

North Yorkshire
Citizens Advice &
Law Centre

citizens
advice

Annual report

2024/2025

Delivering trusted advice and support for the people of North Yorkshire in times of change.

Who are we

We are North Yorkshire Citizens Advice & Law Centre

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.

Our Mission

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

Our Vision

For people to have the knowledge and confidence they need to find their way forward, whoever they are and whatever problems they face.

Our values

Values are hugely important, they are our culture, the way we work, what we expect of one another and what our clients can expect of us

Our values govern everything we do At every level

- We are open and transparent
- We continue to learn and grow
- We have trust in each other
- We aim for quality, whatever our role

We are a trusted part of the community because the service is delivered locally, by skilled staff and volunteers.

Our volunteer advisers and staff care deeply about contributing to their local communities and improving their lives. We have experienced qualified and skilled advisers, who work to exacting nationally recognised quality frameworks.

Our advice service meets the Advice Quality Standard. Organisations that hold the standard have demonstrated that they are easily accessible, effectively managed, and employ staff with the skills and knowledge to meet the needs of their clients.

Our Law Centre is Lexcel accredited and a member of the Law Centres Network and value the independent spirit and principles on which the Law Centre tradition lays.

Our debt work is regulated by the Financial Conduct Authority.

We are a Disability Confident Leader

A trusted charity in North Yorkshire delivering impartial advice since 1939.



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Foreword from our Chair

Carl Les

Chair of Trustee Board

Firstly, my thanks as always to my fellow trustee board members. The work they put in is often underappreciated, and charities could not function without them. My thanks also to our hardworking volunteers and staff, who have, as always, performed minor miracles on a daily basis to make our community a better place to live.

A distinct pattern over this last year has been the difficulties faced by many in the charity sector. Well-established big names from the charitable world have announced major job losses and restructures. We are also operating in a time of economic and political uncertainty, with rapid funding and structural change. On a positive note, we are well prepared for this storm, with good levels of reserves, a strong business plan, a mixed funding portfolio, and a strong leadership and governance team.

On the ground, we are seeing demand not abating. We are moving into a phase of acceptance that demand will continue at this higher level of need, and that our community will continue to require higher levels of support. In addition, we are recognising the limitations of our previous structures and the need to embrace new partnerships. This year, we have started discussions with local businesses, local councillors, and new consortiums covering both much larger and much

smaller areas, to ensure we have a wide range of knowledge and that we can deliver services face-to-face, as our communities want them.

Many organisations can talk the talk but do not actually engage with people or provide any real solutions or help. We are proud to say that, as well as being a disability-led organisation, we are also one of the most representative organisations in the county, both in those who volunteer for us and in those we employ. For example, 1 in 9 of our workforce is not from a White British heritage. Also, 45% of our staff have a long-term health condition or disability.

Over the last year, we have risen to the challenge to see more people, bring more funding into the county, solve more problems, and further increase residents' incomes. This is only possible with the assistance of our generous funders, with North Yorkshire Council, Access to Justice, and the British Gas Energy Trust among the many you will find listed in this report.

We are a combination of seven Citizens Advice services and one Law Centre, and running all of them costs all the funding provided, and more.

We are more than grateful to our funders and thank them for their faith in, and support of, our communities.

Our impact in 2024/25

Whether dealing with a single issue or a complex set of problems that requires more specialist support, this year we helped **24,321** people by telephone, email, webchat, or face to face at our main offices or outreaches across North Yorkshire.



24,321

people helped

3% increase on 2023/24



155,658

Issues addressed

13% increase on 2023/24



59,562

**contacts
by telephone**
25% increase on 2023/24



33,442

**contacts by
email or webchat**
14% increase on 2023/24



10,880

**contacts
in person**
18% increase on 2023/24



£34,372,610

Income gain
37% increase on 2023/24



£3,288,934

Debt written off
20% increase on 2023/24



17,865

**people helped with
benefits advice**
5% increase on 2023/24



3,768

**people helped with
debt advice**
18% increase on 2023/24



6,475

**people helped with
energy (fuel) advice**
2% increase on 2023/24



3,692

**people helped with
housing advice**
4% increase on 2023/24

Chief Executive Officer's report

Carol Shreeve CEO

Over the past two years, we have created new posts called Advice Trainees, revamped our volunteer recruitment and training programme, and applied for solicitor trainee funded programmes. I am glad to say that all these have gradually improved our performance in these areas and are playing their part in helping us meet demand. For example, since last year volunteer recruitment has increased by 53%, (86 to 132 volunteers).

We are also now seeing our brilliant Advice Trainees go on to other roles, both within our own organisation and in other advice and statutory organisations across North Yorkshire. We currently have two trainee solicitors, with funding for a third next year in the pipeline, we hope.

This is particularly important for North Yorkshire, where we need to show young people that well-paying jobs can be found locally and that fulfilling lives can be lived here.

We are, of course, grappling with increasing demand alongside the threats we are seeing to funding, but we remain committed to delivering advice and support through various channels and are determined to keep our presence in our local communities.

We will use new technologies while recognising the reality of life for most individuals living in North Yorkshire. We will prioritise those most in need while not ignoring the silent majority. We will continue to work towards making rights and justice accessible to all.

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.

Our strategic priorities

We help people, families and the community by:

- Providing specialist and generalist advice
- Campaigning to improve the policies and practices that affect people's lives
- Being one of the best advice and advocacy organisations in North Yorkshire

Our strategic priorities:

Grow our unifying culture across North Yorkshire that puts first the needs of the community and clients, both present and future

Maintain the Law Centre, helping it link to other services in the community

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 including exploring the use of AI to enhance our capabilities.

Our enablers:

We reach into communities

Robust financial systems

Skilled staff and volunteer workforce

Outstanding partnership working

Demonstrate our impact through client stories and data

Experienced Trustees and Skilled Management team

Debt Advice Quality Framework Accreditation

Authorised and Regulated by the Financial Conduct Authority

Advice Quality Standard accreditation

Member of the Law Centres Network

Lexcel accreditation

We are a Disability Confident Leader

Treasurer's report

Robert Pringle Treasurer

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 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 increased by 9.6% which is a result of the leadership team's successful efforts to extend existing projects where this is possible and also obtain funding from new sources. We have put significant effort into applying to a wide range of organisations for project funding, and this has enabled us to maintain existing funding streams as well as successfully obtain funds for new projects during the year. Expenditure increased by 12.8% during 2024-25 as new staff were taken on to deliver new and extended projects.

This continuing success in obtaining additional funds for new and existing projects 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 has ensured that the Trustee Board was 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 continue to move forward to meet these challenges on a solid financial footing.

	Year end 31/03/24 (£)	Year end 31/03/25 (£)	Increase (%)
Income	£3,764,603	£4,126,458	9.6%
Expenditure	£3,630,382	£4,096,551	12.8%

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

Our value to society

North Yorkshire Citizens Advice & Law Centre 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.

For every £1 invested in our service in 2024/25, we generated:

£22.96

in public value

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

£18.06

in value to the people we help

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

£3.25

in fiscal value

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

Financial value of our volunteers in 2024/25



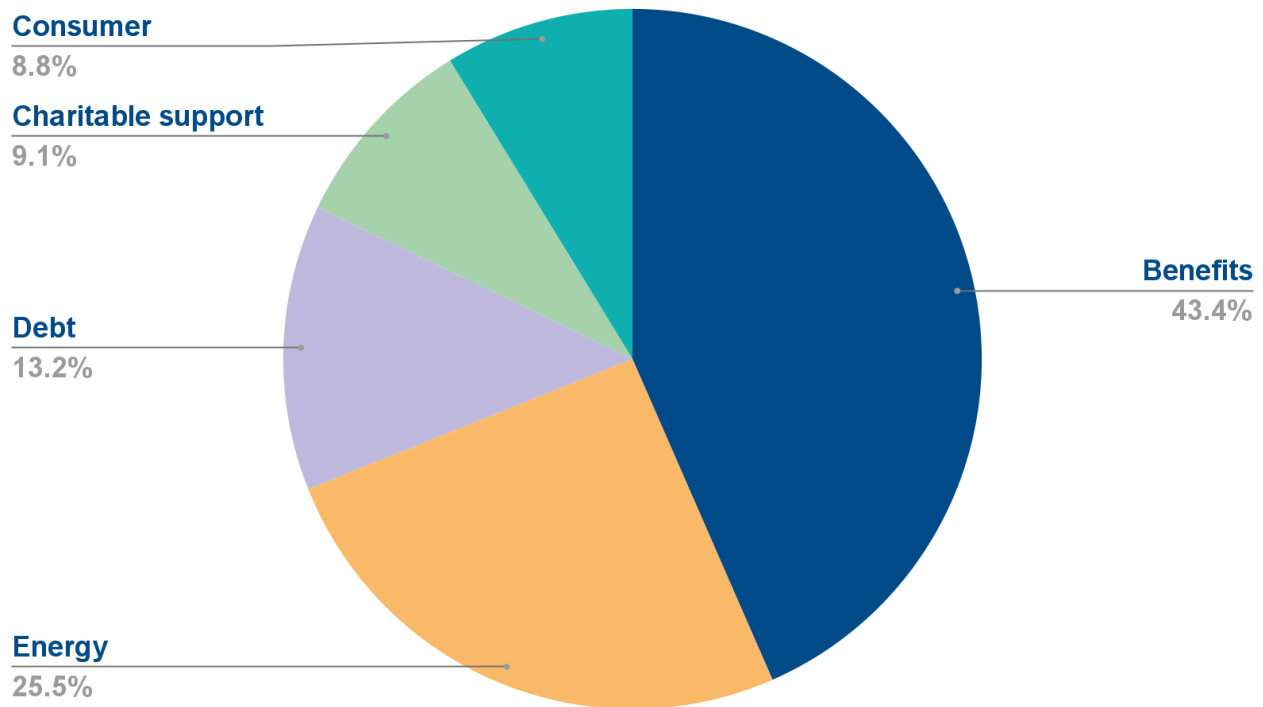
£960,662

estimated worth of donated hours of our 132* volunteers.

(*total number as of 31st March 2025)

Issues we helped with in 2024/25

Top 5 issues this year*

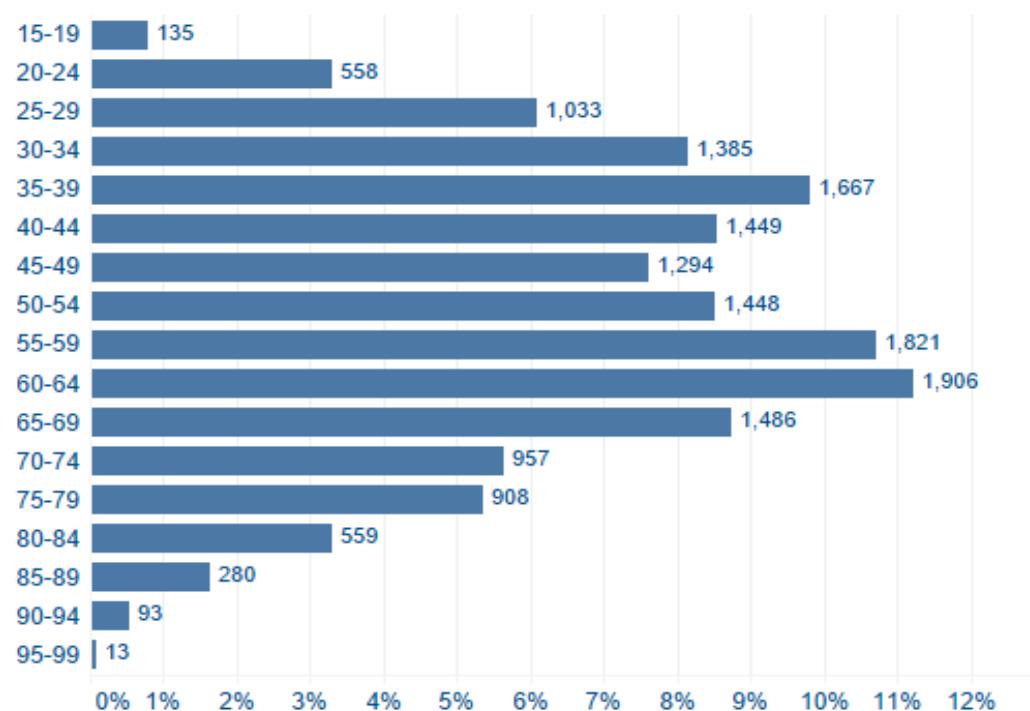


*Clients can present with multiple issues across 18 advice issues.

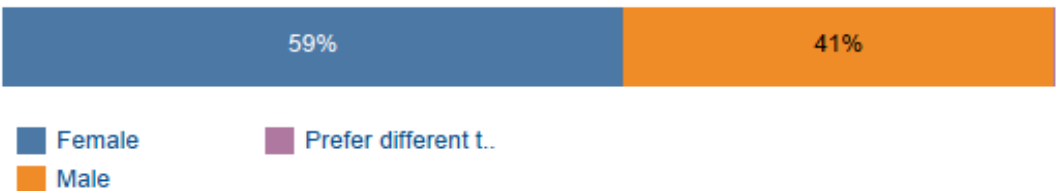
	Issues	Clients
Benefits and tax credits	32,498	10,874
Benefits Universal Credit	17,781	6,991
Charitable support and food banks	10,547	6,288
Consumer goods and services	10,137	3,784
Debt	15,282	3,768
Education	261	162
Employment	4,861	1,821
Financial services and capability	6,455	3,702
GVA and Hate Crime	464	268
Health and community care	2,084	1,323
Housing	8,211	3,692
Immigration and asylum	2,015	886
Legal	2,658	1,572
Other	2,244	627
Relationships and family	4,081	2,057
Tax	727	515
Travel and transport	903	647
Utilities and communications	34,449	5,394
Grand Total	155,658	

Profiles of people we helped in 2024/25

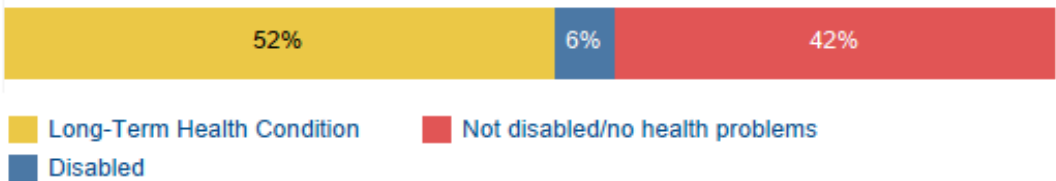
Age



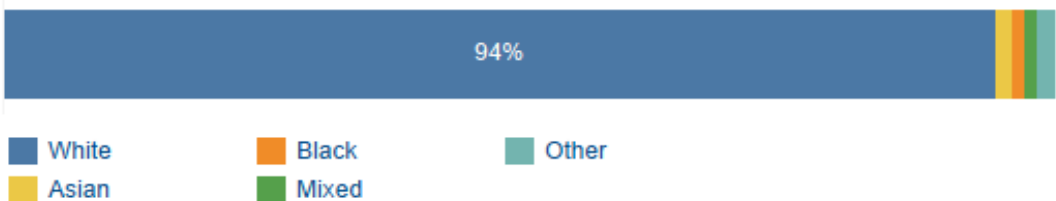
Gender



Disability / Long-term health



Ethnicity



Our 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 promote the work of our partners and keep MPs for 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, 9.00 am to 4.30 pm, by calling **0808 278 7900 Freephone.**

Drop-ins

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

Website

Visit our website at www.cany.org.uk

This gives information about all our services and how to access them.

What people said about our service

89% stated that they were satisfied with their overall experience of the service.

78% stated that it was easy to access the service.

86% stated that the service had helped them find a way forward.

82% stated that they would not have sorted their problem without the help of Citizens Advice

76% stated that their problem has now been resolved.

88% stated that they would recommend the service to friends and family.

69% stated that after the help they received they felt less stressed, depressed or anxious.

58% stated that after the help they received they felt their physical health had improved.

Accessing our service



What people we helped said about us

'After my call I received a message suggesting somewhere I could approach for help. It was so nice that the lady was still thinking how she could help me after the call, it was very useful and very helpful to have someone to talk to.'

'I received prompt information which was clearly explained and enabled me to resolve my issues.'

'My problem is too difficult to resolve. I am trying to get the money back with a solicitor's help.'

'The help that I received was invaluable. I would not have been able to have this outcome on my own. I'm extremely grateful for all your help and advisor that I saw was extremely knowledgeable. I wouldn't hesitate to recommend your service to people who need it and if I need the service again, I wouldn't hesitate to use it because it enabled me to get a serious problem sorted with less stress. Thank you very much indeed.'

'Yes the lady was very very helpful but can't use the given information yet until a decision from the tribunal.'

'Outstanding service. I was surprised by how much help was available, which made completing my PIP form so much easier. I was treated with such care and compassion.'

'Would be great to have more opening hours for face to face advice, more days in a week.'

'Easy to contact on line, quick response by email and phone. Given good, reassuring advice.'

'I received advice & assistance in completing a very involved form to be submitted to DWP. I am grateful for the help I received.'

Outreach service

Our commitment to extending our reach into communities remains unwavering in these difficult times.

Collaborating with local partners has been pivotal in our efforts to disseminate information and advice.

Recognising that not everyone has access to online or telephone advice the expansion of our outreach endeavours to ensure that our support reaches those who may otherwise be unable to connect with us, aligning with our commitment to inclusivity and accessibility.

We would like to take this opportunity to thank all our funders for their continued support of this valued service for our rural communities.

During the past year our outreach service has supported **4,448** people and we've increased our monthly sessions to cover **58** towns and villages across North Yorkshire.

In addition to attending regular monthly sessions, the bus and van attend various events across North Yorkshire.



The Advice Bus visiting Boroughbridge.

Outreach projects 2024/25

Rural Reach Information and

Advice Bus and Van - Funded by the National Lottery Community Fund, North Yorkshire Council and other small grants.

Catterick Garrison Connection - Funded by the Army Covenant Fund and Veterans Foundation. Projects supporting serving personnel, veterans, and their families.

Foodbank outreaches in Harrogate District, Selby and Skipton Funded by Trussell Trust. Providing information and making referrals to our other projects or external organisations.

Eastfield Outreach - Funded by Eastfield Town Council.

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

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

Hambleton Extended and Enhanced Housing Support - Funded by North Yorkshire Council.

Yorkshire Building Society YBS - Funded by Yorkshire Building Society.

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.

Outreach client journey

How we helped Donna

Name has been changed for anonymity.

Donna attended an outreach session to seek information on benefits and assistance with household expenses.

Donna had recently become a full-time carer and had submitted a claim for Universal Credit but she was uncertain about eligibility for additional benefits as she was struggling to manage her household bills.



Donna was referred to the Welfare Benefits and Energy Advice teams.

The Welfare Benefits Adviser carried out a full benefits check, which showed that Donna was eligible for a reduction in her Council Tax. The Welfare Benefits Adviser supported Donna with the application process.

The Energy Adviser arranged for an emergency payment through the Household Support Fund to cover her winter heating needs.

Donna subsequently revisited the outreach to say that the Council Tax reduction and support towards her energy costs had improved her ability to manage her household bills.

Law Centre

In 2024/25 the Law Centre team helped a total of **1,385** people with **2,926** issues and achieved income gains of **£10,837**.

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, discrimination, and asylum and Immigration.

To make a referral into any of our specialist legal teams please email our Law Centre team at: lawcentre@northyorksica.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.

THE
ACCESS
TO JUSTICE
FOUNDATION



Areas of law covered

Family and relationships

Providing guidance, support and casework for people with family and relationship issues. This includes support at all stages with:

- child arrangements
- divorce
- domestic abuse

Housing

Providing advice and casework a variety of housing issues. This includes:

- housing register reviews
- matters related to possession and eviction from your home
- homelessness
- disrepair within your home

Discrimination

Providing guidance, support and casework for people with discrimination issues related to someone's employment, welfare benefits or housing. This includes:

- initial advice
- support drafting documents
- ongoing advice to prepare for and represent yourself at tribunal

Asylum and immigration

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

- initial advice
- support with some applications
- guidance and support

Law Centre client journey

How we helped Kate

Name has been changed for anonymity.

Kate lived in social housing with her partner and child. The household had accumulated significant rent arrears and other debts due to inability to work stemming from health issues.

Their application for PIP was denied, and they sought assistance less than a week before a scheduled court hearing.



Kate was referred to the Housing Advice and Debt Advice Teams.

The Housing Adviser provided advice and assistance prior to the court date, and representations were made to the court. Without early intervention, there was a possibility that an outright possession order could have been issued, potentially resulting in the loss of accommodation. Instead, a suspended possession order was arranged, allowing Kate to maintain her residence and reduce her arrears through manageable payments.

With the immediate risk to their housing addressed, the Debt Adviser supported Kate with outstanding debts.

Following this process, Kate and her family remained in their home and received further guidance on debt management and income maximisation to help prevent future financial difficulties.

Warm & Well in North Yorkshire

In 2024/25 Warm & Well in North Yorkshire helped **6,621** people with **56,822** issues and achieved income gains of **£8,932,743**.

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

Warm & Well in North Yorkshire is funded by various organisations and we would like to thank them all for their support.



**Energy
Redress
Scheme**



Support Available

Our Energy Advisers can provide information, advice, and practical support on various energy issues including:

- Full benefits check to make sure you are claiming all you are entitled to.
- Budgeting and income maximisation.
- Practical advice on energy efficiency measures.
- Help signing up to the Priority Service Register.
- For those eligible, emergency fuel vouchers, help towards bills or help towards the costs of oil, LPG, coal and logs.
- Energy price comparison and switching.
- Warm Home discount.
- Referrals to our debt service or other specialist services where needed.
- Referrals to other organisations if they are better placed to help.

Energy Advice client journey

How we helped Joe

Name has been changed for anonymity

Joe submitted an online request for assistance with topping up his Energy meters.

Joe lived alone in social housing and was managing long-term health conditions. Joe relied on Universal Credit, alongside support for council tax costs.



Joe was referred to the Energy Advice and Welfare Benefit teams.

The Welfare Benefits Adviser conducted a thorough review of Joe's benefit entitlements and identified that claims for Limited Capability for Work Related Activity (LCWRA) and Personal Independence Payment (PIP) were missing from his record. Joe received guidance on initiating claims for both, and that we can provide support in completing the necessary forms if he needed it.

Joe also had a shortfall in his rent payments due to under-occupancy, resulting in a personal contribution towards his housing costs. The adviser recommended that Joe visit North Yorkshire Council's website to apply for a Discretionary Housing Payment.

The Energy Adviser provided tailored information and practical strategies to help reduce Joe's energy consumption, and provide him with emergency fuel vouchers through the Household Support Fund.

Specialist projects 2024/25

Adviceline - funded by Citizens Advice, North Yorkshire Council, and the National Lottery Community Fund.

Cancer Benefits Advice - Dedicated projects for those affected by cancer, their families and carers. Funded by Macmillan, and York Against Cancer.

Debt Casework Services funded by the Money and Pensions Service, and by local funding.

Projects funded by North Yorkshire Council:

- NYC Information and Advice Service
- NYC Money & Benefits Advice Service
- NYC Household Support Fund - Fuel Vouchers
- Homes for Ukraine

Town and Parish council grants - Various amounts of grants which fund our core service and some smaller projects, eg mobile advice van, Eastfield Outreach, SHIC Cuppa Connect

Individual Grants - Funded by the NYC Winter Resilience Fund

Mental Health project (Scarborough) – funded by Henry Smith Charity to provide tailored intensive generalist advice to those struggling with mental health issues. This project is delivered in conjunction with Scarborough, Whitby and Ryedale MIND, whose support worker provides money management learning, finds practical solutions to money-related problems and helps people access longer term mental health support.

Leonard Chamberlain Trust - Fuel payments for Selby clients.

eVisa Transition Scheme - Funded by the Home Office.

Advice Matters (Selby) - Funded by the National Lottery Community Fund.

Help through Hardship - funded by Citizens Advice (Trussell Trust).

Help to claim - funded by Citizens Advice (DWP).

Pension Wise - funded by Citizens Advice (Money and Pensions Service)..

Catterick Connection - funded by the Armed Forces Covenant Trust Fund.

Thrive Together - North Yorkshire Veterans Support - Funded by Defence Welfare Medical Services.

RISE 2 Thrive - Funded by the Shared Prosperity Fund.

Housing Matters Scarborough - Funded by Nationwide Building Society.

Improving Outcomes Through Legal Support (IOTLS) - Funded by the Access to Justice Foundation, a Law Centre project providing specialist legal advice.

Improving Lives Through Advice (ILTA) - Funded by Access to Justice Foundation with support from the Community Justice Fund, a Law Centre project providing specialist legal advice to marginalised people and communities across North Yorkshire.

Law Centre York Office - funded by the Evan Cornish Foundation.

Our Volunteers

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

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 the following pages you can read about some of our volunteers' experiences volunteering with us.

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

On 31st March 2024 we had 136 volunteers covering various roles including:

- Administrators
- Assessors and Advisers
- Benefit form fillers
- Fundraisers
- IT Support
- Receptionists
- Research & campaigns
- Trustees
- Volunteer recruitment and support

Volunteer Induction and Training Programme

This year we introduced a new 12 week induction and training programme for volunteers.

The programme is a mixture of group workshops and individual learning, with continuous one-to-one support from the training team.

Feedback from volunteers who have completed the training programme has been very positive, and this has been pivotal in helping the training team to make improvements and to develop additional workshops.

Research and Campaigns

We undertake research and campaigns work on local issues and also contribute to national campaigns headed by Citizens Advice.

Where North Yorkshire Citizens Advice & Law Centre wish to campaign on an issue we keep staff members informed and often ask them for comments and case

studies which can be used in wider policy work. We contribute to calls for evidence and government consultations wherever possible.

We have a research and campaigns team consisting of staff, volunteers and trustees who assist with gathering and analysing information.

Campaigns this year included:

- **Cost of living crisis** and where people can get support. We issued multiple press releases and made contact with local and national press, including a report for BBC News.
- **Pension Credit/Winter Fuel Payments**
A targeted campaign to raise awareness of eligibility for Pension Credit including tailored drop-ins and internal and external messaging
- **Hate Crime Awareness** providing advice and support for Eastern European communities addressing their issues around Hate Crime, raising awareness that we are a Reporting Centre and participating in messaging for Hate Crime Awareness Week in October 2024.
- **Scams Awareness Fortnight** is a national campaign run by the Consumer Protection Partnership and led by Citizens Advice with key support from partners such as the Trading Standards service.
- **Big Energy Saving Campaign** is a national campaign that runs all year round and helps people to get financial support they're entitled to, or take action to reduce energy usage. We deliver key energy advice to clients, helping them reduce their bills while keeping warm throughout the year.
- **National Consumer Week** is a yearly campaign which aims to raise people's awareness of specific consumer issues. The campaign runs in close collaboration with the Consumer Protection Partnership, bringing together key partners in the consumer landscape to identify, prioritise and coordinate collective action to **tackle consumer detriment**.

Our Funders 2024/25

Thank you to all our funders who supported us this year.

Organisations and individuals

Access to Justice Foundation
Allhallowgate Methodist Church
Allen & Overy Foundation
A M Fenton Trust
Armed Forces Covenant Fund
Better Connect
Bradford District & Craven CCG/
Bradford VCS
Brelms Trust
British Gas Energy Trust
City of York Council
Community Justice Fund
Defence Medical Welfare Service/Thrive
Together Partnership
Energy Redress Voluntary Scheme
Evan Cornish Foundation
Farrer Family Trust
Henry Smith Charity
Home Office
Humber & North Yorkshire ICB/
Community First Yorkshire
Legal Aid Agency
Leonard Chamberlain Trust
Macmillan
Ministry of Justice
Money and Pensions Service
National Citizens Advice
National Lottery Community Fund
Nationwide Community Foundation
Northern Powergrid
Skipton Temperance Hall Fund
Trussell
Veterans Foundation
York Against Cancer
Yorkshire Building Society

Regional Council

North Yorkshire Council

City/ Town Councils

Barlby and Osgodby
Bedale
Colburn
Eastfield
Helmsley
Knaresborough
Malton
Newton-on-Derwent
Pickering
Richmond
Ripon
Selby
Stokesley
Thirsk

Parish Councils

Aiskew & Leeming Bar
Askrigg & Low Abbotside
Azerley & Winksley
Bilsdale
Beal
Bellerby
Bewerley
Birkin - church donations
from Funeral of
Barbara Atkinson
Bradley
Brafferton & Helperby
Brompton-on-Swale
Brough with St Giles
Burton Salmon
Carthorpe
Catterick Village
Cawood
Church Fenton
Clapham cum Newby
Eggborough
Fairburn
Flaxton

Parish councils cont.

Gilling East with
Cawton, Coulton &
Grimston
Gilling with Hartforth
& Sedbury
Glaisdale
Great Ouseburn
Habton
Hellifield
Hillside Greater
Hipswell
Horton-in-Ribblesdale
Hovingham &
Scackleton
Hudswell & District
Hustwaite
Ingleby Arncliffe
Kellington
Masham
Melbecks
Middleton Tyas
Moor Monkton
Newton-le-Willows
Rainton with Newby
Roecliffe & Westwick
Scorton
Scotton
(Richmondshire)
Sheriff Hutton
Snape with Thorp
Sowerby
Stainforth
Stapleton & Cleasby
Tanfield
Thorganby
Thornton-le-Moor &
Thornton-le-Street
Whorlton
Womersley

Working in partnership

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

Advice York Network
Access to Justice Foundation
Age UK in North Yorkshire
Age UK Selby & District
Alzheimer's Society
Better Connect
Brighter Futures Selby
Carers Count Selby District
Castle Communication Services
Chapter 3 Enterprise C.I.C
Catterick Partnership Network
Citizens Advice York
Community First Yorkshire
Connecting Ripon Network
Craven VCSE
Dementia Forward Selby
East Coast & Rural Partnership
Equality & Advice Network, Selby
Everyday Enable
Foundation Legal Services
Freeman Brown Solicitors
Hambleton Community Action
Harrogate & District Community Action
Harrogate & District VCS
Harrogate Easier Living Project
Homestart
Horton Housing
Horton Wellbeing Cafes
Humankind
IDAS
IHL Inspiring Healthy Lifestyles
Independent Health Complaints Advocacy Service
Kings Church Selby
Law Centres Network
Local Prevent Group
Maximis Mental Health
Mencap Selby
Mental Health Forum (H&R)
MIND Darlington

MIND Scarborough
MIND York
National Energy Action
NYC County Council
NYC Homelessness Forum
NYC Living Well Team
NYC Localities Team
North Yorkshire Fire and Rescue Service
North Yorkshire Horizons
North Yorkshire Sport
North Yorkshire VCSE
Refugee Council
Rural Services Network
Perennial
Positive Progressions
Scope
Second Chance Ostomy Yorkshire
Selby Advice Partnership
Selby & District Foodbank
Selby District AVS
Selby District Vision
Selby U3A
Stokesley & District Community Care Association
Tadcrafters CIC
The Big Community-Tea
The Salvation Army Selby
The WEA
Together Housing
Total Advocacy
Training for Employment CIC
Town and Parish Councils
Trussell Trust
Two Ridings Community Foundation
Up for Yorkshire
Warm & Well in North Yorkshire Partnership
Welfare Benefits Unit
White Rose Improvement Agency
Wilberforce Trust
YES Energy Solutions
Yorkshire Energy Doctor

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. In addition to the Full Board meeting held four times a year, Trustees attend quarterly sub-committees and working groups which report to the board

Working groups:

- Equity, diversity, and inclusion
- Health and Safety
- Research and Campaigns

Sub-committees:

- Strategic
- Finance and Funding
- Law Centre
- Personnel and Service Delivery

Trustees also attend the annual Trustees Awayday, an informal day which includes looking at full service strategy.

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

Trustee Board Members 2024/25

Cllr. Carl Les	<i>Chair of Trustee Board</i>
Robert Pringle	<i>Vice-Chair and Treasurer</i>
John Behrens	<i>Director/Trustee</i>
Cllr. David Chance	<i>Director/Trustee</i>
Cllr. Melanie Davis	<i>Director/Trustee</i>
Nanci Downey	<i>Director/Trustee</i>
Cllr. Caroline Goodrick	<i>Director/Trustee</i>
Mark Hoggard	<i>Director/Trustee</i>
John Martin	<i>Director/Trustee</i>
Cllr. John Ritchie	<i>Director/Trustee</i>
Janet Sharp	<i>Director/Trustee</i>
Karen Tatham	<i>Director/Trustee</i>

Cllr. David Chance and Mark Hoggard joined the board in November 2024.

Trustees who left the board in 2024/25:
Cllr. Liz Collings, Martin Collins,
Laura Tunney and Melissa Williams.

Contact us

Adviceline

FREEPHONE 0808 278 7900

Monday to Friday 9.00 am – 4.30 pm
(except bank holidays).

Website

www.cany.org.uk

Skipton

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MALTON YO17 9RD.
Admin line: 01653 695542

Northallerton

277 High Street
NORTHALLERTON DL7 8DW.
Admin line: 01609 776551

Scarborough

13-15 Northway,
SCARBOROUGH YO11 1JH.
Admin line: 01723 368710

Harrogate

Audrey Burton House, Queensway,
HARROGATE HG1 5LX.
Admin line: 01423 637250

Selby

38 Ousegate,
SELBY YO8 4NH.
Admin line: 01757 701320

Richmond

23 Newbiggin,
RICHMOND DL10 4DX.
Admin line: 01748 823862

Whitby

Whitby Library, Windsor Terrace,
WHITBY YO21 1EY.
Admin line: 01723 368710



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.