

ANNUAL REPORT

2025/26



North Yorkshire
Citizens Advice &
Law Centre

citizens
advice

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 our 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 values 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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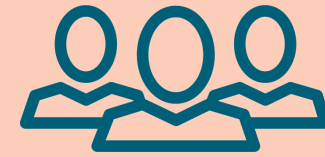
Foreword from our Chair

Carl Les, Chair of Trustee Board

Once again, I am struck by the commitment and professionalism of our staff and volunteers, who have continued to provide an outstanding service in challenging circumstances. The client quotes and case studies included in this report clearly demonstrate the impact of the work delivered across North Yorkshire every day, while the voices of our volunteers offer a valuable insight into the dedication that underpins our services.

In addition to the invaluable contribution of our volunteers, the charity's work would not be possible without the continued support of our statutory and private funders. Their generosity and commitment enable us to sustain and develop services that make a meaningful difference to people's lives across North Yorkshire.

Finally, I would like to express my sincere thanks to my fellow Trustees, who share the responsibility of governing what is now a large charity delivering life-changing services to vulnerable families across North Yorkshire. I am grateful for all that you do, and all that you have contributed.



21,346
people helped



151,206
Issues addressed



£35,125,305
Income gain

Our impact in 2025/26

Whether dealing with a single issue or a complex set of problems that requires more specialist support, people can access our service by telephone, email, webchat, or face to face at our main offices and outreaches.



58,535

contacts by telephone



42,539

contacts by email or webchat



10,655

contacts in person



£3,067,475

Debt written off



15,922

people helped with benefit issues



3,574

people helped with debt issues



5,496

people helped with energy issues



1,605

people helped with employment issues



3,392

people helped with housing issues

Chief Executive Officer's report

Carol Shreeve, CEO

A busy and productive year has meant we have been able to help even more people across North Yorkshire and York.

In total we have helped 21,346 individuals and families with 151,206 problems. The income gain for our community was over £35 million. That's amazing and our volunteers and staff should be very proud.

We are seeing more problems and the issues individuals and families are facing are more complex. Even though we are making the most we can of technology, demand is still outstripping supply.

One of the most amazing things this year is how brilliant our partners have been both across Yorkshire and within North Yorkshire. The sharing of the load makes a real difference, and I cannot thank all those other charities, agencies, and other organisations across all sectors that have supported us and our clients this year. **You have made a real difference to us and the lives of our communities. Thank you for being there, and please keep going in difficult times ahead.**

Finally, a last shout out to all our volunteers whose value to North Yorkshire for the work they do for us is over £1 million pounds in donated hours. Thank you.

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, and AdvicePro.

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:

- Priority 1** Prevent and relieve hardship and poverty across North Yorkshire.
- Priority 2** Maintain different types and levels of advice to service the different needs of our community, including legal advice.
- Priority 3** Focus on maintaining a multi-channel service in these difficult times.
- Priority 4** Telling our communities stories in an effective and evidence based way.
- Priority 5** Influencing funding for North Yorkshire in a positive way and the advice environment in general.
- Priority 6** Growing and developing our staff and volunteers.
- Priority 7** Making our service better at inclusion.
- Priority 8** Using technology responsibly, such as AI, to be the most effective organisation we can be.
- Priority 9** Look to work positively with other organisations and provide services for them when appropriate.
- Priority 10** Grow our unifying culture across North Yorkshire that puts first the needs of the community and clients, both present and future.

Our enablers:

- We reach into communities
- Robust financial systems
- Skilled staff and volunteer workforce
- Outstanding partnership working
- Demonstrate our impact through case studies and data
- Experienced Trustees and Skilled Management team
- Advice Quality Standard Accreditation
- Debt Advice Quality Framework Accreditation
- Authorised and Regulated by the Financial Conduct Authority
- Member of the Law Centres Network
- Lexcel Accreditation
- We are a Disability Confident Leader
- Cyber Essentials Certification.

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 (see page 26) which allows the delivery of our projects and services to an increasing number of clients. This annual report shows the wide range of projects we are delivering and the large number of different funders we rely on.

Income and expenditure figures are shown in the table below. Although there was a small decrease in income (by 2%) the leadership team maintained their successful efforts to extend existing projects where this was possible and also obtained 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 levels were

similar to the previous year, decreasing by 1.5% which reflects the small decrease in income.

The continuing success in obtaining 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 and the increasing complexity of the issues our clients are facing; we can continue to move forward to meet these challenges on a solid financial footing.

	Year end 31-03-2025	Year end 31-03-2026	Increase/Decrease %
Income	£4,126,458	£4,036,799	2% decrease
Expenditure	£4,096,551	£4,034,011	1.5% decrease

Our value to society

North Yorkshire Citizens Advice & Law Centre helps thousands of People every year.

This provides us with a 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 for every £ invested in our service 2025/26.

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

Financial value of our volunteers 2025/26



£1,070,806

estimated worth of donated hours of our 121* volunteers, including our Trustees.
(*total number as of 31st March 2026)

**For every £ invested in
our service 2025/26**

£27.31

In public value

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

£12.84

**In value to the
people we help**

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

£2.66

In fiscal value

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

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 across North Yorkshire.

Website

Visit our website at www.cany.org.uk
This gives information about all our services and how to access them.

Feedback about our service

93%

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

79%

stated that it was easy to access our service.

86%

stated that our service helped them find a way forward.

83%

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

87%

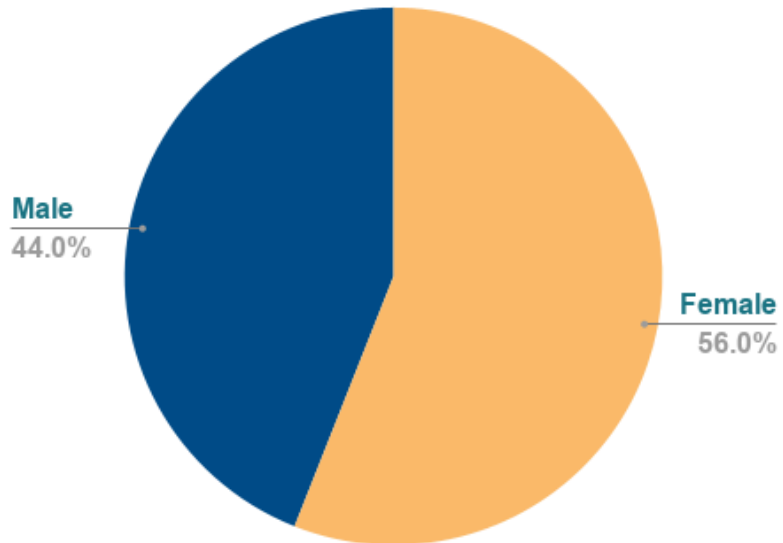
stated they would recommend our service to family and friends.

Issues we helped with in 2025/26

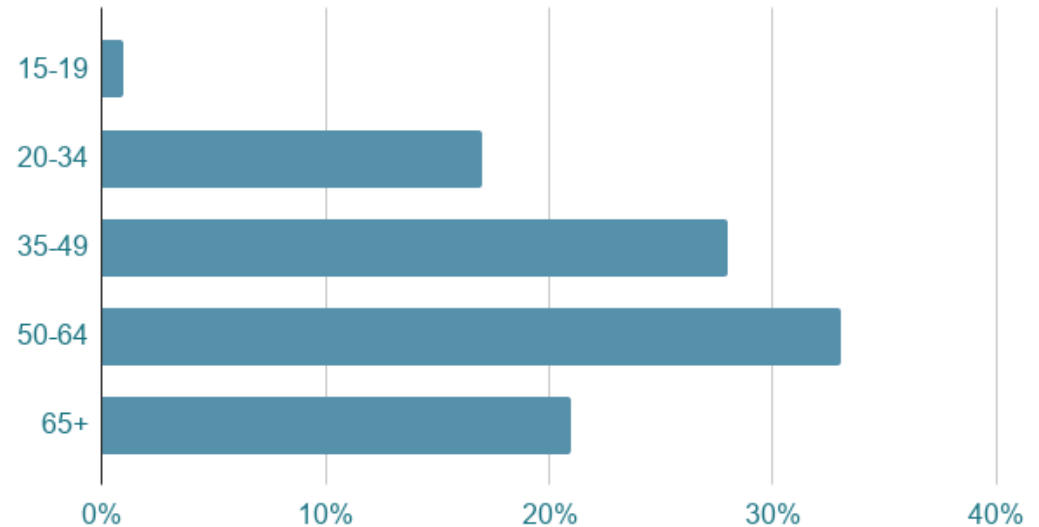
Issues	No. of issues	No. of clients	Top 5 Issues 2025/26	
Benefits and tax credits	29,234	10,088		
Benefits Universal Credit	14,299	5,834		
Charitable support and food banks	10,526	5,475		
Consumer goods and services	20,360	4,846		
Debt	13,426	3,574		
Education	298	184		
Employment	4,035	1,605		
Financial services and capability	5,963	3,433		
GVA and Hate Crime	582	351		
Health and community care	1,857	1,146		
Housing	7,107	3,392		
Immigration and asylum	1,842	824		
Legal	2,866	1,543		
Other	1,225	494		
Relationships and family	3,911	1,906		
Tax	675	494		
Travel and transport	815	615		
Utilities and communications	32,185	5,664		
Grand total of issues	151,206			

Profiles of people we helped in 2025/26

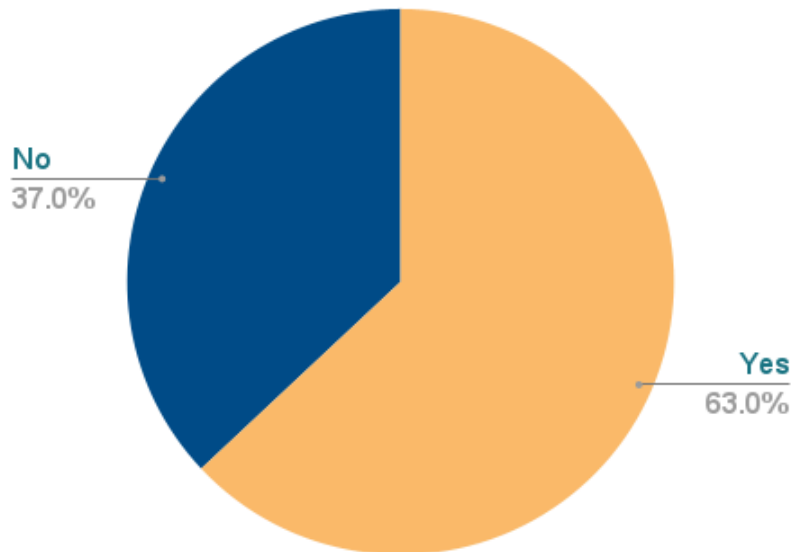
Gender



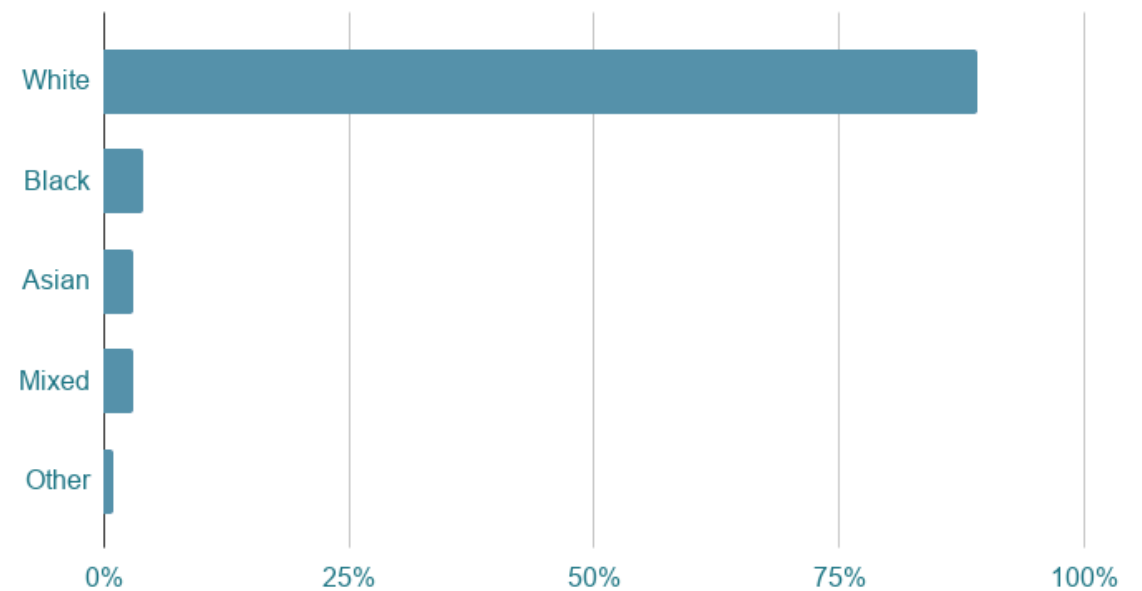
Age



Disability



Ethnicity



What people we helped said about us

'I am compelled to share my heartfelt appreciation for the outstanding support I received from Harrogate Advice. The quality of Service provided by their team is truly exemplary. From the moment I reached out, I was met with a level of professionalism that is rare to find. The staff demonstrated remarkable intelligence and expertise, ensuring that every interaction was not only informative but also empowering. Their polite and respectful approach made me feel valued and understood. Every aspect of my experience was fantastic, as they went above and beyond to address my needs. While I have gained so much from their assistance, I still require further support, and I have full confidence that they will continue to provide the exceptional guidance I need. Thank you, Harrogate Advice, for your unwavering commitment to excellence!'

'The person who supported me through a very stressful situation was very knowledgeable, experienced, compassionate and supportive. My life has done a complete 360. Priceless resource. Thank you.'

'I was treated with utmost respect on the occasions I rang. My details had been kept, which meant I didn't have to repeat myself. I appreciate that. They eased my concern about confidentiality and the embarrassment of asking for help. Thank you.'

'Excellent Service - very helpful advisors, who helped 'clarify' my available options and helped me identify a suitable way forward, which is now in place. I 'may' have identified the options on my own after extensive research, but it was extremely helpful to have a 'second opinion' provided as to what was available. THANK YOU!'

'Very pleased with the care, concern and understanding of my situation, I was never rushed, time was given to help me sort out and bring about a solution. Very grateful, will not hesitate to contact them again should a situation arise. Thank you.'

'I had to use your help services on two occasions for the same issue. Citizens Advice has been great, however as yet I do not know if my issue with my energy provider has been solved 100%, this one is a wait and see but Citizens Advice have helped me hugely to get to the stage where for now it is sorted out.'

'I only needed one visit to CAB who gave me details of many organisations who could possibly help me. CAB then referred me to a specific organisation who set the ball rolling for a successful outcome.'

Outreach work in our communities

Accessible Advice Across North Yorkshire

We aim to make it as easy as possible for local people to get advice, and we continue to offer North Yorkshire residents a range of ways to access our services.

Much of our advice is delivered by telephone and email, but we remain committed to providing face-to-face support in accessible community venues. This ensures that vulnerable people across North Yorkshire can receive in-person advice when they need it.

Through our outreach projects, we offer drop-in sessions and booked appointments. Where additional support is needed, we make referrals to our specialist services or to other organisations that are better placed to help.

Energy Champions - Our Energy Champions delivered advice sessions to local community groups and frontline workers, sharing practical information on energy issues and helping people understand where to find further support. Where people needed more specialist help, or were struggling to pay their energy bills, they were referred to the Energy Advice Team. More information about our Energy Advice service can be found on page 19.

Digital Champions - Our Digital Champions ran drop-in sessions at hubs across North Yorkshire, providing friendly, practical support that helped people build confidence and feel safer, more capable and more connected online. Support included:

- setting up and using email; making video calls;
- browsing the internet safely;
- booking medical appointments and managing bills online; and
- setting up apps to open and manage online accounts.

By combining practical guidance with encouragement and reassurance, our Digital Champions helped tackle digital exclusion and gave people the skills and motivation to take part more fully in an increasingly digital world.

In 2025/26:

We delivered our service from

72

Community locations

We attended

48

Community events

We delivered

58

Energy Advice sessions and

22

Advice First Aid* Sessions

*Further information about Advice First Aid can be found on page 17.

Outreach projects 2025/26

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

Swift - Funded by the National Lottery Community Fund, delivered on behalf of North Yorkshire Council and working in partnership with...

Armed Forces Support

Projects providing support to serving personnel, veterans and their families.

- **Catterick Garrison Connection** - funded by the Armed Forces Covenant Trust with additional funding from The Veterans Foundation for specialist debt and legal support.
- **Thrive Together** - Funded the Defence Medical Welfare Service and the Armed Forces Covenant Fund Trust Project.

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

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.

Yorkshire Building Society YBS - Funded by Yorkshire Building Society.

Eastfield Outreach - Funded by Eastfield Town Council.

Stokesley Outreach - Funded by the Jack Brunton Charitable Trust.

CHIPS (Community Help & Information Points)

Providing access to remote one-to-one advice in Collaboration with Community partners based in Filey, Grassington, Hawes, Helmsley, Masham and Tadcaster. Funded by the Digital Inclusion Innovation Fund.



Outreach feedback

"You do a great job! There are a lot of people that need your service, so thank you."

"I'm a big fan of Citizens Advice! Well done, it's great to see you out and about."

"Fabulous service, thank you."

"Thank you for coming to our market."

"I'm okay at the moment but thank you for coming to our town, it's a great service you're providing."

"It's so nice that you're here on the market, will you be here every week?"

"You do a wonderful job! Thank you for coming."

"It's so great to see you here, please keep coming back. I don't need your services at the moment but I probably will in the future."

Sue, Rural Reach Advice Bus Driver and Adviser

"The Advice Bus continues to be a beacon in the different communities that we visit for people needing advice and support on a whole range of issues."

We are seeing people who are in crisis financially and we are able to either signpost to a local office if they have access to transport, arrange a phone call from an adviser or provide our advice line number for them to call at their convenience."

We see many people who are unable to travel to a local office because of a lack of transport, ill health or caring responsibilities. We always ensure that they are happy with the information that we have provided and that they are clear on their next steps."

Many people come back to see us again to let us know the outcome of their query which is very rewarding. Some people come to browse the information that we have on display, looking for information on other organisations such as Mind, Carers Plus and other community organisations."

Rural Reach Volunteer Adviser

"I have found volunteering on the Advice Bus has helped build my confidence and improve my mental health. I am able to support Sue and the Advice Bus to deliver an important service to people who can't access the service due to lack of transport or health issues."

Advice First Aid

Advice First Aid is a training offer for frontline staff and volunteers in public sector and voluntary organisations, community groups, peer support groups and more.

Advice First Aid is suitable for anyone who comes into contact with the Community or supports people as part of a service and enables frontline workers to identify advice issues and to confidently use trusted online resources to help people to help themselves.

Rather than learning about advice in detail, participants learn where to turn for information on different issues and the type of help that's available.

Of course, not everyone will be able to self-help, so they also learn about the services that are available locally for those people who need the support of a trained adviser.



If you would like to find out more please contact afa@northyorkslca.org.uk



Advice First Aid training session with the North Yorkshire Fire and Rescue Service.

Law Centre

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, and asylum and immigration. In 2025/26 the Law Centre team helped a total of **864** people with **2,165** issues and achieved income gains of **£47,337**.

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 Adviceline 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 including support at all stages with child arrangements, divorce, and domestic abuse.

Housing - Providing advice and casework a variety of housing issues including housing Register reviews, matters related to possession and eviction from your home, homelessness, and disrepair within your home.

Asylum and immigration - Providing guidance, support and help accessing legal services for people with asylum and immigration matters including initial advice, support with some applications, and guidance and support.

THE
ACCESS
TO JUSTICE
FOUNDATION



Energy Advice

In 2025/26 Warm & Well in North Yorkshire helped 5,496 people with 26,805 issues and achieved income gains of £9,107,430.

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 continued support.

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.
- EPC certificates.
- Help signing up to the Priority Service Register.
- For eligible households, emergency fuel vouchers, help towards bills or help towards the costs of oil, LPG, coal and logs, including distributing financial support through North Yorkshire Councils Crisis and Resilience Fund.
- 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.

**Warm
& Well**
in North Yorkshire



Energy Redress Voluntary Scheme



nadara

Energy Advice case studies

Names have been changed to protect client identities.

Maximising Income and Reducing Energy Costs

John was referred to our Energy Team as he approached pensionable age and was worried about managing on a reduced income. He lives alone in his own home and receives health-related benefits alongside a small private pension.

Our adviser completed an energy advice assessment, reviewed John's tariff, explained fixed tariff options, and provided practical tips to reduce energy use.

John was also offered a free Energy Performance Certificate appointment and referred for a full benefit entitlement check.

Impact

- Identified Pension Credit entitlement of £3,667.04 per year.
- Identified additional Council Tax Reduction of £1,586.25 per year.
- Potential energy bill reduction of £300 through recommended energy-saving actions.
- Free Energy Performance Certificate visit arranged.

Supporting a Family with Energy Costs

Sue lives with her children in a privately rented home with poor insulation. She came to us for support with rising energy bills, the condition of her property, and the impact this was having on her mental health.

Our adviser explored Sue's wider circumstances, including benefits, housing conditions and debt. She was advised on potential entitlement to PIP and the LCWRA element of Universal Credit, with further support offered to help her complete applications.

Impact

- £294 Household Support Fund payment made directly to Sue's energy supplier.
- Potential additional income of £3,777.80 per year if successful in claiming PIP.
- Potential additional income of £4,994.28 per year if successful in claiming the LCWRA element of Universal Credit.
- Estimated energy bill reduction of £515 per year through energy efficiency measures.

Specialist projects 2025/26

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 Household Support Fund - Fuel Vouchers
- Homes for Ukraine

Town and Parish council grants - Various grants which fund our core service and some smaller projects and outreaches, eg the mobile advice van.

Individual Grants - Funded by the North Yorkshire Council Winter Resilience Fund.

Leonard Chamberlain Trust - Fuel payments for Selby clients.

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

Housing Matters Scarborough - Funded by Nationwide Building Society.

Housing Matters York - Funded by City of York Council.

Debt Modernisation Fund - Funded by the Money and Pension Service. Developing innovative ways to deliver debt advice.

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).

RISE 2 Thrive - Funded by the Shared Prosperity Fund.

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.

Justice First Fellowship - Trainee Solicitor funded by the Legal Education Foundation.

Family Protection Project - Family Lawyer funded by the Masonic Charitable 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 page 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



Volunteer roles

On 31st March 2026 we had 112 volunteers covering various roles including:

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

Volunteer stories

Linda's story

I first volunteered with Citizens Advice in the 1980s while looking for a career change from nursing. After volunteering

in Chapeltown, Leeds, I went on to work full-time at a bureau in Hackney for two years. Now retired and living in Scarborough, I wanted to give something back, stay connected to the community, and keep my mind active. I've since discovered my grandfather was also a volunteer in the 1950s, so it clearly runs in the family.

Citizens Advice was my training ground for supporting people through difficult times in a non-judgemental, practical way. I value that local people advise others in their own community. I've gained up-to-date knowledge of benefits, immigration and complex systems, as well as new technology and recording processes.

The ongoing support is excellent, there's always someone to ask. The most rewarding part is simply talking to people and hearing their gratitude. My advice? Do it! And don't worry, you'll learn as you go.

Inemesit's story

I began volunteering at Citizens Advice while looking for law-related work experience. Although my initial motivation was to build experience, that quickly changed. I wanted to understand how the law can improve people's lives, and becoming an Adviser at Citizens Advice and the Law Centre has allowed me to do just that.

Through training, I've become more aware of the issues affecting our local community and have supported clients through advice, campaigns and outreach. Along the way, I've developed valuable skills in problem-solving, negotiation, data protection and confidentiality, all essential for a future career in law. Volunteering here is incredibly rewarding.

My favourite moments are receiving grateful feedback from clients and meeting people in the community during outreach sessions. I'm especially thankful for the supportive team and training supervisors who encouraged me throughout. I hope new volunteers enjoy the experience as much as I have and take every opportunity to learn and grow.

Eamonn's story

I worked for BT for 30 years in a range of roles before taking redundancy to begin a new career. Sadly, a serious illness changed those plans. With mobility issues and other health conditions, I struggled to find an organisation that could accommodate me. I've always loved helping people, which is exactly what Citizens Advice stands for.

When I got in touch, I was welcomed with open arms. The most rewarding part of volunteering is supporting people and sometimes literally seeing the weight lift from their shoulders after carrying problems for so long.

With ongoing training and support, you're never on your own. I've been amazed by the help from colleagues, it's the nicest place I've ever worked.

If you're considering volunteering, jump at the chance. You'll make a real difference, learn so much from others, and have all the tools and support you need.

Staff and volunteers health and wellbeing

Disability Confident

Disability Confident is the Government's scheme to help organisations recruit, support, and retain disabled employees.

As a Disability Confident Leader (Level 3), we're proud to champion inclusion and transparency. We're committed to voluntarily reporting on disability, mental health, and wellbeing in line with the UK Government's Voluntary Reporting Framework.

Our commitment

We believe openness about disability and wellbeing makes our organisation and society stronger. By choosing to voluntarily report, we aim to:

- Lead by example in disability inclusion
- Share best practice and encourage other employers to do the same
- Use data and feedback to continuously improve recruitment, retention, and support for disabled people.

Why this matters

Disabled people bring talent, skills, and perspectives that enrich our organisation. By reporting voluntarily, we hold ourselves accountable, share our progress with our stakeholders, and contribute to a more inclusive society. We encourage disclosure in a safe and supportive way, and review and improve our policies and practices.

Our latest figures

38% of our workforce reported having lived experience of disability or a long-term health condition (June 2025 survey).



We collect this information via new-starter documentation and through our annual Staff and Volunteers Health and Wellbeing survey. The question we ask is: *"Do you consider yourself to have a disability or a long-term health condition (mental health and/or physical health)?"*

Information on mental health and wellbeing is also monitored through employee and volunteer supervisions and appraisals.

Inclusive recruitment practices

Our recruitment process is designed to be fully inclusive and accessible.

Retention and ongoing support

We offer a supportive environment so our disabled staff can get the most from working with us.

Supporting employee health and wellbeing

Our staff and volunteers have access to health and wellbeing e-learning or in-person training and are invited to join the organisation's TELUS Health Employee Assistance Programme which includes access to a free 24/7 helpline and online support.

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:

- **Welfare Benefits campaign**, coordinated by National Citizens Advice in response to the 'Pathway to Work' green paper which proposed reduction to millions of disabled people's benefits without meaningful consultation. We wrote to our local MP's and supported the efforts of National Citizens Advice to campaign for a fair process.
- **Energy Crisis / Fuel Poverty Awareness** - A targeted campaign to raise awareness of eligibility for help with fuel debt including publicity on social media and tailored outreach, internal and external messaging
- **Hate Crime Awareness** providing advice and support for Migrant 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 2025 and joining the messages of HOPE campaign.
- **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.
- **Mental Health Awareness Week** is a campaign led by the Mental Health Foundation. In support of the week in May, we briefed all staff and volunteers, posted on social media and partnered with MIND for messaging and awareness raising.
- **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 2025/26

We would like to thank all our funders, from individual donations to large contracts, your continued support helps us to deliver a much needed service to the residents of North Yorkshire.

Organisations and individuals

Access to Justice Foundation
Allen and Ovary Foundation
AM Fenton Trust
Armed Forces Covenant Fund Trust
Better Connect
British Gas Energy Trust
City of York Council
Client donations
Community Justice Fund
Defence Medical Welfare Service/
 Thrive Together Partnership
Drax Community Foundation
Energy Redress Voluntary Scheme
Evan Cornish Foundation
Home Office
Humber & North Yorkshire ICB/
 Community First Yorkshire
Legal Aid Agency
Legal Education Foundation
Leonard Chamberlain Trust
Macmillan
Masonic Charitable Foundation
Mayor of York and North Yorkshire
Ministry of Justice
Money and Pensions Service
Nadara
National Citizens Advice
National Lottery Community Fund
Nationwide Community Foundation

Northern Powergrid
Scarborough & Whitby Sea Change
Skipton Building Society
Skipton Temperance Hall Fund
Trussell Trust
Veterans Foundation
York Against Cancer
York Building Society
Regional Council

North Yorkshire Council

Town Councils

Barlby & Asgodby
Eastfield
Easingwold
Helmsley
Malton
Norton on Derwent
Richmond
Selby

Parish Councils

Aiskew LB
Alne
Askrigg and Low Row
Azerley
Beal
Bellerby
Bilsdale
Bradley
Brayton
Brompton on Swale

Brough with St Giles
Burton Salmon
Catterick
Cawood
Clapham
Cleasby
Cloughton
Cropton
Dacre
Draughton
Eggborough
Fairburn
Glaisdale
Habton
Hillfield Parish
Hudswell
Husthwaite
Middleton Tyas
Moor Monkton
Newton le Willows
North Stainley with Sleningford
Ribblesdale
Scotton
Sowerby
Tanfield
Thorganby
Thornton-le-Moor with Thornton-le-Street
Whitley
Whorlton
Womersley

Working in partnership

With the help and support of organisations across North Yorkshire and beyond, through formal and informal partnerships we can help more people in all of our communities. We would like to take this opportunity to thank all those who supported us this year including:

Advice York Network
Access to Justice Foundation
Age UK
Age Friendly Network for North Yorkshire
Alzheimer's Society
Anti-Poverty Partnership (Selby)
Bedale Market
Better Connect
Boroughbridge Community Charity
Coast and Vale Community Action
Carers Count Selby District
Carers Plus Yorkshire
Carers Resource
Castle Communication Services
Chain Lane Community Hub
Chapter 3 Enterprise C.I.C
Catterick Partnership Network
Citizens Advice Northumberland
Citizens Advice Sheffield
Citizens Advice York
Cloverleaf
Coast and Vale Community Action
Colburn Hub & Cafe
Community First Yorkshire
Connecting Ripon Network
Community Works CIO, Thirsk

Cottenhams Law Cost Drafting & Consultants Limited
Craven Communities Together Partnership
Craven VCSE Network
Cuppa Connect
Defence Medical Welfare Service
Dementia Forward North Yorkshire
Easingwold & District Community Care Association
Easingwold Galtres Centre
Eastfield Community, Scarborough
East Coast & Rural Partnership
Equity and Advice Network, Selby
Everyday Enable
Filey Library
Flash Company Arts CIC, Whitby
Foundation Legal Services
Freeman Brown Solicitors
Friage Hospital, Northallerton
Glusburn Institute Community & Arts Centre
Grassington Hub
Greatwood & Horseclose Community Hub
Hambleton Community Action
Harrogate Community House
Harrogate & District Community Action
Harrogate & District VCS

Harrogate Easier Living Project
Hawes Market
Helmsley Market
Homelessness and Rough Sleeping Forum
Homestart
Horton Housing
Horton Wellbeing Cafe
Hudson House, Reeth
Humankind
IDAS
Inspiring Healthy Lifestyles
Independent Health Complaints Advocacy Service
Jepson Longstaff Midgley Solicitors
Joseph Rowntree
Kings Church Selby
Kirkbymoorside Methodist Church
Kirklees Citizens Advice & Law Centre
Law Centres Network
Leeds Citizens Advice & Law Centre
Legacy Studio Community Centre - Eastfield
Leyburn Arts and Community Centre
Leyburn Market
Local Prevent Group (Western Area)
Masham Market
Mashamshire Community Office

Working in partnership continued

Maximis Mental Health
Mayor of York and North Yorkshire
Mental Health Forum (Hambleton
and Richmondshire
MIND Darlington
MIND Harrogate District
MIND Scarborough, Whitby & Ryedale
MIND York & District
MP's in all our Constituencies
Nidderdale Plus Community Hub
Northallerton Mencap
Northern Power Grid Stronger
Together Partnership
North Yorkshire Equality and
Inclusion Partnership
North Yorkshire Council
North Yorkshire Disability Forum
North Yorkshire Local Libraries
North Yorkshire Fire and Rescue Service
North Yorkshire Horizons
North Yorkshire Sport
North Yorkshire VCSE
North Yorkshire and York Domestic
Abuse Forum
Perennial
Pickering Library
Pickering Town CIC
Rainbow Centre, Scarborough
Refugee Council

Revival North Yorkshire CIC
Richmond Yorkshire CIC
Ripon Cathedral
Ripon Community House
Ripon Library
Ripon Market
Rural Services Network
Ryedale VCSE
Scarborough Hospital
Scope
Seasonal Health Partnership
Second Chance Ostomy Yorkshire
Selby Advice Partnership
Selby Cancer Support Cafe
Selby & District Foodbank
Selby District AVS
Selby District Vision
Selby Mencap
Selby U3A
Sherburn and Villages Community Trust
St. Pauls Hub, Brompton-on-Sway
Step Into Action Community Hub, Skipton
Stokesley & District Community
Care Association
Stokesley Market
Storehouse - Influence Church, Richmond
Swift Partnership
Tadcrafters CIC
Tesco, Catterick Garrison

The Barn, Tadcaster
The Big Community-Tea
The Bridge, Catterick Garrison
The Place in Settle
The Salvation Army Selby
The WEA
Thrive Together Partnership
Thirsk Market
Together Housing
Total Advocacy
Town and Parish Councils
Training for Employment CIC
Trussell Trust Foodbanks
Two Ridings Community Foundation
Up For Yorkshire
Upper Dales Partnership, Hawes
Warm & Well in North Yorkshire Partnership
Welfare Benefits Unit
Whitby United Charities
White Rose Improvement Agency
Wilberforce Trust
York & North Yorkshire Combined Authority
York Against Cancer
York CVS
York Homelessness Support Network
Yorkshire Building Society
Yorkshire and The Humber Fuel
Poverty Forum
Yorkshire Justice and Advice Partnership
Yorkshire Pro Bono Committee

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

Cllr. Carl Les

Chair of Trustee Board

Robert Pringle

Vice-Chair and Treasurer

John Behrens

Cllr. David Chance

Cllr. Melanie Davis

Cllr. Caroline Goodrick

Mark Hoggard

Cllr. John Ritchie

Janet Sharp

Karen Tatham

Trustees who left the Board in 2025/26:

Nanci Downey and John Martin

Contact us

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

Website - www.cany.org.uk
Information on the website includes times and dates for drop-in sessions at local offices and outreach locations.

Malton
Harrison House, Norton Road, MALTON YO17 9RD.
Admin line: 01653 695542

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

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

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

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

Skipton
49 High Street, SKIPTON BD23 1DT.
Admin line: 01423 637250

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

Whitby
Whitby Library, Windsor Terrace, WHITBY YO21 1EY.
Admin line: 01723 3687



North Yorkshire Citizens Advice & Law Centre

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