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For more information visit the Breakthrough website: www.bbobrekthrough.org.uk

**AN ADVICE AND SUPPORT PARTNERSHIP PROJECT
PART OF THE
BUILDING BETTER OPPORTUNITIES PROGRAMME
FUNDED BY THE EUROPEAN SOCIAL FUND AND THE NATIONAL LOTTERY COMMUNITY FUND**



About the Breakthrough Programme

Breakthrough is a partnership project designed to offer personalised ongoing support for vulnerable people across Coventry and Warwickshire who are either **unemployed** or **economically inactive** to help them overcome their everyday problems, adapt to change and gain new skills that boost self-esteem, confidence and wellbeing. Each participant will have a designated Money Mentor to support them to develop their personalised action plan and their progress throughout the programme.

The support will be client centred, tailored to individual needs, encourage their aspirations and aim to promote self-help. After an initial assessment of the barriers and needs, participants will develop and follow a personal action plan, identifying the key tasks and milestones that will help move them towards finding employment or accessing training.

FREE Personal Support includes : continuing support from a money mentor, help with debt & finance issues, welfare benefits/tax credits, housing, relationship issues, planning for the future, developing skills; basic IT skills, cooking skills, numeracy and literacy skills, boosting confidence & self-esteem, work experience and employability skills, volunteering placements, opportunities to meet new people, improving your overall wellbeing.

Confidentiality of records and storage policy

All paper and electronic records will be held in a confidential and secure manner. No information will be released to third parties without the consent of participants. At the conclusion of the programme records will be held in secure storage until 31 March 2034, at which point they will be destroyed.

How to raise a complaint

In most circumstances, complaints can be dealt with effectively by front line staff who can deal with and resolve the matters raised face to face with the individual concerned. Where a complaint cannot be resolved in this way, the formal complaints procedure should be used. Once received, the staff member needs to decide whether the complaint is a minor issue or should be dealt with under the complaints procedure. The consideration and outcome should be recorded, and a complaints leaflet offered to the client. The complaints procedure for the CAB Service has four stages, for more information speak to a member of staff or visit the Citizens Advice UK website: www.citizensadvice.org.uk/about-us/contact-us/complaints/

