

Supporting
communities
across all
areas of
North
Yorkshire



Craven



Hambleton



Harrogate



Richmondshire



Ryedale



Selby



Scarborough

About Us

We are North Yorkshire Citizens Advice & Law Centre

We provide free, independent, confidential, and impartial advice, and campaign on the big issues affecting people's lives.

We can all face problems that seem complicated or intimidating. At North Yorkshire Citizens Advice & Law Centre, we believe no one should have to face these problems without good quality, independent advice.

We are an independent charity and part of the Citizens Advice Network across England and Wales. We are also part of the Law Centres Network and value the independent spirit and principles on which the Law Centre tradition lays.

We value diversity, promote quality and challenge discrimination wherever we see it.

Our Mission

To provide advice and legal help that helps people to overcome their problems.

Our Vision

Is for people to have the knowledge and confidence they need to find their way forward, whoever they are and whatever problem they face.

North Yorkshire Citizens Advice & Law Centre

Registered office: 277 High Street, Northallerton, North Yorkshire DL7 8DW.

Charity Registration Number 1146084.

A Company limited by Guarantee in England Number 07890996.

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



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Statement of Internal Control

The trustee board of North Yorkshire Citizens Advice & Law Centre oversees the information security of all personal information of our clients, staff, funders, and strategic partners that is processed. North Yorkshire Citizens Advice & Law Centre holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service.

An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

Foreword from our Chair

Firstly my thanks go to all of my fellow board members and others who volunteer their time and effort to North Yorkshire Citizens Advice & Law Centre. Volunteering is one of the most important ways of showing care to your community and we greatly value all our volunteers' efforts.

Thank you also to our staff who have worked so hard this year. This report shows this charity demonstrating increasing value for money, increasing income gained for the people of North Yorkshire and increasing services for the people of North Yorkshire without further costs to the public purse.

It also shows how it is possible to deliver a multi-channel service across North Yorkshire while keeping true to the individual needs of each area. We understand that the next few years may not be easy but we are determined to keep delivering and improving for our communities and to keep working in partnership.

Carl Les, Chair



23,633

people helped
in 2023/24,
10% increase
on 2022/23.



138,349

issues dealt with
in 2023/24,
32% increase
on 2022/23.

The help I received helped to put me on the right path to get answers to my problem. Although not resolved as yet, I am further forward. The care and professionalism was outstanding, we are so lucky to have this service.

Client quote from the Client Experience survey.

Our impact this year

Whether dealing with a single issue or a complex set of problems that requires more specialist support, this year we provided advice, support, or information to 23,633 people directly over the phone, by email, webchat, or face to face at our main offices, outreach locations, and scheduled visits of the advice bus and van.

Key statistics for 2023/24



47,654

contacts
by telephone

8% increase on 2022/23



33,442

contacts by
email or webchat

25% increase on 2022/23



10,880

contacts
in person

54% increase on 2022/23



£25,177,599

Income gain

45% increase on 2022/23



£2,747,456

Debt written off

11% increase on 2022/23

Top five issues in 2023/24



17,095

people helped with
benefits advice

18% increase on 2022/23



3,385

people helped with
debt advice

18% increase on 2022/23



6,324

people helped with
energy (fuel) advice

23% increase on 2022/23



3,560

people helped with
housing advice

30% increase on 2022/23



1,746

people helped with
employment advice

13% increase on 2022/23

Chief Executive Officer's report

Truly we have so much to be grateful for this year. We have seen a real coming together of staff, volunteers and trustee board members when our communities needed them.

We have launched more specialist services and again increased the numbers of people we are helping in North Yorkshire. This is reflected by the increase in financial gains for the people of North Yorkshire shown in this report and helps demonstrate how prevention is financially and socially better for our communities.

One of the most important achievements of this year was our continued merging of our services and the expansion of our alternative points of delivery in our expanding outreach services across North Yorkshire. In addition we also saw a good mixture of our community engaging with our online services while those who are vulnerable still accessing the face to face services that are so highly valued.

We must also give a big thanks to all of our partners who we rely on so heavily to be partners in our communities. From statutory sector partners such as North Yorkshire Council, town councils and ICBs, to the Community and Voluntary sector who we are immensely proud of belong to in these challenging times. Our partner charities are amazing and we value you all.

Carol Shreeve, CEO

For every £1 invested in our service in 2024/24, we generated:

£19.85 public value

Wider economic and social benefits, improvements in participation and productivity for clients and volunteers.

£13.26 in value to the people we help

Income gained through benefits debts written off, and consumer problems solved.

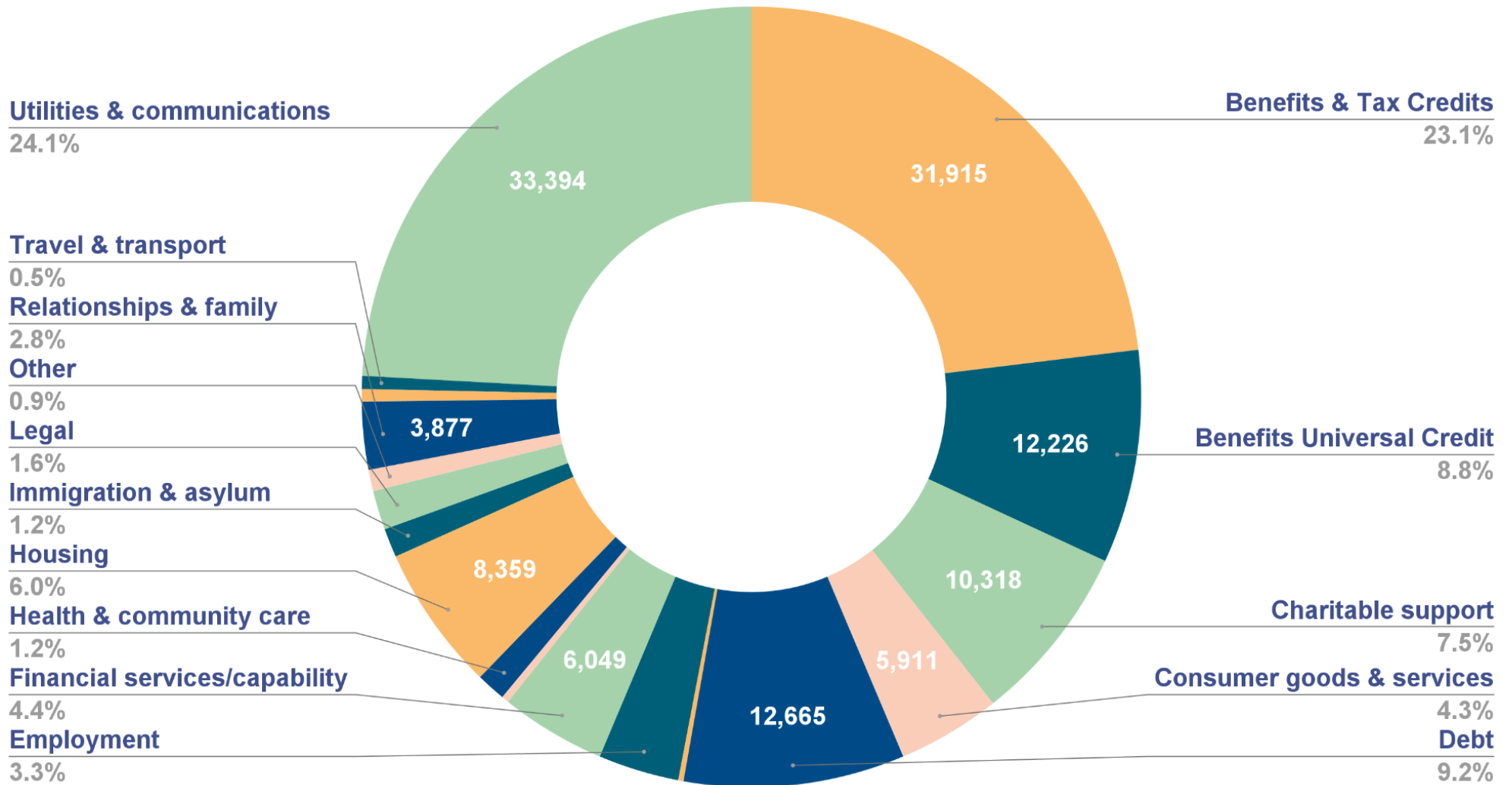
£2.74 in fiscal value

Reduction in health service demand, LA homelessness service, and out-of-work benefits for clients and volunteers.

The people we help, our funders and the organisations we work with see the value we deliver and the impact we are making. It is impossible to put a financial value on everything we do – but where we can, we have.

We have used a Treasury-approved model to provide the figures detailed.

All issues we helped with this year



Treasurer's report

I would like to thank all the organisations and people who provide funds to North Yorkshire Citizens Advice & Law Centre which allows the delivery of all our projects and services to an ever increasing number of clients. This annual report shows the wide range of projects we are delivering and the increasing number of different funders we rely on.

Income and expenditure figures are shown in the table below. Income decreased by 5% but it should be noted that the income figure for 2022/23 was significantly increased by the accounting treatment of the assets of the two Citizens Advice organisations we merged with during that year. A full explanation of this is contained within the 2022/23 Financial Statements. Excluding the impact of that one-off event would have resulted in income of just over £3 million for 2022/23, so income is significantly higher for 2023-24 using that as a comparison.

Expenditure increased during 2023/24 as new staff were taken on to deliver new and extended projects.

I would like to pay tribute to our Leadership team for their continuing success in obtaining additional funds for new and existing projects; this demonstrates that funders recognise the importance of the work we currently do and the need to fund new projects to meet emerging needs.

The Finance team has successfully dealt with new projects starting and the resulting complications in accounting and have ensured that the Trustee Board were fully briefed on the finances of the organisation throughout the year.

Carol has highlighted in her CEO's report the increasing demand for our services; we can move forward to meet these challenges on a solid financial footing.

	Year end 31-03-23	Year end 31-03-2024	Increase / (Decrease)
Income	£3,948,991	£3,764,603	(5%)
Expenditure	£3,084,803	£3,630,382	18%

A copy of our full accounts can be obtained, on request.

Robert Pringle, Vice Chair and Treasurer

Financial value of our volunteers



£803,105

estimated value of our
84 volunteers in 2023/24

Client experience survey



The Client Experience survey helps us understand how well we are meeting the needs and expectations of our clients.

ALL clients are asked for their permission before the survey is sent out.

The survey asks questions relating to client experience and invites further comments that clients wish to provide, surveys are anonymised.

94% stated that they were satisfied with their overall experience of our service

87% stated that they would recommend our service to friends and family

79% stated that it was easy to access our service

72% stated that our service had helped them find a way forward

76% stated that their problem had been resolved

66% stated that after the help they received they felt less stressed, depressed or anxious

50% stated that after the help they received they felt their physical health had improved

Further comments from survey:

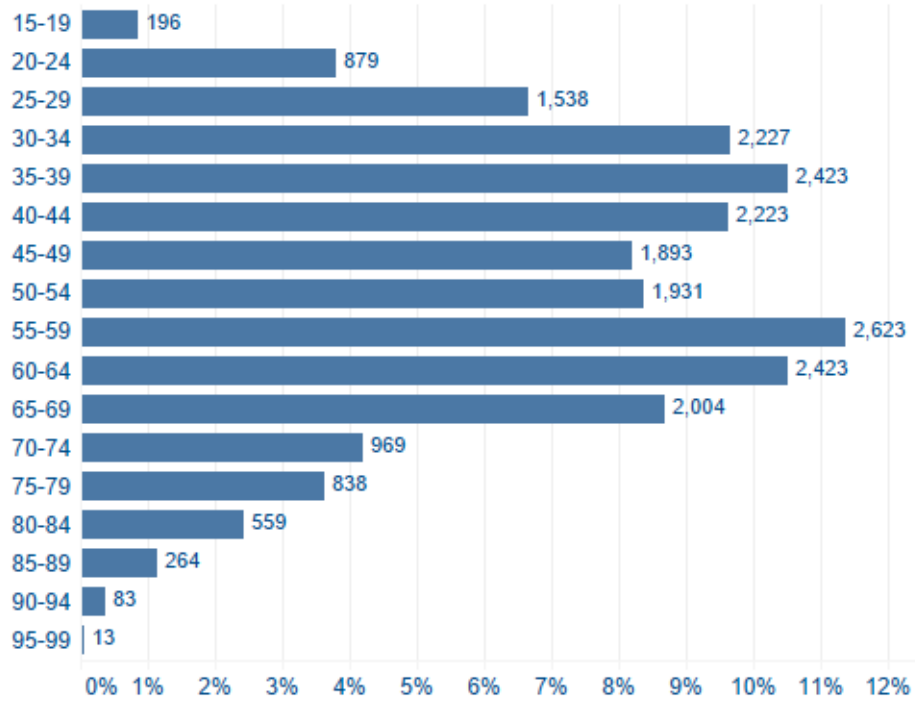
'I was so stressed and was struggling with letters I was getting, the person I saw didn't make me feel stupid as sometimes I find things difficult. Thank you.'

'Once I got through I found the adviser very helpful, but they had to take down a lot of information before they could begin to address my inquiry. The adviser promised to call back and did, twice in fact. She was extremely helpful.'

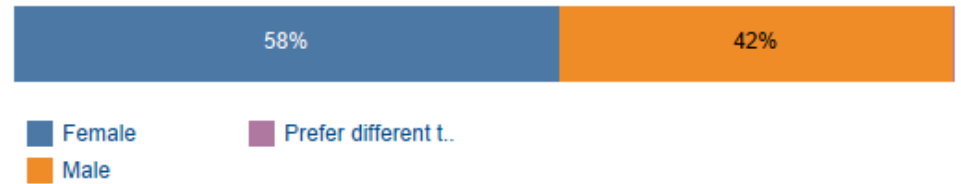
'The help and advice I was given was very helpful and given in a professional manner. I was told that it wasn't possible to receive the help I was hoping for and this definitive answer was helpful. The follow up was reassuring. Thank you.'

Client profiles

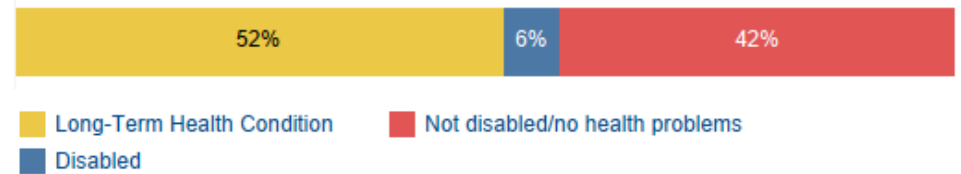
Age



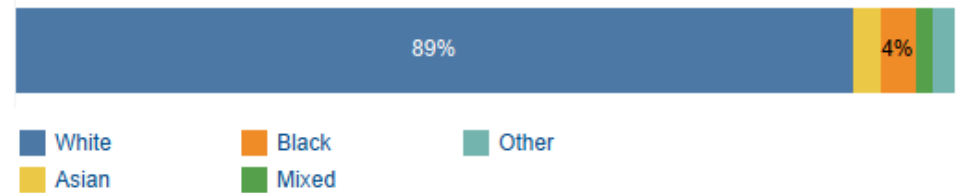
Gender



Disability / Long-term health



Ethnicity



Our service

Generalist service

We are a vital open-door service for many people. Our service is delivered through our core service, projects, and specialist advice including debt, welfare benefits, employment, housing, family law, discrimination, and immigration.

Our communications team promotes our service through social media platforms and the news section on our website. The team also promotes the work of our partners and keeps MPs of our areas up to date on our activities and campaigns.

Local offices

We have 8 local offices based in Harrogate, Malton, Northallerton, Richmond, Skipton, Scarborough, Selby and Whitby.

Adviceline

You can contact us every weekday,
9.00am to 4.30pm, by calling
0808 278 7900 Freephone.

Drop-ins

We run drop-in sessions at all our offices and at outreach locations in North Yorkshire.

Website

For information about all our services and how to access them, visit our website at www.cany.org.uk

Outreach service

Our outreach service is delivered mainly by volunteers and we thank them for all their hard work in delivering this important service to our local communities in North Yorkshire, which includes 5 food banks across Harrogate, Skipton and Selby. During the summer months to increase awareness of our service, we also attend community events across the county.

We have been approached by a number of smaller communities asking if it would be possible for us to deliver an outreach session due to lack of public transport and residents not confident / able to use Adviceline. For example, RAF Leeming has no public transport and currently there are families living there from both the RAF and Army and unless they have transport, they are unable to access any of the drop-in sessions at the Northallerton or Richmond offices if they require a face to face meeting.

Volunteers who have expressed an interest in covering outreach complete mandatory adviser training first, covering Adviceline or face to face office drop-in sessions to ensure they have relevant knowledge, experience and confidence. The outreach delivery rota enables us to cover sessions over a longer period of time and ensures an even distribution of the sessions amongst volunteers.

Further information on our volunteers and volunteering with us can be found on page 24 of this report.

Outreach projects

Rural Reach Information and Advice Bus and Van

Funded by the National Lottery Community Fund and North Yorkshire Council.

Catterick Garrison Connection

Funded by the Army Covenant Fund and Veterans. Supporting serving personnel, veterans, and their families.

Foodbank outreaches in Harrogate, Ryedale and Selby

Funded by the Trussell Trust.

Homes for Ukraine

Funded by North Yorkshire Council. Support and advice for Ukrainian nationals, sponsors or family hosts.

POMOC

Funded by North Yorkshire Council. Provided support and advice to Eastern European residents in Scarborough and Ryedale.

Hambleton Extended and Enhanced Housing Support

Funded by NYC and delivered to residents in Hambleton, utilising a blended mix of advice channels but focusing on face to face advice at outreach locations within Hambleton.

SHIC Cuppa Connect - Hambleton and Richmondshire

Funded by North Yorkshire Council. Partnership working across Hambleton and Richmondshire, signposting people to support available from Citizens Advice and other organisations.



The Advice Bus and Van taking our service into rural and isolated communities.



How we helped Diane

Name has been changed to protect their identity.

Background

Diane is of pension age, living in a private rented property, and has complex physical and mental health issues. Diane contacted our Adviceline service seeking advice on claiming disability benefits and general income maximisation.

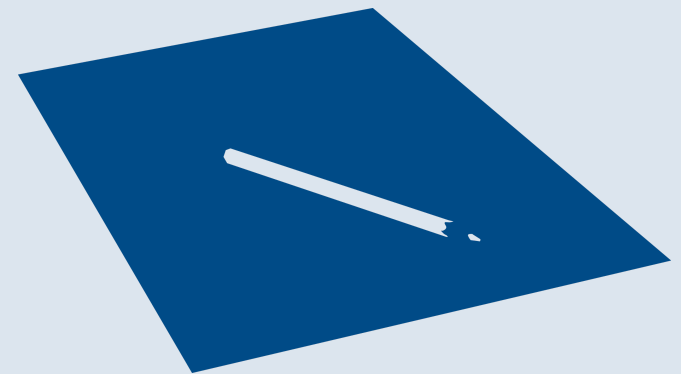
Diane was employed and relied on her income from overtime at work but was finding that overtime was starting to be offered to younger employees rather than her so she was dealing with a drop in her income and paying off debts.

Advice and outcomes

Our adviser helped Diane with the following:

- claiming for Attendance Allowance which was awarded and linked to her Cost of Living entitlements
- identified a housing benefit entitlement which would allow her to also claim a discretionary housing payment for her remaining rent

- referred Diane to the local food bank to reduce food costs
- identified she was eligible for financial support from grant-giving charities based on her employment history
- advised Diane that she could save money by switching to a social tariff for water
- offered her debt, employment and discrimination advice
- advised Diane on how to request assessment for aids and adaptations to remain independent and safe at home.



Law Centre

In 2023/24 the Law Centre team advised, assisted and represented clients with a wide range of legal issues.

North Yorkshire Citizens Advice & Law Centre covers York and North Yorkshire. The Law Centre has a range of funding contracts to provide services in family law, housing, employment, and asylum and Immigration.

To make a referral into any of our specialist legal teams, please email our Law Centre team at:

lawcentre@northyorkslca.org.uk

or call our FREE advice line on **0808 278 7900**

We're always looking to make connections with local solicitors who would like to offer pro bono advice. If you'd like to talk to us about opportunities, please get in touch.

Areas of law covered

Family and relationships

Providing guidance, support and casework for people with family and relationship issues.

Housing

Providing advice and casework on a variety of housing issues, including representation at Court.

Employment

Providing guidance, support and casework for people with employment issues.

Asylum and immigration

Providing guidance, support and help accessing legal services for people with asylum and immigration matters.

Law Centre funding

Thank you to all the funders who have supported the development of the Law Centre in 2023/24:

- AB Charitable Trust
- Access to Justice Foundation
- Legal Aid Agency
- Ministry of Justice
- National Lottery Community Fund
- Nationwide Community Fund.



How we helped Sarah

Name has been changed to protect their identity.

Background

We first met Sarah at court, she was very nervous and was there with family to support her but no legal representation. Her landlord was trying to evict her for rent arrears she didn't believe she owed.

How we helped

The first thing we did was to listen to Sarah's story whilst reviewing the documents she'd brought to court with her. One of these documents suggested that she wasn't liable for the rent in the property due to a separate agreement. Whilst the document wasn't signed, Sarah believed there was a signed copy she could get hold of if she had the time.

After speaking to the landlord's representative, it became apparent he was aware of the document but had not made the court aware of it, and also that he had been making numerous efforts to get Sarah to agree a date to move out of the property, putting pressure on her when she was already vulnerable through personal circumstance.

At the first court hearing, we were able to secure an adjournment to give Sarah a chance to obtain a signed copy of the document needed to evidence her position and draft a defence.

Using different funding options available to us, we then worked with Sarah to obtain the signed document and drafted a defence on her behalf. Upon receiving this, the landlord's solicitor agreed to discontinue their claim for possession and rent arrears.

This was a fantastic result for an extremely vulnerable client and prevented a miscarriage of justice.



Energy Advice

Warm & Well in North Yorkshire, funded by North Yorkshire Council, is a single point of contact that allows people to access information, advice and support on a range of issues.

From 1st April 2023 to 31st March 2024, the Warm and Well Single Point of Contact supported **6,324** clients with **43,765** issues and achieved **£5,951,501** in income gains.

Over the last year, we are seeing an increasing complexity in the issues people are coming to us with.

Energy debt, affordability and disconnection are still a rising concern and now a lot of people have no reserve or back up funds to pay for their energy or other household essentials. The holistic support we offer to the clients referred to us for energy advice enables us to identify underlying issues, provide advice and empower our clients to try and find ways to deal with the effects of not being able to afford essentials and living on a negative budget.

Subject to eligibility, through the NYC Household Support Fund, British Gas Energy Trust and other funders, Warm & Well in North Yorkshire can provide financial support through the distribution of fuel vouchers, help towards energy bills or other energy costs including LPG, oil, coal and logs.

Warm & Well in North Yorkshire

We continue to look into ways of maximising client's income by completing:

- Benefit checks
- Budgeting
- Providing energy saving tips and advice on efficiency measures
- Supporting with more complex issues such as billing and meter issues, complaints to suppliers and energy comparison and switching
- Signing vulnerable households up to the Priority Services Register
- Referrals to our internal specialist services or external organisations if they are better placed to help.

On the following page are details of our Energy Advice funders and we thank them for their continued support.

Health and Wellbeing Board
North Yorkshire



Energy Advice funders

Energy Redress

Funded through the Energy Industry Voluntary Redress Scheme.
www.energyredress.org.uk

Scarborough Energy Advice Project

Funded by the British Gas Energy Trust, providing energy advice to people living in Scarborough and District.

Surviving Winter Fund

Funded by the Two Ridings Community Foundation.

Fuel Bank Foundation and Heat Fund

We continue to work with the Fuel Bank Foundation, supplementing the funding from the Household Support Fund.

NEA - Smart Energy GB in Communities

The purpose of the grant is to ensure people in the target group understand the benefits of smart meters and increase the likelihood that people in the target group would seek or accept a smart meter.

Northern Powergrid

We are working with other local Citizens Advice offices to deliver an Energy Advice Service funded by Northern Powergrid. The service is a dedicated helpline to help clients across Yorkshire and the North East. This service is an additional resource to help with continued high demand we are experiencing for people needing energy advice.

The following projects are funded by Citizens Advice.

Energy Advice Programme 2023/24 - Providing one to one energy advice appointments to clients who are in or at risk of fuel poverty. They may be vulnerable and struggling to pay their bills.

Energy Outreach Project 2023/24 - Outreach focused energy advice project aiming to provide energy advice to vulnerable consumers in the places they live their lives.

Energy Outreach Project - Regional Lead - Project to deliver training on energy advice issues to frontline workers.

Energy Caseworker - Support for clients with capability needs which might affect them taking action themselves and / or because the issues they need to address are complex and need specialist support. Clients using this service will be experiencing high levels of disadvantage and vulnerability and be from areas experiencing deprivation.

Carbon Monoxide Advice Programme

Funded by the four Gas Delivery Networks (GDNs) across England And Wales. Southern Gas Network (SGN) is the lead partner. Providing one to one energy and carbon monoxide (CO) advice to vulnerable clients, raising awareness of the dangers of CO, energy advice, maximising income through benefit checks, and signing up clients to appropriate schemes such as the Priority Services Register.

How we helped Alison

Name has been changed to protect their identity.

Background

Alison lives with her adult son in a housing association rented property. She has severe mental health issues and anxiety, and is struggling with her cost of living. Alison claims means-tested benefits and is in the middle of a stressful review process of her Personal Independence Payment (PIP) claim which has halted her PIP payments. Alison was also in her emergency credit on her gas meter and close to her emergency credit on her electricity meter.

Advice and outcomes

Alison was contacted by our adviser to complete an exploration into her circumstances. Her benefits, debt and energy issues were all taken into account.

Following her benefit check, Alison was advised that her PIP payments should not stop during the review period and she should contact the DWP to ensure that this doesn't happen. Alison was also advised that she could be claiming Limited Capability for Work-Related Activity and was advised to complete a UC50 form so that she could be reassessed. Alison was also advised on how to apply for Discretionary Housing Payments to make up the shortfall in her rent, something she was unaware of.

Alison was issued a fuel voucher to top up her energy meters, given advice on lowering energy costs, and was advised to sign up to the Priority Services Register and why she should do so.

- Alison was empowered to sign up to the Priority Services Register
- If Alison's application for a Discretionary Housing Payment is successful, she will be better off by £50 per month for up to six months depending on the Local Council's scheme
- Alison received a £33 energy meter top up voucher
- If Alison's claim is successful, she could get the Limited Capability for Work-Related Activity element added to her Universal Credit claim, and be better off by £416.19 per month
- Finally, Alison was advised on how to lower her energy bills and could potentially save £567 annually.

Warm & Well
in North Yorkshire

Money and Benefits Advice

In 2023/24 the specialist Debt and Welfare Benefit Teams achieved the following:

- Helped 3,385 people with 12,665 debt issues
- Helped 17,095 people with 44,140 benefits issues
- Achieved income gains totalling £21.4 million through benefits, income maximisation, and budgeting advice
- £2.75 million of debt written off via insolvency options
- Dealt with an average of £10,032 worth of debt per client.

Debt Advice

The Cost of Living crisis continues to have a huge impact on many of our clients with an ever-increasing number of budgets seeing a deficit after paying essential bills. For many, this means making the choice between paying their rent, council tax, water, fuel or stop these payments in order to buy food to feed themselves and their families.

Whilst Government support has provided help towards fuel bills, the cost of gas, electricity and oil has meant many clients are still struggling to cover these essential costs.

Unfortunately, many of our cases are complicated and complex and need much more than debt advice. In order to achieve the best possible outcomes for clients, we have to consider the whole picture.

Benefits Advice

This year we have been maintaining and growing our welfare benefit service in several ways.

Firstly, we have received continuation funding from North Yorkshire Council for our Money and Benefits service which has allowed us to do prevention work in this area across North Yorkshire. The statistics given show the demand there is for our disability and income form advice service. To address this, we have developed our partnership with Macmillan and York Against Cancer to employ a full time benefit adviser across North Yorkshire to give advice to those with a life-threatening diagnosis.

In addition, we are developing two welfare benefit specialist advisers who are assisting clients in appealing decisions at tribunal and working with other local Citizens Advice and Law Centres across Yorkshire to challenge unfair decisions. We are looking to expand funding in this area with a legal aid contract in the new year.



How we helped Jon

Name has been changed to protect their identity.

Background

Jon was referred to our Money and Benefits service for assistance with his claim for Personal Independence Payment (PIP) and Universal Credit (UC) application. During the initial appointment it became clear that Jon has been without income for the past two months following a lengthy hospital stay.

Prior to hospitalisation, Jon received Employment and Support Allowance (ESA) and was placed in the support group. However, upon visiting the jobcentre with a community support worker, he was advised to apply for Universal Credit instead.

Advice and outcomes

Through exploration by the adviser, it was determined that Jon's claim for PIP was viable and the adviser assisted him with the application process. The adviser also investigated the reasons behind his ESA termination and supported his late challenge against this decision. Considering Jon's health vulnerability, lack of income and potential for re-hospitalisation, the adviser treated the matter with urgency.

After numerous contacts and escalation with the jobcentre, Jon's ESA was reinstated with arrears. This restored Jon's bi-weekly income of £259 and backdated benefits.

The adviser believes that Jon meets the criteria for both PIP components. A successful PIP claim would increase Jon's ESA by £76 per week. This option wouldn't be available under UC where additional requirements such as an identity check appointment and mandatory work search appointments (before the relevant decision was migrated from the legacy system) could, and likely would, further deteriorate his health.



How we helped Evan

Name has been changed to protect their identity.



Background

The Macmillan Information Centre referred Evan and his wife to the Macmillan Benefits Advice service for a review of their full benefit entitlements and eligibility, as well as for assistance with questions regarding bereavement. Evan is a pensioner and diagnosed with terminal cancer, his wife is below pension age and they have a son.

Evan was already in receipt of Personal Independence Payment (PIP) and his wife has been his carer and not worked for several years; she is in receipt of Carers Allowance.

Advice and outcomes

A full benefit check was carried out to see if Universal Credit was eligible as a mixed age couple but unfortunately they had no entitlement as Evan's pension income was too high.

The family were struggling with the sudden diagnosis and prognosis, so the adviser referred them to the Macmillan Support Line for Counselling support from BUPA. It was also established during the appointment that Evan did not have a

will, so the adviser was able to signpost and assist him in registering for the Macmillan free will service.

Bereavement - the adviser explained that Evan's wife, while under state pension age, would be able to claim a Bereavement Support payment. The adviser also explained the registration process for the Tell Us Once service that will inform all Government agencies of a death.

Pensions – Evan and his wife were not sure regarding occupational pensions so the adviser was able to assist in contacting pension providers to establish that 50% of the pensions would pass to Evan's wife on death.

Funeral costs – the adviser explained about the help with funeral payments as Evan's wife is eligible for benefits in her own right (i.e. UC, or Pension Credit if over pension age).

Grants – Evan was not eligible for a Macmillan grant as his savings were over the threshold of £1,000, however the adviser was able to assist him in looking at other grants from charities related to Evan's previous employment.

Local, regional and national projects

Macmillan Benefits & Advice Service

Funded by Macmillan and delivered in partnership with York and Scarborough Teaching Hospital NHS Foundation Trust and South Tees Hospitals NHS Foundation Trust, the project is dedicated to provide support and advice to those affected by cancer, and their families. Mainly deals with welfare benefit issues but also other areas of advice that are affecting patients' lives.

York Against Cancer Project - Scarborough

Funded by York Against Cancer. A project dedicated for those affected by cancer, and their families. Mainly deals with welfare benefit issues but also other areas of advice that are affecting patients' lives. Delivered with help from the Cancer Information and Support Services Centre at Scarborough Hospital.

Eastfield Outreach - Scarborough

Funded by Eastfield Town Council. Providing generalist advice to the people of Eastfield Town, who are often unable to access our main office service.

Mental Health Advice Project - Scarborough

Funded by Henry Smith Charity. Project providing advice and support for vulnerable individuals with complex needs, in Scarborough and District. Project provides tailored intensive generalist advice to those struggling with mental health issues, whether long or short term. Partnering with support organisations like Rainbow Centre and SWR Mind.

Housing Matters - Scarborough

Funded by the Nationwide Community Foundation. Specialist Housing Caseworker supports clients to prevent homelessness by providing housing-related advice, information, and support, including legal advice and court representation for those at risk of eviction.

Advice Matters - Selby

Addressing the issues associated with financial hardship connected to poor mental health. We provide specialist advice on income maximisation, benefit claims and appeals, money management and debt solutions, alongside mental health interventions to ensure solutions are achievable and sustainable. Advice Matters works with York MIND and Up for Yorkshire who deliver mental health/wellbeing support. Funded by the National Lottery Community Fund.

Selby Advice

We co-ordinate the Selby Advice network of advice and information agencies within Selby District. We host quarterly meetings where training and networking opportunities are offered. We maintain the selbyadvice.org.uk website and circulate news and service updates within the network via email.

Rydale Cost of Living Project

Funded by Ryedale District Council. Advice provided either through face to face outreach at Ryedale House or via telephone appointments. Distribution of small measures, and of Hardship Fund for eligible residents.

Local, regional and national projects

Cuppa Connect

Partnership working across Hambleton and Richmondshire areas. Clients are signposted to support available from Citizens Advice and other organisations. Funded by various pots of funding.

Foodbank projects

Funded by The Trussell Trust. Providing outreach and associated casework in Harrogate, Knaresborough, Starbeck, Selby and Skipton Foodbanks.

Projects funded by North Yorkshire Council

NYC Information and Advice Service (North Yorkshire) - Delivery information and advice through a single point of contact (telephone, email, and online at www.cany.org.uk).

NYC Money and Benefits Service - Dedicated telephone and email service providing information and advice on benefits, income maximisation and money management.

NYC Household Support Fund Fuel Vouchers - Distributing fuel vouchers and help towards bills and cost of LPG, oil, coal and logs to eligible residents in North Yorkshire who are struggling to pay their energy bills.

In addition to the Energy Advice Programme, the following projects are funded by National Citizens Advice.

Help to Claim – National helpline

Service to provide telephone or webchat advice to clients looking to make their first claim for Universal Credit.

Help through Hardship – National helpline

Helpline is open to clients needing support with food parcels; the aim of the project is to offer advice to clients in crisis by giving income maximisation advice which can include benefit checks and local support grants in addition to issuing a food voucher for either a Trussell Trust or local independent foodbank. Clients with mental health issues are advised and offered a referral to MIND for additional support.

Pension Wise

Funded by the Money and Pensions Service. Guidance service set up to help people aged over 50 with a personal or workplace pension. Appointments are held by telephone with one of our Guidance Specialists.

Yorkshire Building Society Service

Funded by Yorkshire Building Society (YBS). The project provides advice outreach sessions, appointments booked by YBS and held face to face in YBS offices based in Pickering, Scarborough, and Whitby.

Our volunteers

Thank you to all our volunteers for their time and dedication throughout another demanding year. They have supported us throughout and a number have moved on to paid roles within the organisation including working on Adviceline and various projects.

Our volunteers receive 100% support and full training. Any expenses incurred as a volunteer are reimbursed, for example travel and childcare costs. Volunteers cover various roles including assessors, advisers, receptionists, administration, and trustees.

We are committed to equal opportunities for all our volunteers, staff and clients, and welcome volunteers regardless of race, gender, sexuality, or disabilities.



On 31st March 2023 we had 84 volunteers covering various roles including:

- Generalist Advisers
(telephone, email and face to face)
- Outreach Advisers
- Advice bus / van drivers
- Administrators and receptionists
- Benefit form fillers
- IT Support
- Research & Campaigns
- Trustee

For further information on volunteering with us please visit our [Volunteer with us](#) page on our website at www.cany.org.uk or scan the QR icon.



Our funders and supporters

North Yorkshire Citizens Advice & Law Centre receives support from a wide range of funders, from individuals to large organisations and would like to take this opportunity to thank everyone for their support during 2023/24.

Organisations and individuals

- AB Charitable Trust
- Access to Justice Foundation
- Allen Overy
- Army Covenant Fund
- Better Connect - Shared Prosperity Fund
- British Gas Energy Trust
- Community First Yorkshire
- Community Organisation Cost of Living Fund
- Energy Redress
- Henry Smith Charity
- Macmillan Cancer Support
- Nationwide Community Foundation
- National Citizens Advice
- National Energy Action - Smart Meters GB
- National Lottery Community Fund
- Northern Powergrid.

Organisations and individuals continued

- Two Ridings Community Foundation
- Trussell Trust
- Veterans Foundation
- Woodsmith Foundation
- York Against Cancer
- York & Scarborough Teaching Hospitals NHS Foundation Trust.

Local and central government funders

- North Yorkshire Council
- Town and Parish Councils
(see full list on the following page)
- Ministry of Justice
- Legal Aid Agency
- DWP
- Money and Pensions Service.

Town and Parish Councils

Thank you to the Town and Parish Councils in our areas who made grants and donations to support our volunteers and the delivery of our service to their communities.

Town Councils

Barlby and Osgodby
Bedale
Easingwold
Eastfield
Helmsley
Knaresborough
Richmond
Selby
Stokesley
Tadcaster
Thirsk

Parish Councils

Amotherby
Azerley and Winksley
Bainbridge
Barlby and Osgodby
Beal
Bedale
Bewerley
Bolton Percy, Colton and Steeton
Bradleys Both
Brafferton and Helperby
Brayton
Brompton-on-Swale

Burton Salmon
Carthorpe
Catterick Village
Cawood
Church Fenton
Clapham cum Newby
Cliffe
Colburn
Draughton
Easingwold
Eggborough
Eskdaleside-cum-Ugglebarnby
Fairburn
Flaxton
Follifoot and Plompton
Gilling East with Cawton, Coulton and
Grimston
Gilling with Hartforth and Sedbury
Grassington
Great Ouseburn
Grewelthorpe
Hambleton
Hartwith cum Winsley
Hawes and High Abbotside
Hensall
Hillside

Hipswell
Hudswell and District
Kellington
Knaresborough
Knayton with Brawith
Lothersdale
Masham
Middleton Tyas
Monk Fryston
Moor Monkton
North Duffield
Rainton with Newby
Reeth, Fremington and Healaugh
Riccall
Richmond
Scorton
Scotton
Skeeby
Snape with Thorp
Stainforth
Stapleton and Cleasby
Tanfield
Thirsk
Tockwith and Wilstrop
Whorlton
Wintringham

Our governance

North Yorkshire Citizens Advice & Law Centre is governed by a Board of Trustees who are all volunteers for the charity.

The trustees have ultimate responsibility for the charity's vision, values, ethos, and strategy as well as for the overall performance. They ensure NYCALC complies with all legal requirements and has the highest possible standards of governance. Four formal Trustee Board Meetings are held each year.

The Chief Executive is responsible for leading the management team which includes the Deputy CEO, Head of Quality, Head of Finance, and Director of Operations and Energy who are responsible for the quality of advice and operational activities for the charity.

Trustee Board Members 2023/24

Cllr. Carl Les	<i>Director/ Chair</i>
Robert Pringle	<i>Director/ Vice Chair & Treasurer</i>
John Behrens	<i>Director/Trustee</i>
Liz Colling	<i>Director/Trustee</i>
Martin Collins	<i>Director/Trustee</i>
Melanie Davies	<i>Director/Trustee</i>
Nanci Downey	<i>Director/Trustee</i>
Cllr. Caroline Goodrick	<i>Director/Trustee</i>
John Martin	<i>Director/Trustee</i>
John Ritchie	<i>Director/Trustee</i>
Janet Sharp	<i>Director/Trustee</i>
Laura Tunney	<i>Director/Trustee</i>
Karen Tatham	<i>Director/Trustee</i>
Melissa Williams	<i>Director/Trustee</i>

Our Strategic Priorities for 2024/2025

- Develop a unifying culture across North Yorkshire that puts first the needs of the community and clients, both present and future
- Develop the Law Centre, starting legal aid contracts and launching services
- Focus on maintaining a multi-channel service in these difficult times
- Telling our communities stories in an effective and evidence based way
- Influencing funding for North Yorkshire in a positive way and the advice environment in general
- Growing our own
- Making our service better at inclusion
- Do the very best we can to meet demand.

Local office contact details

Craven

1 Belle Vue Square, Broughton Road,
Skipton, BD23 1FJ.
Telephone: 01423 637250

Hambleton

277 High Street
Northallerton, DL7 8DW.
Telephone: 01609 776551

Harrogate

Audrey Burton House, Queensway,
Harrogate, HG1 5LX.
Telephone: 01423 637250

Richmondshire

23 Newbiggin,
Richmond, DL10 4DX.
Telephone 01748 823862

Ryedale

Harrison House, Norton Road,
Malton, YO17 9RD.
Telephone: 01653 695542

Scarborough

4 Elders Street,
Scarborough, YO11 1DZ.
Telephone 01723 368710

Selby

38 Ousegate,
Selby, YO8 4NH.
Telephone: 01757 701320

Whitby office

Whitby Library, Windsor Terrace,
Whitby, YO21 1EY.
Telephone: 01723 368710

Adviceline

FREEPHONE 0808 278 7900
Monday to Friday
9.00am – 4.30pm
(except bank holidays).

Website

www.cany.org.uk



North Yorkshire Citizens Advice & Law Centre

Registered office: 277 High Street, Northallerton, North Yorkshire DL7 8DW.
Charity Registration Number 1146084.
A Company limited by Guarantee in England Number 07890996.
Authorised and regulated by the Financial Conduct Authority FRN: 617621.