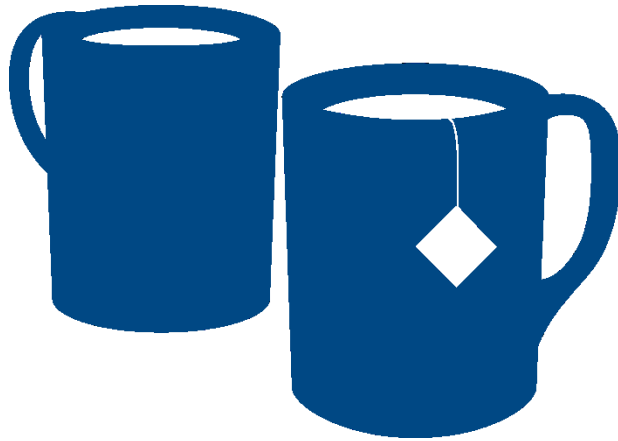


Citizens Advice Cornwall case study



In 'Frank's' own words: I couldn't believe the difference that my Citizens Advice / Macmillan Adviser made.

'Frank' * was diagnosed with lung cancer in 2011 and was still receiving treatment when a friend contacted the project on his behalf.

He said:

The worst thing about having cancer was being broke with it, I'd never really been broke before; I was always alright - if we wanted something we'd go and buy it.

I thought I could sort it all out myself, I'm quite an intelligent person but it's so difficult to get the money. The forms are an absolute nightmare and after two or three years all the money was gone, I was right at the end of my £5,000 overdraft and in debt with heating bills and rent. I can't praise [my Citizens Advice / Macmillan Adviser] enough, she was brilliant. Not very long after the Macmillan grant turned up and it was instant relief really. I used the grant for gas for heating and I was able to eat properly for a bit, whilst she applied for the benefits I needed and then it all came together.

Gradually I've been able to climb out of it now. The grant was a godsend, an absolute lifesaver and I couldn't believe the difference [that my Citizens Advice / Macmillan Adviser] made.



* Name has been changed to protect client confidentiality

www.citizensadvicecornwall.org.uk

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