Received by Citizens Advice Derbyshire Districts on 06.04.20 from participant

*My name is XX XX and I have been a client of X’s for the last few months. I cannot overstate the difference (the Personal Navigator) has made to me, her advice and support have been invaluable and have enabled me to move from a very dark place to one where I can see a light at the end of the tunnel. I have serious mental health problems and, to be frank, I am not sure if I would be here if I had not had (X’s) kindness, expert knowledge and patience. I am eternally grateful for the service I have received.*