

Friends of Citizens Advice York



Corporate Friends

An Appeal from Citizens Advice York during a Time of Crisis



I am reaching out to you to request your financial support for Citizens Advice York (CAY) – either as a business by becoming a Corporate Friend of CAY, or as an individual making a one-off or recurring donation.

You may not have realised that CAY is an independent, local charity dependent on fundraising.

We play a vital and irreplaceable role in the life of our city. We help thousands of people a year, including many of the most vulnerable citizens. Our services are provided by a mostly volunteer team of highly trained and experienced advisers.

We offer a general drop-in service at West Offices in the city centre and also a range of projects at 16 outreach venues across York, helping specific groups such as Travellers, disabled people, refugees and those who have difficulty getting into the city centre. Our work in GP surgeries helps people deal with worries that are seriously impacting on their health and so helping the NHS.

We help thousands of people with such issues as crippling debts or to apply for disability benefits. We also operate a free legal advice service, Yorlaw, which gives access to family law services to those who can least afford it.

In 2019 we took on a key role in helping people receive Universal Credit with the establishment of our 'Help to Claim' service, and we have also played a vital role in helping EU residents establish their right to settlement since Brexit.

The COVID-19 outbreak has increased demand on our services as people turn to us for support with employment, benefits, housing and debt. We have done brilliantly together in moving to phone, email, and webchat advice. This means we are managing to help more people than ever at a time when they need us most.

However, the cost of running these high-quality services is high, and there is a shortfall that we must fundraise to fill each year. Whilst City of York Council remain consistent and generous funders, we still have to raise £30,000 to £40,000 each and every year (and sometimes more!) to cover the full cost of this important service. With our planned programme of events now on unspecified hold, we have become entirely dependent on the generosity of donations to fill this gap.

I appeal to you to become a Friend of CAY so that we can continue our work for all the people of York. Your support has never been more valuable or necessary.

Fiona Derbyshire, Chief Executive, Citizens Advice York

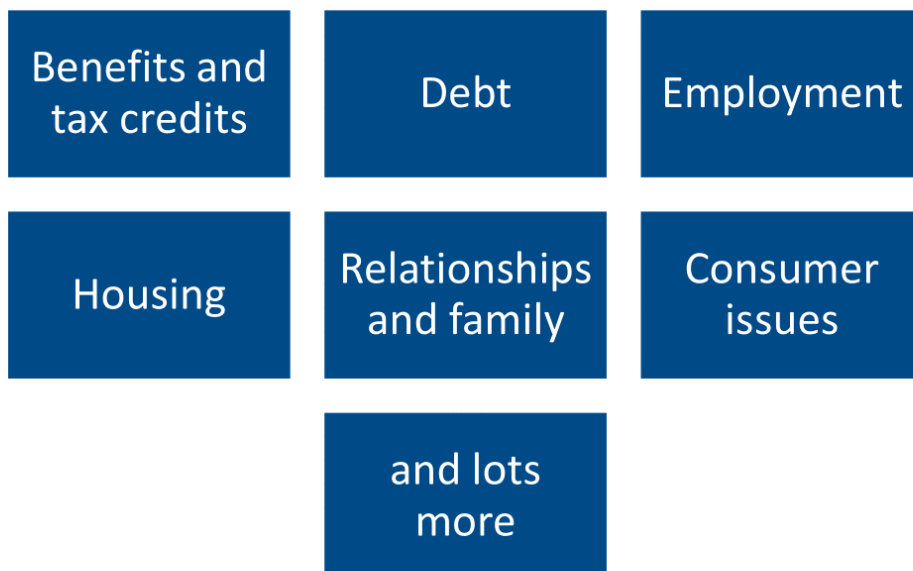
What we do

Citizens Advice York is an independent charity affiliated to the national organisation Citizens Advice. We don't judge, we don't charge, we just help.

Every year our volunteers, supported by a small team of paid staff, help over 5,000 York people. We constantly struggle to cope with the demand for our service and have an ongoing need to recruit, train and support more volunteers.

"I left feeling like a weight had been lifted from me. Excellent service"

We are asked about



"I had my appeal last Thursday and I won. Thank you for all your help, I know I wouldn't have won without all your help and all your patience"

"Just wanted to say a massive thanks for all your help and assistance in resolving our situation, we couldn't have done it without you, you have changed our lives"

How we help

We are here for everyone, whoever they are, whatever the problem. People turn to Citizens Advice in times of need. These are just a few examples:



How we helped Michael

Michael, who had previously been working full time and managing his finances came to us when anxiety and depression forced him to reduce his working hours. The reduction in income, exacerbated by mental health problems led to financial difficulties and debt accumulation.

We supported him over several months to negotiate affordable repayment arrangements. At the end of the process he was feeling much less burdened by debts and beginning to look to the future.

We help York too

In 2017-18 we helped people gain £1,183,997 in unclaimed benefits and tax credits. Money which goes into York's economy.

Where our money comes from

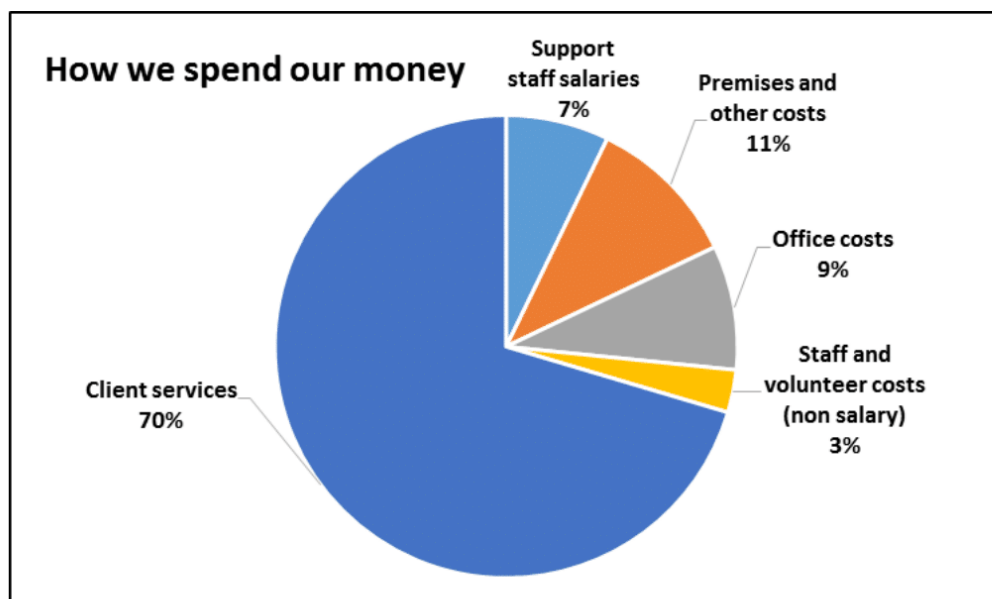
The majority of our work, the core and heart of what we do, is our General Advice Service. The cost of providing this service is largely funded by City of York Council, consistent and generous supporters of CAY, but each year we have to raise a substantial sum from other sources to ensure we can pay for the cost of this service. Our other work, almost all short term projects, is funded by a variety of grants and charitable sources.

Next year (financial year starting April 2019) the cost of the General Advice Service will be broadly £180,000 and with funding of £130,000 (in line with previous years) from City of York Council we have to find another £50,000.

And where it goes

Our biggest expenditure is staff salaries. Most of our paid staff are front facing, in roles such as supervision, specialist advice, and providing a full training programme in many complex issues so that our volunteer advisers are able to help people with a range of complex and ever changing regulations. We have a small support team providing leadership, finance, fundraising and administration, all of whom are part time.

We also incur premises costs where necessary, ensuring we are accessible to all, especially in the City Centre.



Become a Friend of Citizens Advice York

We want to continue to offer free, impartial advice and support to everyone but each year we face a constant battle to maintain our funding levels. We're reducing our costs as much as we can, but as we already run on a shoestring there are limited savings to be made and we really need your help.

Because the annual funding gap will, almost certainly, persist in coming years we're keen to establish an additional regular source of income each year from Friends of CAY. This will help us to fill the £50,000 gap, allow us to maintain current service levels and help provide the platform to realise our ambition of always meeting demand, widening access and reaching out to more vulnerable groups.

Becoming a Corporate Friend of Citizens Advice York helps you to fulfil your Corporate Social Responsibility whilst helping the people of York to overcome a wide range of problems.

We are asking you to support us by making regular donations. The amount is up to you. We hope that larger businesses may consider £1,000 per year – but all your support will help to make a difference to our ability to meet increasing demand. Businesses donating more than £250 in any year will be listed on our website which is used by 1,000 people every month.

How we helped James

James suffers with chronic mental health issues rendering him unable to work. He had claimed Universal Credit (UC) but was not being paid enough to get by on.

Our Adviser's in-depth knowledge of UC enabled him to look into the breakdown of his award and identify errors that meant he was eligible for a higher rate of benefit. He helped him to successfully claim this and increase his monthly UC payments.

Support from our debt team also assisted him with some wider financial management difficulties to help him get on top of his finances.

Citizens Advice York – Corporate Friends

I would like to become a Citizens Advice York Corporate Friend

Business name:	
Contact name:	
Address:	
Post code:	Tel:
Admin email:	
Contact email:	

Payment methods

1. Standing order

Please complete this form and return it to us at the address below. Or use our account details to set up a standing order online.

Please do not send this form to your bank.

I would like to make a regular gift via Standing Order of:

£ - monthly

£ - annually

Starting from: (Date)

Instruction to your bank or building society:

To: The Manager(Name of bank):	
Address (of bank):	
Name(s) of account holder (s):	
Account number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Branch sort code	<input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/>

To: York & District Citizens Advice Bureau, Sort code 08-92-99, Account no: 65391055

2. One Off Donation

I would like to make a one off donation of £ to be paid by:

- **Cheque** – please make cheques payable to ‘York and District Citizens Advice Bureau’
- **Direct payment** – please use the bank details overleaf to set up a standing order or one off payment online
- **Invoice** – please tick the box if you would like us to invoice you

Signature(s) in accordance with your bank’s mandate	Date

Please return this form to us at the address below.

We will not share your details with any third-party organisations. Please tick if you would like to receive information about Citizens Advice York.

By email By post

Citizens Advice York
West Offices, Station Rise, York, YO1 6GA
Email: admin@yorkcab.org.uk
Phone (admin line) 01904 623648
www.citizensadvicework.org.uk

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