

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 1448 444**, 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>

Chief Executive Carol Shreeve

Citizens Advice Mid-North Yorkshire.
Charity registration number 1146084.
Company limited by guarantee. Registered number 7890996 England.
Authorised and regulated by the Financial Conduct Authority FRN: 617621.
Registered office: 277 High Street, Northallerton, North Yorkshire DL7 8DW.



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 evolves, 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