

**citizens  
advice**

**Mid-North  
Yorkshire**

**Helping people find  
a way forward**

**Annual Report 2021/22**

# We are Citizens Advice Mid-North Yorkshire

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

We are an independent charity and part of the Citizens Advice network across England and Wales.

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

**Our Mission** To provide advice 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.

## Citizens Advice Mid-North Yorkshire

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

Charity Registration Number 1146084.

A Company limited by Guarantee in England Number 7890996.

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



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## **Statement of Internal Control**

The trustee board of Citizens Advice Mid-North Yorkshire oversee the information security of all personal information of our clients, staff, funders, and strategic partners that is processed. Citizens Advice Mid-North Yorkshire hold 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 the General Data Protection Regulation and Data Protection Act 2018.

# Foreword from the Chair

My thanks, as always, go to my fellow board members, the staff and volunteers at Citizens Advice Mid North Yorkshire who have increased our service in all areas of our community. We have increased the numbers of people helped this year and the channels through which we have helped them.

Making increasing use of new technology and working in partnership with our funders has allowed us to do this while keeping our roots in our local communities.

I would particularly like to highlight our services response to Coronavirus. During lockdown we have continued to provide a service to all in our communities and our actively planning to help as part of the recovery. We hope for your support during this time.

**Carl Les**

**Chair of Trustee Board**

# Treasurer's Report

I would like to thank all the organisations and people who provide funds to Citizens Advice Mid-North Yorkshire which allows the delivery of an increasing number of 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 funders we rely on.

Our income and expenditure increased significantly during the year 2021/22 demonstrating the success of our leadership team in obtaining additional funds for new and existing projects, and also that funders recognise the importance of the work we currently do and the need to fund new projects to meet emerging needs.

The increasing number of projects and range of funders results in an increase in complexity of the finances. The Finance team were able to successfully deal with this and ensured that the Trustee Board were fully briefed on the finances of the organisation. Every quarter we submit our accounts to Citizens Advice and receive back a dashboard highlighting any financial risks – I am pleased to report that no areas of concern were highlighted by these reports during 2021/22.

As we move forward and increase in size by merging with other Citizens Advice organisations across North Yorkshire, we are doing so on a solid financial footing which will assist in meeting the many challenges which lie ahead.

**Bob Pringle**  
**Treasurer**

# Chief Executive's Report

A big thank you to all our volunteer's, staff, and funders who have made this year work despite the challenges we have all faced.

I am very happy to report the start of several new projects. One that I would highlight particularly is focused on the links between poverty, housing, debt, and mental health. I feel that this work will become even more important going forward.

We have made real progress towards becoming a Law Centre. We've developed updated policies and procedures and we've begun the process of applying for the Lexcel Specialist Quality Mark. Once we've made that application, our next steps are to apply for Law Centre Membership, then Legal Aid contracts.

We recognise the value of specialist advice to our clients, particularly in our geographical area where access to free advice services is extremely limited, if available at all. To help with this, we've secured funding to allow our specialist advice to continue and begun another funding bid to further extend this. We're very pleased to be able to offer specialist advice in a wide range of areas and continue to look for ways to expand this service.

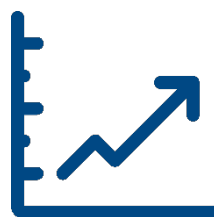
We are working in challenging times, but I believe together we can improve lives in our communities and work with partners and funders to ensure that we are still here and still strong in years to come.

**Carol Shreeve**  
**Chief Executive Officer**

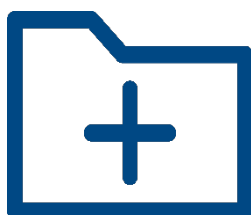
## Our Impact in 2021/22



**17,619**  
people  
helped



**£7,585,749**  
income  
gained



**70,810**  
issues  
addressed



**£948,194**  
debts  
written off

## Top 10 main issues people wanted help with



Benefits	35%
Utilities and communications	16%
Debt	12%
Financial services and capability	9%
Housing	7%
Employment	7%
Relationships and family	5%
Consumer goods and services	4%
Legal	3%
Health & community care	2%

## Client profiles

**Gender:** 42% Male 58% Female

**Age:** 1% 0-19 81% 20-64 18% 65 and over

**Disability:** 53% Disability or long-term health condition

**Ethnicity:** 89% White 3% Asian 4% Black 2% Mixed 2% Other

# Our Service

We are a vital open-door service for many people; through our 66 paid staff and 44 volunteers (10 of which are members of the Trustee Board), Citizens Advice Mid-North Yorkshire offers a free high quality advice service on a range of issues. This is delivered through our core service, projects, and specialist advice (housing, debt, family law, and discrimination).

We cover 4 regions of North Yorkshire, Hambleton, Richmondshire, Ryedale, and Selby & District. The county has a population of over 600,000 (ONS 2019).

We run various outreaches (subject to current Covid restrictions) across all locations, mainly based in libraries, and in Hambleton and Richmondshire we run the Rural Advice Bus service which provides information and advice to more isolated communities.

Our communications team promote our service across various platforms including social media and our website news page. They also promote the work of our partners and keep MPs of our areas up to date on our activities and campaigns.

## How we delivered our service



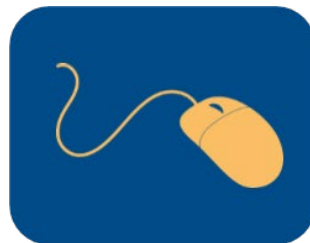
**3%**

in person



**79%**

via telephone



**18%**

via email, webchat.  
or video call



**£383,675**

estimated worth of donated hours of our volunteers



# Our Value to Society

Citizens Advice Mid-North helps thousands of people every year. This provides us with unique insight into the challenges our clients face.

We are not only helping people through difficult situations, but also identifying and tackling the underlying causes of their problems.

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 below.

From our robust management information, we have also separately considered the financial benefits to the people we help.

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**For every £1 invested in our service in 2021/22,  
we generated:**

**£56.54**

**in public value**

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

**£31.78**

**in value to the people we help**

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

**£8.02**

**in fiscal benefits**

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

# Our Volunteers

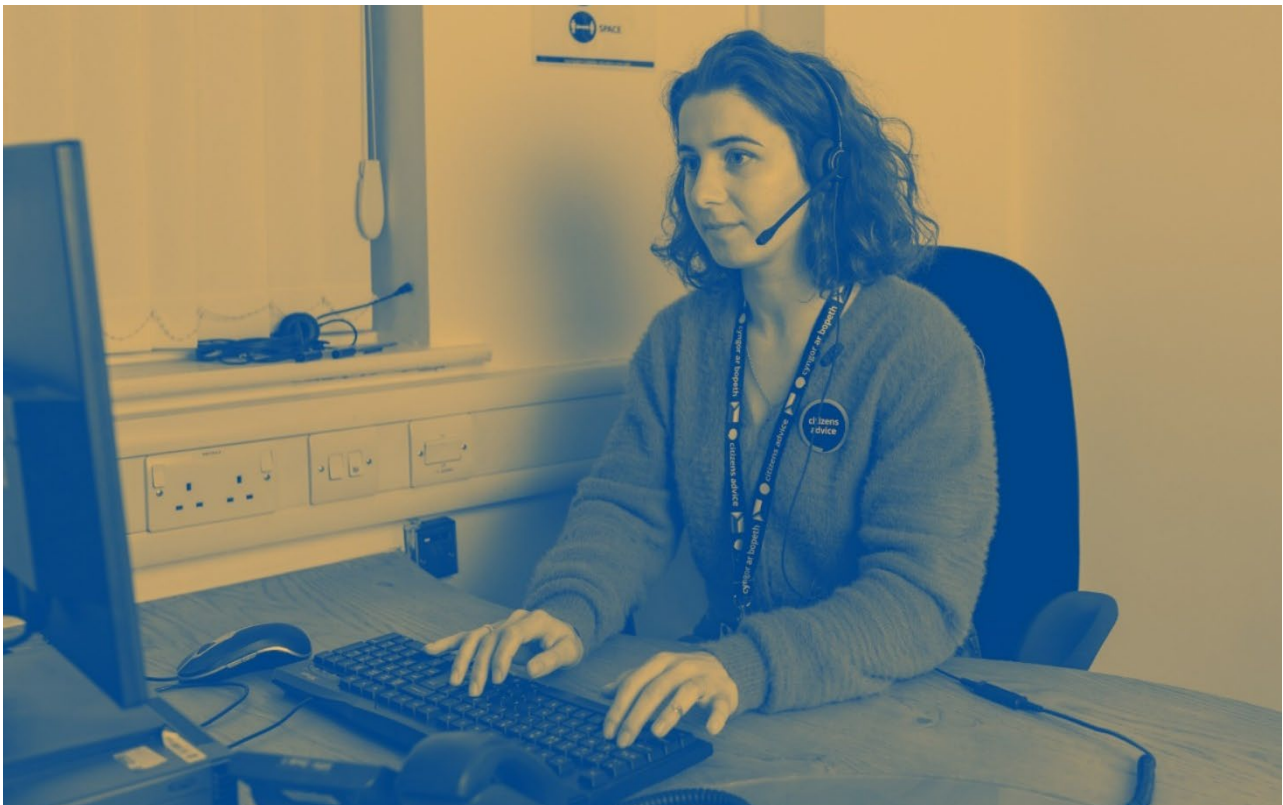
Thank you to all our volunteers for their time and dedication throughout the last year. They have supported us throughout lockdowns and a number have moved on to paid roles within the organisation including working on Adviceline and various projects.

On 31st March 2022 we had 57 volunteers covering various roles:

- Trustees
- Assessors
- Outreach Advisers, bus/van drivers
- Generalist Advisers
- Adviceline Advisers
- Welfare Benefits Advisers
- Debt Advisers
- Housing Advisers
- Employment Advisers
- Energy Advisers
- Email and Webchat Advisers
- IT Support
- Health and Safety
- Social Media

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 trustee board members.

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



# What people say about us

In 2020/21, **90%** of people who used our service said they would recommend us to a friend,

**88%** said our advice had helped them find a way forward, and

**76%** said their problem had now been solved.



*'I found Citizen's Advice very easy to contact. Staff were very clear in their advice, they made sure as much information as possible was forwarded to me via email or text, they were also extremely good at follow up calls. Extremely helpful and a great source of comfort.'*

*'Always found to be more than helpful and pointed me in the right direction on numerous occasions may thanks to all.'*

*'I was able to solve my problem myself, however, being able to discuss the issue was greatly beneficial and helped me de-stress and look at my situation rationally, thank you.'*

*'It is a lifeline for many people, just to be able to talk to someone independent from any other organisation is most welcome, I have the utmost respect for the advisors who donate their time for such an altruistic organisation. Thank You.'*

*'I am very happy with the help I received. It has taken away my anxiety and I feel less stressed.'*

*'I had used your services before when successfully applying for Attendance Allowance for my wife so when unable to obtain a particular form never hesitated to ask Citizens Advice and received that the very next day. So the record for your organisation on both occasions was 100 percent efficiency.'*

# Our Funders

Thank you to all our funders who have supported us through another difficult and challenging, yet very rewarding year.

## Organisations

Access to Justice Foundation  
 Addleshaw Goddard  
 Armed Forces Covenant Fund  
 Cllr. Caroline Goodrick  
 Dishforth PF and SA  
 Leonard Chamberlain Trust  
 Leyburn Local Quaker Meeting  
 Money and Pensions Service  
 National Lottery Community Fund  
 Nationwide Community Foundation  
 Sherburn in Elmet Community Trust  
 St Peters Church, Malton  
 South Tees NHS  
 The Princes Trust Countryside Fund  
 Trussell Trust  
 Two Ridings Community Foundation  
 Volant Charitable Trust  
 Yorkshire Energy Doctor

## Regional Council

North Yorkshire CC  
 NYCC Stronger  
 Communities  
 NYCC Living Well

## District Councils

Hambleton DC  
 Richmondshire DC  
 Ryedale DC  
 Selby DC

## Town Councils

Barlby and Osgodby  
 Colburn  
 Helmsley  
 Richmond  
 Selby  
 Tadcaster  
 Thirsk

## Parish Coucils

Brafferton  
 Brayton  
 Brompton  
 Brompton on Swale  
 Brough with St Giles  
 Burton Salmon  
 Carthorpe  
 Catterick  
 Cawood  
 Eggborough  
 Helperby  
 Hillam  
 Husthwaite  
 Middleton Tyas  
 Newton le Willows  
 North Duffield  
 Snape with Thorp  
 Tanfield  
 Ulleskelf  
 Well  
 Whorlton  
 Wintringham  
 Womersley



Supported by



# Working in Partnership

With the help and support of our partners we can help more people across all our communities.

Access to Justice Foundation  
Community First Yorkshire  
IDAS  
Darlington MIND  
North Yorkshire County Council  
NYCC Stronger Communities  
Hambleton District Council  
Richmondshire District Council  
Ryedale District Council  
Selby District Council  
Town and Parish Councils  
across our area

## Warm & Well in North Yorkshire Partnership

Age UK in North Yorkshire  
Community First Yorkshire  
Harrogate Easier Living Project  
Green Doctor  
National Energy Action  
Stokesley and District  
Community Care Association  
Two Ridings Community  
Foundation  
NYCC Living Well Team  
North Yorkshire Fire and  
Rescue Service  
White Rose Improvement Agency  
YES Energy Solutions  
Yorkshire Energy Doctor  
Yorkshire Housing

## Selby Advice Partnership

Age UK Selby & District  
Alzheimer's Society  
Brighter Futures Selby  
Carers Count Selby District  
Castle Communication Services  
Chapter 3 Enterprise C.I.C  
Citizens Advice  
Mid-North Yorkshire  
Community First Credit Union  
Dementia Forward Selby  
Everyday Enable  
Foundation Legal Services  
Freeman Brown Solicitors  
Homestart  
Horton Housing  
Horton Wellbeing Cafes  
Humankind  
IDAS  
IHL Inspiring Healthy Lifestyles  
Independent Health Complaints  
Advocacy Service  
Kings Church Selby  
Mencap Selby  
Nigel Adams, MP for Selby  
and Ainsty,  
North Yorkshire Fire and  
Rescue Service

## Selby Advice Partnership contd.

North Yorkshire  
Horizons  
North Yorkshire Sport  
Perennial  
Positive Progressions  
Scope  
Second Chance Ostomy  
Yorkshire  
Selby & District  
Foodbank  
Selby District AVS  
Selby District Council  
Selby District Vision  
Selby U3A  
Tadcrafters CIC  
The Big Community-Tea  
The Salvation Army  
Selby  
The WEA  
Together Housing  
Total Advocacy  
Training for Employment  
CIC  
Unforgettable  
Experiences  
Wilberforce Trust  
WLCT  
Yorkshire Energy Doctor  
Yorkshire Mesmac

# Our Projects

## Money and Pension Service (MAPS) Debt Advice Project, funded by the Money and Pensions Service



**Money & Pensions Service**

From 1 April 2021 – 31 March 2022 the MAPs funded debt service:

- Dealt with **852** clients
- Wrote off almost **£1.5million** of debt via insolvency options
- Debt Relief Orders achieved the largest write offs - **£1,115,071.00**
- DRO clients had an average of **£11,893** worth of debt

Due to the pandemic and not being able to provide a face-to-face service, the MAPs debt team continued to support clients throughout 2021/22 with a telephone and email-based advice service. This “new way” of providing debt advice had been developed over the previous 12 months ensuring we could still get the advice to our clients at a time when it was needed more than ever.

Alongside the mainstream funding, we also managed to secure extra MAPs funding in April 2021 to provide 2 further full-time advisers to help with the demand generated by the pandemic. The advisers were trained to meet Financial Conduct Authority standards and were in place to help clients within 12 weeks of starting. Sadly, this funding ended in March 2022, but we have since been awarded another full-time mainstream post to help provide ongoing demand for debt advice.

The current MAPs mainstream funding is in place until January 2023, having been extended for an extra 10 months. The extension has been put in place to allow the funder to carry out an essential assessment of client needs and what support is needed for the future of debt advice. There is still a big demand for face-to-face services to help support the more vulnerable and complex clients. It is hoped the funding will continue due to unprecedented demand for the service.

Actual demand for debt advice was fairly steady for most of the 2021/22 period as the full impact of the pandemic was offset by government support measures. Unfortunately, as these came to an end and creditors started enforcement action again demand has returned to more than pre-pandemic levels.

We continue to look at all options available for clients to deal with their debt situation but what we are seeing now is more clients who can't afford to pay their ongoing essential bills rather than struggling to meet credit/debt payments. Checking eligibility to benefits and charitable support is an integral part of the debt advice service. Whilst it is important to address the client's debt situation, it is equally important to make sure they can balance their budget going forward to avoid further problems in the future. This is becoming more and more difficult. As well as providing options for dealing with debts, feedback from clients showed that improvement to health and capacity to manage was one of the highest outcomes achieved.

**Rural Reach Information and Advice Bus  
funded by the National Lottery  
Community Fund, and Richmondshire  
District Council**



The advice bus has been visiting rural communities across Hambleton and Richmondshire and supporting community events throughout the year, with an established team made up of Bus driver (employee) and five volunteers.



This service delivered during the 2nd and 3rd lockdowns by maintaining social distancing and only attending outside events. The advice bus now holds regular monthly sessions across Hambleton and Richmondshire, averaging 9 sessions per month with additional ad hoc events including Bigger Green week (September), Safeguarding events in Richmond and Catterick Garrison, and events organised by Richmondshire Climate action partnership.

External partners – North Yorkshire Fire and Rescue Service, Darlington and Northallerton MIND, and IDAS have also joined the advice bus at various events.

Funding secured to run the project for another 3-years, we would like to take this opportunity to thank the National Lottery for their continued support.

**Advice Matters Selby, funded by the National Lottery Community Fund**

As we entered year two of the project in April 2021, the country was still in a partial lockdown, including a 'work from home if you can' directive. We have navigated the year of changing restrictions by being flexible and balancing the efficiency we gained from remote working with the essential need to be in the heart of our community with our door open and a safe environment for vulnerable people to come and access the project services.

We have held project monitoring meetings with project staff from CAMNY, York MIND, and Brighter Futures. These meetings have allowed people involved with each organisation to provide updates on how they are finding things which has helped to foster good working relationships. Being able to share positive client outcomes has been a highly motivating factor for everyone working on the project.

The cost-of-living crisis means we have already been supporting record numbers of people and our front-line advisers are frequently coming across people who are choosing between heating and eating, are having to ration their fuel, or have had their emergency prepayment meter run out when they're at least a week away from their next benefit payment. We saw the Universal Credit £20 a week uplift come to an end in October 2021, squeezing household budgets further and it was a lifeline to a great deal of our clients that we were able to provide practical assistance with fuel costs as part of the Household Support Fund.

**Mobile Advice Van – Ryedale, Selby, and Scarborough,  
funded by Citizens Advice Mid-North Yorkshire and  
The Prince’s Countryside Fund**



The Mobile Advice Van has enabled people in rural areas to access not only general information but also our specialist services such as welfare benefits, debt, and housing. In total 32 outreach sessions were held including at Sherburn-in-Elmet, Pickering market, Helmsley market, Bury Thorpe, and Selby Fun Day.

People were also referred/signposted to local community groups including food banks, community hubs, carer centres, and libraries. Referrals/signposted also to national organisations including Age UK, Trussell Trust, and Shelter.

We have new partners now using the Mobile Advice Bus with us such as community support organisations and food banks. This has enabled us to extend our reach to people in rural communities as well as linking people, for example, to community groups in their area.

**Access to Justice, and Litigants in Person Support  
Project, funded by the Access to Justice Foundation**



During the year we have worked closely with the Access to Justice Foundation, generous funders of two of our Specialist projects, Access to Justice - Welfare Benefits support and the Litigants in Person Support Project

The Access to Justice project has enabled us to support vulnerable people through the appeals and tribunal process for their welfare benefits claims. Our specialist advisers have an excellent record in securing deserved benefits and many thousands of pounds in back payments, positively affecting the lives of many clients and carers.

The aim of the Litigants in Person Support project is to reduce the number of people who need to go to court by giving early legal advice and guidance. It also allows us to support those who do have to face the courts without representation.

This project enables us to fill the gap in provision of free specialist advice for North Yorkshire, it is about empowering people, giving them the support, and legal advice they need if they are either being discriminated against, are at risk of losing their home or are struggling to navigate a complex family problem; especially if they can't afford to pay for expert advice or representation.



**Macmillan Benefits Advice Project,  
funded by Citizens Advice Mid-North Yorkshire  
and South Tees NHS Trust**



**South Tees Hospitals**  
NHS Foundation Trust

Liz Foster, Project Co Ordinator and Adviser  
Gail Tucker, Volunteer Adviser

This year the project helped **210** people (an increase of **18%** on 2020/21). 131 of these clients met the 'special rules' criteria i.e., had a progressive disease and, as a consequence of that disease, health professionals would not be surprised if their patient were to die within 6 months.

### **Financial Outcomes**

**Total Benefits Claimed - £1,118,013** (average of %,324 per client.

**Macmillan Grants:** A total of **£7350** was claimed in Macmillan Grants.

**Debts:** clients referred to the MASDAP Specialist Debt Team were helped with a total of £20,000 debt this year.

**Disabled Blue Badge:** we are able to apply for fast-track Blue Badges at no cost to the client where a DS1500 has been issued.

This was a difficult year as we saw an increase in the number of referrals and the end of financial support from South Tees NHS Trust from September 2021. The project was funded again in January 2022 by South Tees NHS Trust as a trial for 3 months for 3hrs per week. South Tees asked that we begin working in the Robert Ogden Centre (ROC) and offer face to face appointments.

We are able to seek advice and support from colleagues at North Yorkshire Citizens Advice in a variety of areas including debt, housing, energy, employment, Universal Credit Help to Claim team. We have also been able to help many clients this year with the cost of their energy bills through grants administered by Citizens' Advice. Home visits were resumed in October 2021, although these are now the exception and where specifically requested by referring health professionals.

**Referrals to the project:** as well as self-referrals we receive referrals from organisations including local Citizens Advice, Specialist Palliative Care Teams, GP's, and Macmillan Information and Support Centre's based at the Friarage Hospital and James Cook University Hospital.

**Referrals to other services:** where appropriate clients have been referred to Royal Agricultural Benevolent Institute Fund, Royal Airforce Benevolent Fund, Warm & Well in North Yorkshire, Specialist Debt Advisers, SSAFA, NESS, Farming Community Network, Macmillan Financial Advisers, and UC Help to Claim

## Feedback from referrers



### Macmillan Cancer Support Worker

*So many times, I have heard patients say that they had no idea there were any benefits that they were entitled to. As a Macmillan Cancer Support Worker, I can apply for fast-track benefits but there are so many more benefits that our patients are entitled to and without having a dedicated Benefit Adviser for me to refer to these patients would have to arrange the support themselves.*

*In this scenario the patient would most likely not get the support needed due to their lack of understanding about benefits (and assuming they would not qualify), the long wait to see an adviser at their local CAB and the added stress of having to arrange appointments and get to the office. They have filled the gap which we at the in Macmillan Information Centre cannot fill. Pension Credit, help to access fuel payments, Carers Allowance, ESA, Universal Credit, Housing Benefit, Council Tax Reduction, and the list goes on!*

*Having a dedicated benefit adviser in the centre who understands the needs of cancer patients, enables patients to arrange face to face appointments when they are already attending hospital appointments. It also gives a presence so that patients know that this is available in a familiar place.....word travels fast! With the added advantage of the benefit advisers knowing what is available in the local area.*

*The feedback about Liz we have had from patients has always been of the highest regard and patients have benefited enormously financially and have felt very supported.*

### Nurse within the specialist palliative care team

*I refer patients and their families to Liz and Gail for advice and support around benefits and various other areas where my own knowledge is limited. Not only does this service give the patients the specialist advice that Liz and Gail offer but it also gives me peace of mind knowing my patients are getting the best support.*

*Financial worries are a great burden for those with terminal illness, the service that Liz and Gail provide gives great relief to these worries which contribute towards patients' wellbeing. Patients state they find the support and advice provided by this service really beneficial and that both ladies are lovely and will always strive above and beyond to support as much as they can.*

*Liz and Gail are a valuable commodity to our team and the work we do, they are able to answer questions we are not able to, they assure the best outcome for patients and their loved ones, they relieve our workload and respond to our referrals in a timely manner. I can speak for the whole team when I say we really value Liz and Gail and the work they do.*

## **Housing Matters Selby, funded by Nationwide Building Society**

As a result of the Housing Matters project, we have been able to form close relationships with local authorities, both in the Selby district and other areas within North Yorkshire.

We have seen more referrals being made to our service through local authorities because of this, enabling clients to receive independent advice and support as soon as possible. It gives those seeking housing assistance within the area the opportunity to consider other matters they may require help with. For example, checking their benefit entitlement for income maximisation. This can be especially important in circumstances where a client has been provided accommodation and would like reassurance they can keep up with rent payments and other living costs. Similarly, due to the project, we can make referrals for clients to local authorities to access their homelessness prevention service. A direct form of communication between us and local authorities is therefore achieved and maintained throughout the stages a client experiences whilst seeking assistance.

There may be cases where we are unable to make a direct referral for a client, an example of this is that Citizens Advice is not considered an authorised agent for the North Yorkshire Local Assistance Fund. It is therefore important to be aware of the other services we can make referrals to throughout the local area such as Living Well, housing options and the independent domestic abuse service (IDAS). Additionally, as part of the project, we are given opportunities to communicate with other services within North Yorkshire, most recently, we were able to meet with the Halo Project. The Housing Matters project significantly improves the wellbeing of our clients and their capacity to manage. When accessing our services, we can clearly identify other organisations within the area and demonstrate the existing connections we have made between them. This can provide comfort for those we give advice to, especially when they are experiencing hardship.

Supported by



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## **North Yorkshire Information and Advice Service, funded by North Yorkshire County Council**

Dedicated phonenumber, email, and website for residents of North Yorkshire to access the services of local Citizens Advice in North Yorkshire.



Working in partnership with Citizens Advice Craven and Harrogate Districts, and Citizens Advice Scarborough and District. Funded by North Yorkshire County Council.

### **North Yorkshire Household Support Fund Fuel Vouchers, funded by North Yorkshire County Council**

As part of the NYCC Household Support Fund, between November 2021 and March 2022 we distributed **£204,892.32** in fuel vouchers and help with bills to **1245 households**, of which **663 households had dependent children**.

We were able to achieve this due to additional funds added to the pot in February 2022. We thank North Yorkshire County Council for this flexible approach mixed with careful monitoring which has helped make sure as many people as possible were helped while meeting targets for priority groups and recording.

Demand for the project has mainly come from self-referrals with clients directly contacting the Warm & Well in North Yorkshire service, North Yorkshire Adviceline or North Yorkshire Money and Benefits service. We have also had good referral rates from traditional Warm & Well partners and the statutory sector. This in fact improved in scope between January to March as the issue of cost of living and local publicity became more prominent.

The main response time for issuing a voucher or a payment for fuel for a client in need has been under 24 hours and we have been able to run access through both drop ins, phone, and the web portal. This has been a challenging task but the results in some clients no longer having the overwhelming need for vouchers after a debt referral or income maximisation consultation has made it worth it and we can now begin to evidence that the combination of a voucher for the short-term issue does need to be partnered with a preventative approach.

### **Money and Benefits Advice Service, funded by North Yorkshire County Council**

This year the project helped **903** people with **3,194** issues, and the total amount of income we have gained for people is **£742,675**.

Our Money and Benefits Service has been a vital source of help and advice for clients across North Yorkshire. Majority of people have been helped via digital means (phone and email); however we have been able to see people face to face if they would struggle to use the service otherwise.

We have advised on benefit entitlement, claims and appeals, accessing other income such as charitable grants, managing money and making it go further, helping with debts and providing monetary help towards fuel costs through the NYCC Household Support Fund. Furthermore we have been able to refer to partner organisations so that people are receiving help from all the support services relevant to them.

With the cost-of-living crisis our services are currently in high demand and this project has provided invaluable extra resources that have contributed to our ability to cope with the number of clients seeking our help - we are very grateful for this funding.

## **Warm & Well in North Yorkshire, funded by North Yorkshire County Council**

Over the year the Warm & Well in North Yorkshire project supported **2,535** clients, with **£238,859.00** in financial outcomes recorded.



At the beginning of the year the Warm & Well team were continuing to deliver energy advice to clients across North Yorkshire. Two Energy Advisers, funded through the Energy Industry Voluntary Redress Scheme [www.energyredress.org.uk](http://www.energyredress.org.uk), delivered an additional **635** Energy advice sessions with **£38,886** financial outcomes up to 31st October 2021.

In partnership with Stockton CA the team delivered **125** 'Energy MOT advice sessions which included raising awareness of Carbon Monoxide poisoning, energy saving, and Priority Services Register for vulnerable clients. In partnership with Stockton CA funding to purchase Energy top up vouchers from the Energy Redress scheme was received from May – November 2021 which enabled the team to support clients with max 3 top up vouchers.

From August 2021 the number of calls to the Warm and well helpline increased due to the start of the energy crisis with 20 Energy suppliers ceasing trading leaving clients unsure what action to take and some facing higher energy bills. The demand for support considerably increased following the Energy price cap increase 1<sup>st</sup> October which resulted in a number of clients facing fuel poverty for the first time.

Training to upskill staff and volunteers on the Advice bus and van was delivered to ensure that clients seen received support and advice on issues related to energy.

## **National Energy Projects, funded by Citizens Advice**

**Energy Advice Programme** – to deliver **150** energy advice sessions for clients facing or in fuel poverty, and a number of groups sessions were delivered across North Yorkshire raising awareness of Energy saving and Warm Home Discount.

**Carbon Monoxide Awareness** - from January to March 2022 the team was part of a pilot delivering awareness sessions on the dangers of Carbon Monoxide Poisoning in the home and offering free CA alarms. From April 2022, funding was given for 140 awareness sessions to take place.

**Carbon Monoxide and Energy Advice** – Funding secured to be able to deliver 75 additional energy advice and Carbon Monoxide awareness sessions.

**Bigger Energy Saving Network** – delivering energy awareness sessions throughout the year across North Yorkshire to **300** clients.

## EU Settlement Scheme Support, funded by Hambleton District Council



Providing support to EU citizens in Hambleton, including help to apply for settled status, and ID verification.

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## Pension Wise - Nationwide

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. In 2021/22 the project exceeded its targets across the board with each Guider delivering around 5 full hour-long appointments per day.

Starting in August 2022, face to face appointments will be reintroduced as approximately 20% of our appointment offering. The locations of these in person appointments will be in York and Northallerton.

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## Help to Claim - National helpline

During the last year the team have supported **2,847** Clients either by phone or webchat. Service to provide telephone or webchat advice to clients looking to make a claim for Universal credit.

## Help through Hardship - National helpline

Over the last 12 months **3,961** clients have received advice from the Mid-North Yorkshire team. The helpline is open to clients needing support with food parcels, the aim of the project is to offer advice to client crisis by giving income maximisation advice which can include benefit check and local support grants in addition to issuing a food voucher or either a Trussell Trust or local independent foodbank.

Clients with mental health issues are advised and offered a referral to MIND for additional support.

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## Selby Advice - Selby

We co-ordinate Selby Advice, a network of advice and information agencies within Selby District. This year we partnered with Selby District AVS to combine and host our quarterly network meetings with the Selby District Equality network. The meetings offer training and networking opportunities.



We maintain the [selbyadvice.org.uk](https://selbyadvice.org.uk) website and circulate news and service updates within the network via email.

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# Case Studies

All names have been changed

## Housing Case Study

Peter had recently lost his father, who had been the sole tenant of a property where they had both lived since 1969. When Peter's father died the landlord asked him to sign a new assured shorthold tenancy agreement.

As his father's tenancy agreement was created prior to 15th January 1989, it was a regulated tenancy. Peter's father had not succeeded to the tenancy and had no surviving spouse or partner. As a member of the family who has lived with the original tenant for over 2 years before his death, Peter succeeds to his father's tenancy as a statutory periodic assured tenant.

An assured tenancy provides Peter with greater security of tenure than assured shorthold tenancy offered by the landlord. A letter was drafted for Peter to send to his landlord setting out Peter has succeeded to his late father's tenancy, as a statutory periodic assured tenant and did not need to sign a new assured shorthold tenancy.

The landlord then served Peter with notice of a proposed rent increase. Following the discussions with Peter about attempting to negotiate lower rent increase and how to apply to tribunal, Peter felt confident to deal with the matter himself.

The success of the letter sent to the landlord regarding Peter's succession to his late father's tenancy empowered him to deal with the rent issue himself once he had been signposted to the relevant information.



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## Family and Relationships Case Study

### Background and issue

Dominika approached the project for help following a recent bereavement. Her sister had died suddenly leaving the care of her two very young children to Dominika in her will. The children's father – who holds parental responsibility for the children - is currently in prison with an expected release date several years away.

Dominika is a Polish national with extremely limited English. She has been in the UK for a short period of time and appears lost and overwhelmed.

Dominika's sister had lived several hundred miles away and Dominika had had some initial help from the area's children's services in caring for the children. She then moved the children with her to the North Yorkshire area.

Children's services recommended that she apply to the family court for an order to secure her parental responsibility for the children, however they were not prepared to assist her and couldn't in fact, even tell her which order she needed to apply for.

### Advice and outcome

Dominika was challenging to work with as the language barrier presented a real hurdle. In addition, Dominika was struggling emotionally and angry at the same time as caring for two very distressed and grieving children. Explaining the intricacies of the legal system in relation to child arrangements, in particular the need to apply for leave in order to make an application was very difficult.

An added complication was that Dominika was clear that she wanted the leave of the court to take the children home to Poland for extended periods without needing to secure the permission of the father in prison on each occasion.

The adviser had grave concerns about Dominika's capacity to represent herself at her court hearing. Despite a lengthy explanation of the court process, Dominika gave very little feedback as to what she had understood.

It was then extremely rewarding to learn that Dominika had been successful in her application. She thanked us in an email, commenting that we had helped her secure 'all she had left of her sister'.

We were also able to liaise with and secure local support for her from the local Children's services.



## Debt Case Study

### Background and Issue

We were contacted by a third-party support service about a client who had been struggling to manage his personal life and finances following the sudden death of his partner. The client had lost his home and was living in ex-military supported accommodation. His mental health was extremely poor, and he could see no way forward. He was being contacted daily by creditors and had virtually become a recluse and would not answer his phone. With the client's consent, we worked in partnership with the support services and were able to gather information about the client and his situation.

### Advice and Outcome

Initially we looked at the client's budget and could see he could just about manage on his benefit income but had nothing left to offer towards his debts. His circumstances were unlikely to change in the short/mid-term and it was felt an insolvency option was the only way forward for him. The client had not dealt with his creditors for many months and was unsure of the amount of debt he owed. We applied for creditor reports to check the details and found he fit the criteria for a Debt Relief Order. With support from the third party, we managed to secure charitable help from a military charity to pay the fee needed (£90).

With support from ourselves and partnership working, we were able to achieve an extremely positive outcome for this client. The support worker contacted following the approval of the DRO to say:

*"I have just spoken with the client, and we cannot thank you enough for all your support with this. It has been a long run and very stressful for him, what a weight lifted. You are a credit to CAB. Your guidance and support from start to finish has been outstanding. The collaboration between us all has made it possible for the client to move forward with his quality of life".*

## Discrimination Case Study

### Background and issue

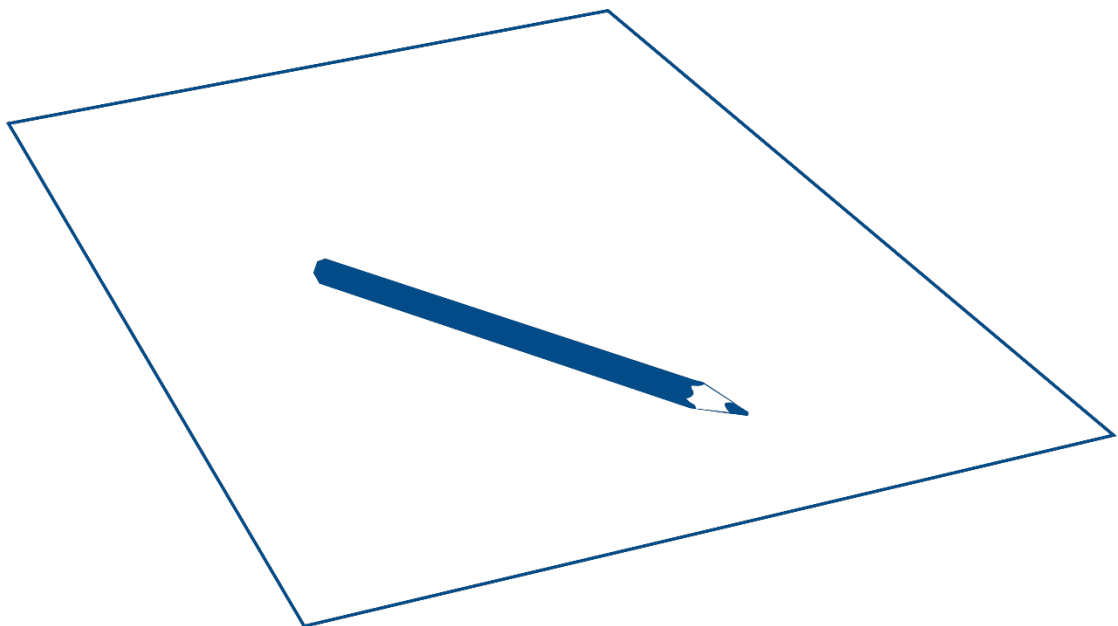
Chris presented with an employment issue where he was suspended from work to investigate an incident at work.

### Advice and outcome

In light of Chris's disability, the Adviser was able to explore this issue and investigate whether discrimination was involved. Chris had not considered this as a possibility. The Adviser was able to work with Chris and his parents to explain the different types of discrimination relevant for his case and informed them of his rights for the disciplinary hearing.

Chris felt empowered to act at his disciplinary hearing and explain his position and defences. This resulted in Chris returning to work and the employer putting support in place through reasonable adjustments.

Chris was really pleased to be returning to work and understanding his rights. The Adviser is currently working with Chris's parents to work with the employer to make recommendations for their disciplinary policy to accommodate people with disabilities.



## Our Governance

## Citizens Advice Mid-North Yorkshire 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 CAMNY 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 Deputy CEO, Head of Quality, and Financial Manage, who are responsible for the quality of advice and operational activities for the charity.

### Trustee Board Members 2021/22

Cllr. Carl Les	<i>Chair</i>
Robert Pringle	<i>Vice Chair and Treasurer</i>
Martin Collins	<i>Director</i>
Melanie Davies	<i>Director</i>
Cllr. Caroline Goodrick	<i>Director</i>
Cllr. Lawrence Grose	<i>Director</i>
Kevin McGready	<i>Director</i>
Janet Sharp,	<i>Director</i>
Laura Tunney,	<i>Director</i>

### Our Strategic Priorities 2022/25

1. Develop a unifying culture over North Yorkshire that puts first the needs of the community and clients both present and future.
2. Open a law centre and develop hubs for specialist services throughout the County.
3. Focus on maintaining a multi-channel service in these difficult times.
4. Telling our communities stories in an effective and evidence-based way.
5. Influencing funding for North Yorkshire in a positive way and the advice environment in general.
6. Growing our own and making our service better at inclusion.
7. Do the very best we can to meet demand

# Contact Us

## Hambleton

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Northallerton, DL7 8DW.

Telephone: 01609 776551

## Richmondshire

23 Newbiggin,  
Richmond, DL10 4DX.

Telephone: 01748 823862

## Ryedale

Harrison House, Norton Road,  
Norton, Malton, YO17 9RD.

Telephone: 01653 695542

## Selby

38 Ousegate,  
Selby, YO8 4NH.

Telephone: 01757 701320

## Telephone Adviceline

**0808 278 7900**

Mon-Fri 9.00am - 5.00pm

Self-help advice [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Website [www.cany.org.uk](http://www.cany.org.uk)



**Mid-North  
Yorkshire**