

Welcome to our first update bulletin of 2021!

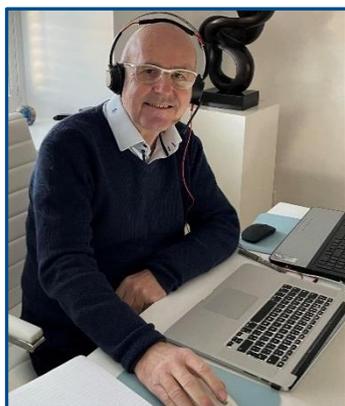
Our service remains **open 9.00am to 5.00pm Monday to Friday** and while our face-to-face service is temporarily suspended during this strict lockdown, we are working hard to make sure everyone can still reach us.

A reminder that our **Adviceline is now free to call on 0808 278 7900** to speak to an adviser about any issue, in addition to our other dedicated numbers listed overleaf for help with energy, money and benefits, and more.

Whichever way you access our service, you will find your way to the right team.

We can now offer appointments with our **new specialists in Discrimination and in Family Law** to our existing team of **Welfare Benefits, Debt and Housing** caseworkers. Just give us a call if you want to know more about what they can do to help.

Our staff and amazing volunteers are staying positive (even those juggling home schooling!), despite a difficult start to the year. With our best wishes to you as we all face the challenges that 2021 will bring.



Ken Dent - Adviceline Adviser and Specialist Debt Caseworker

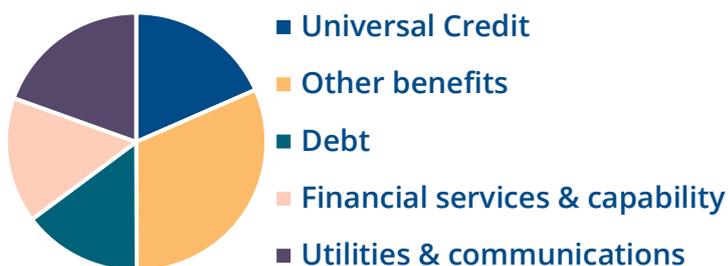
Referrals

To refer someone for advice, we have a new **online referral form** on our website for organisations to use. Please still encourage people to contact us directly using our free Adviceline or through our **online form** if they can, but we know sometimes this isn't possible so we hope the new referral form helps.

Key Statistics

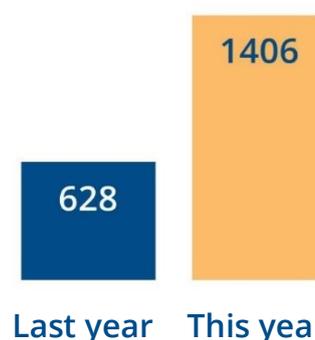
Between 1st December 2020 and 31st January 2021 we helped **3,000** people (59% had a disability or a long-term health condition). **£1,589,679** of financial gains, including benefits and tax credits.

Main issues we helped with:



Calls answered by Adviceline 1st Dec 2019 - 31st Jan 2020

**124%
increase**



Supporting our communities

Warm and Well in North Yorkshire



Between October and December, the team dealt with **393** referrals which was an increase of **210** calls for the same period in 2019. With funding secured from Energy Saving Trust we supported **173** households with energy top up vouchers.

We continue to support clients with energy switching, queries regarding keeping homes warm, and energy efficiency measures. Working with our partners through the Warm and Well partnership we have been able to support clients to have central heating installed with new Eco rated boilers. Our specialist debt advisors continue to support clients with fuel debt.

We also welcomed Glen and Maciej to the team as part of the Energy Redress project which will mean that we can support **500** households with energy advice across North Yorkshire.

If you would like more information or make a referral to Warm and Well please call **01609 767555**.

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www.citizensadvicehrs.org.uk

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 an online form.

Additional information & support

- **Information and Advice online and web chat** visit www.citizensadvice.org.uk
- **Citizens Advice Consumer helpline**
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
- **Pension Wise** free guidance on what to do with your pension pot. Telephone **0800 138 3944** to see if you are eligible, or visit www.pensionwise.gov.uk
- **Emergency Assistance**
If you are not sure which number to call, please contact us on **01748 823862**. This includes accessing emergency food vouchers.

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