

**citizens
advice**

Citizens Advice Mid-North Yorkshire

Supporting our communities during the Coronavirus crisis

citizensadvice.org.uk/coronavirus

Issue 1

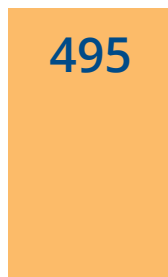
15th April 2020

Calls made to Adviceline March 15th to April 14th

209%
increase

160

Last year



This year

Getting in touch

Adviceline General enquiries

 **0300 3309 036** (local rate)

Universal Credit

“Help to Claim”

 **0800 144 8 444** (freephone)

Advice online

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

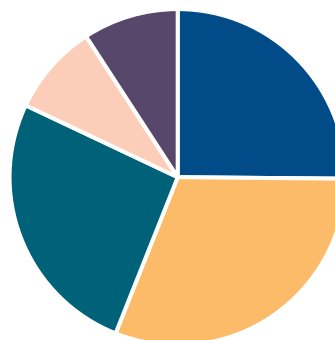
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Between March 15th and April 14th 2020, we helped **947** people (42% had a disability or a long-term health condition).

£258,676 of financial gains, including benefits and tax credits.

Main issues helped with (no. of clients):



- Universal Credit - 263
- Other benefits - 323
- Employment - 272
- Housing - 92
- Debt - 96

Additional information and support

- **Emergency Assistance** - help for those eligible to access Food Bank Vouchers and Charitable Grants. Telephone **01748 823862**
- **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 Telephone **0800 138 3944** or visit www.pensionwise.gov.uk
- **Information and advice online and webchat** visit www.citizensadvice.org.uk

How we are supporting our communities affected by the Coronavirus crisis

- Our Rural Advice Bus is supporting local COVID-19 Response Groups to deliver essential supplies to those who are shielded or in self-isolation.
- Volunteers and staff are working from home, delivering our service by telephone, email, webchat and FaceTime.
- A local number setup for people to access Emergency Assistance, including Food Bank vouchers and charitable grants.
- Email advice translation service launched for Polish community polish@northyorks1ca.org.uk
- Providing specialist benefits and employment support.
- We are applying for grants to provide additional technology and support for homeworking.

www.citizensadvicehrs.org.uk

Citizens Advice Mid-North Yorkshire is a registered charity. Charity Reg. No. 1146084. A Company limited by Guarantee in England No: 7890996.

Authorised and regulated by the Financial Conduct Authority FRN: 617621.

Registered Office:


277 High Street, Northallerton, Yorkshire, DL7 8DW.

With so much misinformation circulating on social media, people need reliable sources of information.



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We only post information from reliable sources.

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