

**citizens
advice**

Citizens Advice Mid-North Yorkshire

Supporting our communities during the Coronavirus crisis

citizensadvice.org.uk/coronavirus

Update

April - May 2020

Calls made to Adviceline April 1st to May 31st

246%
increase

301

Last year

1043

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.

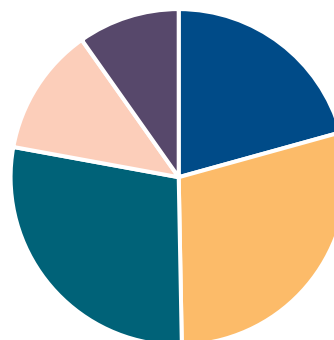
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**Mid-North
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Between April 1st and May 31st, 2020 we helped **1,953** people (39% had a disability or a long-term health condition).

£507,564 of financial gains, including benefits and tax credits.

Main issues helped with (no. of clients):



- Universal Credit - 349
- Other benefits - 489
- Employment - 475
- Housing - 208
- Debt - 165

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 Warm & Well team launched **Yorkshire Energy Savings Month** in May, a social media campaign with tips and information #YESM20
- We are planning and preparing our return to local offices. In the meantime you can continue to access our services via telephone, email, and online, contact details overleaf.
- In the last month we have seen an increasing number of people coming to us with employment issues, especially those who have been furloughed or are self-employed.
- Our advisers have been training to deal with complex issues relating to debt, housing, and benefits in anticipation of further increased demand for advice in the coming months.
- We have continued to campaign on behalf of the community on emerging issues arising from the Coronavirus pandemic #benefitcap #rentersrights #ScamsAction #PeriodPoverty

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



Follow us on Facebook and Twitter
We only post information from reliable sources.

 @CitizensAdviceMidNorthYorkshire

 @Mid_North_Yorks

www.citizensadvicehrs.org.uk

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