

**citizens  
advice**

# Citizens Advice Mid-North Yorkshire

## Supporting our communities during the Coronavirus crisis

[citizensadvice.org.uk/coronavirus](https://citizensadvice.org.uk/coronavirus)

Update

August - September 2020

### Calls made to Adviceline 1st August - 30th September

**97%**  
increase



Last year

This year

### Getting in touch

**Adviceline: Money & Benefits**

 **0300 3031 598** (local rate)

**Adviceline: General enquiries**

 **0300 3309 036** (local rate)

Emergency food vouchers can be accessed on both these lines.

### Universal Credit

“Help to Claim”

 **0800 1448 444** (freephone)

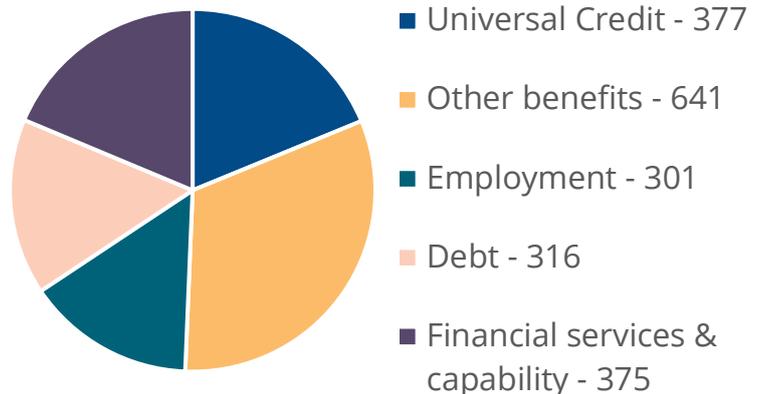
### Advice online

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

Between 1st August and 30th September 2020 we helped **2,618** people (49% had a disability or a long-term health condition).

**£596,336** 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](https://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](https://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

- **NEW** - the **Money & Benefits Advice Service helpline** is available Monday to Friday, 9.00 am - 4.00 pm. People in North Yorkshire can call **0300 3031 598** for help with welfare benefits (including Universal Credit) or help to manage their money. A voicemail can be left outside of office hours.
- **NEW** - **Warm and Well Energy Advice Programme** - we received funding to deliver an additional 50 1-2-1 energy advice appointments from 1st August 2020 to 31st March 2021. The programme helps clients who are in or at-risk of fuel poverty by supporting with high energy bills, energy comparison and switching, and support applying for energy discounts and energy trust grants. This support runs in conjunction with the Warm and Well initial assessment and partnership with various partners across North Yorkshire.  
  
Compared to the same period last year, **Warm and Well** has seen an increase of **197%** in referrals to the service.
- During lock down the **Pension Wise team** moved from face-to-face to telephone appointments. The service provides guidance to people who are aged 50 or over, have a personal or workplace pension and want to make sense of their options. Between 1st April and 30th and September the team have helped **936** people, a **27%** increase for the same period last year.  
  
Call **0800 138 3944** to book an appointment or online at [www.pensionwise.gov.uk/en](http://www.pensionwise.gov.uk/en)
- **Rural Advice Bus** - the service resumed at the beginning of August, we presently visit Bedale, Reeth, Leyburn, and Hawes Markets once a month. In the next couple of weeks we hope to secure dates for Thirsk and Northallerton Markets.



*The Rural Advice Bus at Reeth Market*

### Insight from John, Volunteer Advisor, on his experience and how he has adapted to helping clients remotely through lockdown.

The pandemic has resulted in huge changes to my volunteer role. I now work from home calling clients back, answering email and voicemail enquiries, and using our webchat service to chat to clients online.

For me this feels more flexible and efficient way of helping clients. I am also convinced that whilst the lack of face to face help has been hard on many clients these other channels have meant we can help many people who may not feel comfortable coming into an office.

Covid-19 and the changes in employment circumstances has greatly increased the number of people seeking advice, along with marked increases in relationship, money and debt, and housing related enquiries.

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[www.citizensadvicehrs.org.uk](http://www.citizensadvicehrs.org.uk)

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