

**citizens
advice**

Citizens Advice Mid-North Yorkshire

Supporting our communities during the Coronavirus crisis

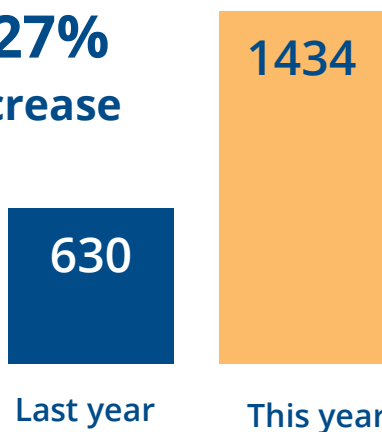
citizensadvice.org.uk/coronavirus

Update

October - November 2020

Calls made to Adviceline 1st Oct - 30th Nov

**127%
increase**



Last year

This year

Getting in touch

Adviceline: Money & Benefits

 **0300 3031 598** (local rate)

Adviceline: General enquiries

 **0808 278 7900** (freephone)

Emergency food vouchers can be accessed on both these lines.

Universal Credit

“Help to Claim”

 **0800 1448 444** (freephone)

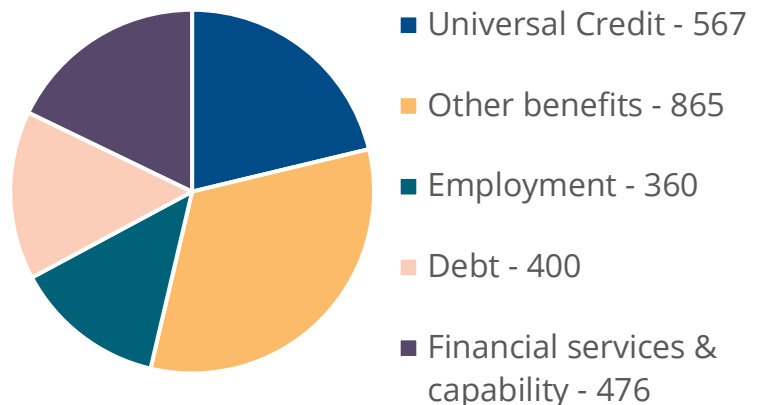
Advice online

To receive advice by email, please click on the link above to complete a form online.

Between 1st October and 30th November 2020 we helped **3,359** people (49% had a disability or a long-term health condition).

£1,135,833 of financial gains, including benefits and tax credits.

Main issues helped with (no. of clients):



Additional information and support

- **Information and advice online and web chat**
visit www.citizensadvice.org.uk
- **Citizens Advice Consumer helpline**
Help with all consumer issues including flight/holiday refunds etc. Telephone **0808 223 1133**
- **Warm & Well in North Yorkshire**
Information and advice if you are having difficulties paying your energy bills or keeping your home warm. Telephone **01609 767555** or visit www.warmandwell.org.uk
- **Emergency Assistance**
If you are not sure which number to call, please contact us on **01748 823862**. This includes accessing emergency food vouchers.

How we are supporting our communities affected by the Coronavirus crisis

In our last newsletter for 2020 we would like to take this opportunity to wish a Happy Christmas to all.

We hope that even at these difficult times you are able to enjoy this season and be assured that we will be there to help if things have gone wrong and are difficult this year.

We would like to begin by saying a big thank you to our funders for supporting us over the last year and helping us provide services to growing numbers of people in North Yorkshire.

We say a special thank you to our staff and volunteers who despite their own worries have continued to deliver our service and wish them a joyful Christmas.

Finally to our partners in the Charity, Statutory and Private sectors who are keeping going, we salute you and your bravery and would not be able to function without you, so thank you.

The best news we have is that it will now be free to ring **Adviceline**. The new number to call is **0808 278 7900**. Please take advantage of this if you need to, or ring any of our other services listed overleaf that that maybe better suited to your needs.

In addition we have recently employed nine new staff members and will after Christmas be offering free advice in family law, increased debt and housing advice, and discrimination advice. Please feel free to contact us on any of these issues.

Lastly, now is the time we can assist you on issues related to Brexit. We can also help EU citizens who need help to register for settled status. Please let any of your staff know they can contact us to check how we can help.

Happy Christmas and best wishes,
Carol Shreeve
CEO, Citizens Advice Mid-North Yorkshire

#ThanksToYou

In November we took part in the National Lottery #ThanksToYou campaign, to thank National Lottery Players and The National Lottery Community Fund for funding various projects including the Rural Advice Bus (Hambleton and Richmondshire) and Advice Matters (Selby).

National Consumer Week 16 - 22 Nov

<https://www.citizensadvice.org.uk/NCW20/>
This year's campaign focused on raising awareness of consumer rights when shopping online, and what people can do if something goes wrong.

Christmas Closing Time



Hannah (Adviser), Mel (Discrimination Caseworker), and Katie (Training Support)

After an incredibly tough year, our volunteers and staff will be taking a much-needed break at Christmas to be ready to deal with the challenges that come in the New Year.

We will be closed on Thursday 24th December 2020 and reopen ready for your calls on Monday 4th January 2021.

Follow us on Facebook and Twitter.

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 @Mid_North_Yorks

www.citizensadvicehrs.org.uk

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