

**citizens
advice**

Citizens Advice Mid-North Yorkshire

Supporting our communities during the Coronavirus crisis

citizensadvice.org.uk/coronavirus

Update

June - July 2020

Calls made to Adviceline June 1st to July 31st

322%
increase

312

Last year

1318

This year

Getting in touch

Adviceline General enquiries

 **0300 3309 036** (local rate)

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.

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Between June 1st and July 31st, 2020 we helped **2,736** people (43% had a disability or a long-term health condition).

£511,274 of financial gains, including benefits and tax credits.

Main issues helped with (no. of clients):



- Universal Credit - 337
- Other benefits - 549
- Employment - 478
- Housing - 302
- Debt - 209

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're 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

Our main offices are now offering emergency face-to-face sessions, days and times for each office detailed below.

We will be following social distancing guidelines which means we will need to limit the number of people in our waiting areas.

Information about each office can be found on our website at <https://citizensadvicehrs.org.uk/get-advice-contact/>

We are asking people, if they are able, to continue to use our telephone and on-line service to help us keep our face-to-face service for those who need it most.

Hambleton

Mondays and Wednesdays
10.00 am to 2.00 pm

Richmondshire

Tuesdays 10.00 am to 2.00 pm

Ryedale

Thursdays 10.00 am to 2.00 pm

Selby

Tuesdays and Thursdays
10.00 am to 2.00 pm

- As from **August 2020**, the **Rural Advice Bus** service will resume visits to **Bedale Market** on the **2nd Tuesday** of each month.

- Funding secured to deliver the NYCC Money and Benefits Service, delivered through a dedicated telephone helpline, Monday to Friday, 9 am - 4 pm, from 24th August 2020.

The service will help people with issues relating to Universal Credit or other welfare benefits, and with managing money.

- Hambleton District Council are funding our new service which supports EU Citizens in the Hambleton District when applying to the EU Settlement Scheme. We can help with completing applications, including help with ID verification. To make an appointment please telephone **01609 776551**.
- Our **Warm & Well** team are now providing **Energy Advice appointments** by telephone. For more information please telephone **01609 767555**.

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www.citizensadvicehrs.org.uk

Citizens Advice Mid-North Yorkshire is a registered charity. Charity Registration number 1146084.

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