A picture containing drawing

Description automatically generated

Dear Partner,

I hope you are well, in these difficult times we find ourselves in.

As a valued partner, we would like to take this opportunity to contact you to update you on our current service provision and to give you details on how to refer to us.

Due to COVID19 we have had to make the difficult decision to close our offices to the public which includes our drop-in service, face to face appointments as well as the Rural Advice Bus Timetable.

Our staff and volunteers are now working hard to provide our services service via Phones, webchat and email. We have seen demand for advice and information raise as you may expect at this time particularly in the areas of employment, benefits and money problems.

In the last two weeks for March we helped 582 people.

55% were about benefits

25% were about employment/ losing work

10 % were about debt.

We are offering a basic advice service in all issues and specialist in debt, welfare benefits, housing and employment.

Our general advice line number to ring for advice is **0300 3309 036**.

We also recommend referring people to our advice guide website for an explanation of latest policy and changing advice at <https://www.citizensadvice.org.uk/>

Many people have had to move onto Universal Credit for the first time due to the latest Government Legislation and are being encouraged to use the Citizens Advice ‘Help to Claim’ service if they are finding this difficult, need support or cannot do an online claim. The phone number for this **is 0800 144 8444**, where an adviser can help them through the application process for Universal Credit.

If you would like to chat to an online adviser, please go to <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/>

You can find frequently updated advice on a range of issues related to the Coronavirus including Benefits, Housing, Employment and many other issues at [https://**citizensadvice.org.uk/coronavirus**](https://citizensadvice.org.uk/coronavirus)

People looking for advice on consumer issues (e.g. issues related to products or services you've purchased) can contact the Citizens Advice consumer helpline on **0808 223 1133** or chat online to an advisor on our website.

We are also constantly updating our Social Media channels with both local and national advice and information, as the COVID19 situation evolve,s so please take the time to follow us on Facebook and Twitter if you have not already.

If you are an organisation wanting to refer someone, you can ring our Richmond office on **01748 823862** which is following up calls for all areas.

If you have any questions or would like to discuss anything further, please do not hesitate to contact me.

Please stay safe and keep well.

Yours Sincerely

Carol Shreeve

CEO

Citizens Advice Mid North Yorkshire

--

Citizens Advice Mid-North Yorkshire

Hambleton Office: 277 High Street, Northallerton, DL7 8DW. Tel: 01609 776551

Richmondshire Office: 23 Newbiggin, Richmond, DL10 4DX. Tel: 01748 823862

Ryedale Office: Harrison House, Norton Road, Malton YO17 9RD. Tel: 01653 695542

Selby & District Office: 38 Ousegate, Selby, YO8 4NH. Tel: 01757 701320

www.citizensadvicehrs.org.uk

Charity Registration No. 1146084

A Company limited by Guarantee in England Number: 7890996

Authorised and regulated by the Financial Conduct Authority FRN: 617621

We are registered with the Information Commissioner's Office and will process your personal data in accordance with the General Data Protection Regulation and Data Protection Act 2018. Please refer to our online Privacy Policy at www.citizensadvicehrs.org.uk for more information on how your personal data will be processed and stored.

Please contact the sender if you believe you have received this email in error. Citizens Advice Mid-North Yorkshire has a complaints handling procedure. Please email admin@northyorkslca.org.uk to request a copy of the complaints leaflet to be either posted or emailed to you.

Pplease consider the environment - do you really need to print this email?