



Citizen's Advice York

Annual Review 2022-2023



citizensadviceyork.org.uk



Welcome from our Chair of Trustees



enable Citizens Advice York [CAY] to do so well in pursuing its core aims:

- to provide the advice and support people in York need for the problems they face
- to improve the policies and practices that affect people's lives

Our volunteers, our excellent Chief Officer, our trustees, our paid staff, and all our corporate and individual friends and supporters, as well as the various partners with whom we work, have all played vital and valued roles.

During 2022–23 we have continued to deal with the legacy of the Covid-19 pandemic but are now focussed on the complex and painful problems caused by inflation, by steep rises in energy costs, and by wider cost of living and equality issues. As demand for our services has grown we have made every effort to ensure that people in York can turn to CAY for free informed, impartial and independent advice, whatever their circumstances and problems, whenever they need us.

In this context it is good to be able to report that in 2022-23 we helped around **4000** people and maintained the high quality of our work.

As our accounts show we were also able to improve the bureau's financial resilience.

Providing advice and support for the people of York

The advice we provide can make a huge difference to people's lives, especially in these times of serious need, difficulty and uncertainty. In 2022-23 CAY again helped around 4000 people with some 13,500 different issues. We also helped our clients claim almost £1m of previously unclaimed benefits or tax credits and manage or write off debts of almost £1.7m.

We have maintained and developed our varied client access routes, via webchat, in person, via email and via telephone, in outreach venues as well as in CAY offices.

The overall quality of our work, audited by the national Citizens Advice organisation, remained good throughout the year as we deal with ongoing client difficulties in accessing our services, which remains a challenge for us.

CAY takes pride in the quality of our work and it's good to report that the national Citizens Advice organisation, which audits our work on a regular basis, rated us green for many client outcomes throughout the year.

Connecting with partners

As in past years, we continue to review and develop the links and partnerships which ensure that CAY provides appropriate and

effective services and advocacy for the varied needs of people in York.

Our involvement with the new North Yorkshire Law Centre will add to our ability to connect people with legal support, and our work with York Against Cancer and the health service connects us with potential clients via clinics and surgeries Our outreach work is an important part of our partnership with the Council and with various constituent wards in York enabling us to reach and support people in their localities.

2022-23 Financial Performance

CAY is an independent local charity, entirely reliant on funding its work through grants or fees for specific services and projects, together with the money we raise through various fundraising activities and donations.

All our funders are under real and increasing financial pressure and this means funding continues to be very tight both for our core General Advice Service and for our many and varied projects.

Joanna de Groot | Chair of Trustees

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* Names marked with an asterisk are pseudonyms. Identifying details have also been changed.

Chief Executive Report



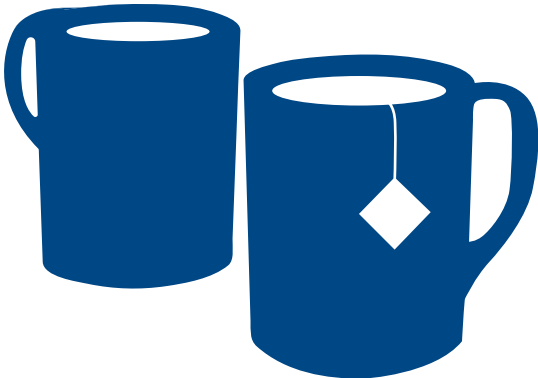
Citizens Advice York (CAY) is a local, independent charity affiliated with the national organisation Citizens Advice. We

are here for everyone, whoever they are and whatever the problem. People come to us in times of need. The main issues we help with relate to debt, benefits, housing, employment, consumer rights, legal advice, and immigration. For example:

- We help people to claim the benefits to which they are entitled, such as people who were unaware that they were entitled to claim benefits to “top up” low earnings and people who didn’t realise they were entitled to ill health benefit. In the UK, around £1.6 billion in benefits go unclaimed. We help to redress the balance in York! We also help those who are being unfairly treated or discriminated against, and especially this year as the cost of living crisis has affected so many people’s wealth and health.
- We help people who are under threat of eviction to remain in their homes wherever possible. We help people whose relationships have broken down and those who are afraid in their own homes. Sadly, demand for our services very much outstripped the advice we could offer. We are urgently seeking more funding to make sure we can help everyone who needs us. People in York are suffering daily due to the Cost of Living Crisis, requests for charitable support rose by 500% percent year on year.

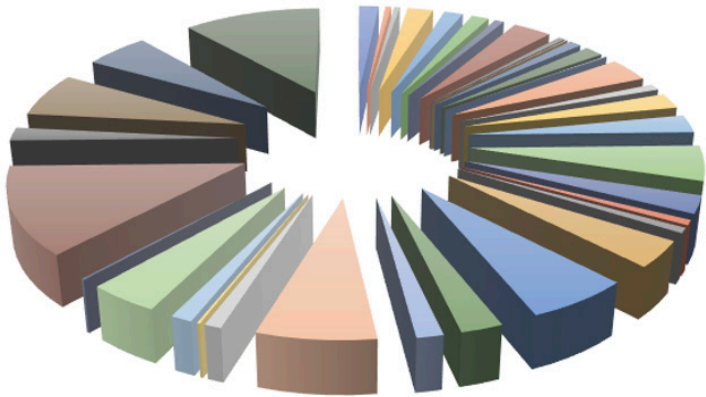
You can help us by donating, becoming a Friend Of CAY or volunteering with us. You can help us to help others make a big difference to their lives, often when they are at their most desperate. You can read the stories of people we have helped in this review. We would like to help everyone in need in York live a better life.

Fiona McCulloch | Chief Executive



Our Year at a Glance

Client issues:



- | | |
|-----------------------------------|-----------------------------------|
| ■ Utilities & communications | ■ Travel & transport |
| ■ Tax | ■ Relationships & family |
| ■ Other | ■ Legal |
| ■ Immigration & asylum | ■ Housing |
| ■ Health & community care | ■ GVA & Hate Crime |
| ■ Financial services & capability | ■ Employment |
| ■ Education | ■ Debt |
| ■ Consumer goods & services | ■ Charitable Support & Food Banks |
| ■ Benefits Universal Credit | ■ Benefits & tax credits |
| ■ Utilities & communications | ■ Travel & transport |
| ■ Tax | ■ Relationships & family |



We helped **3,784** people with **14,309** issues



We helped people gain **£984,891** in income



Our clients had **£1,655,669** in debts managed or written off



We had a **500%** increase in clients needing charitable support year on year

Top benefit issues:

21 Personal Independence Payment
28 General Benefit Entitlement



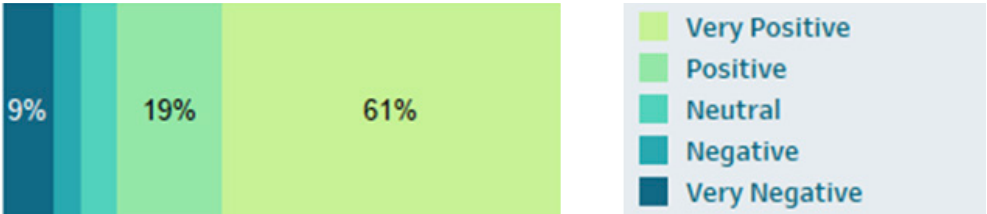
Top debt issues:

49 Debt Relief Order
99 Other Debt



Client satisfaction:

“How likely would you be to recommend the service?”



Our Advice Service

General Advice at West Offices That was the year that was! (2022 - 2023)

Who would have thought that on March 23rd 2020 when the first Covid lockdown was introduced that years later the effect would still be there for Citizens Advice York?

Many of us old timers have almost forgotten the cut and thrust of the drop-in sessions, the queues of 20 or so clients staring expectantly through the office door and the looks on the faces of the advisers as they were about to enter, for want of a better phrase, the lion's den.

We have, over the last few years adapted the way we provide advice in a way many of us could never envisage.

There have been, in the last few years, changes to the structure of the organisation but the one constant has been the services of the volunteers. It's usual, when looking back at previous years to produce statistics which, quite frankly, many people will look at and move on but I think it important to point out a few things statistics wise.

In 2021 - 2022 we had **3,920 unique clients** who came with **12,927 issues**, this led us to dealing with **19,169 issues** - pretty impressive given we were in the restrictions of lockdowns. Yet in 2022 -2023 we had around the same number of unique clients (3,784) with **14,309 issues** but, and this is a big but, we dealt with

28,283 activities, almost 10,000 more. How did we do this? There is only one real answer - by the commitment and dedication of all of our volunteers (and staff), their ability to adapt and change has become the only reason we can deliver this level of advice.

These volunteers have changed the entire way in which we advise our clients, often the most vulnerable in the City, they are the backbone of the service and without them we would be unable to continue to operate effectively.

Richard Porter |
Senior Operations Manager



Money and Debt Advice

Demand for debt advice has continued to climb throughout 2022-2023, and we are still seeing clients struggling with the after-effects of Covid-19, along with the more recent cost of living crisis battling rising food and fuel costs. More people than ever have arrears on household bills, food bank use is at an all-time high and the reality for many is quite literally a choice to “heat or eat”. We have assisted with a range of debt options and explored ways that clients can increase their income as much as possible in claiming missed benefits. 2022-2023 saw us help clients to achieve a total of **£1,675,578** of debts managed or written off through insolvency.

Natalie Wilby | Debt Team Manager



How debt advice helped Becki*

Becki came to us for assistance with a large amount of debt, most of which was made up of debt owed to an unregulated money lender. Becki was struggling significantly with their mental health, and was a very vulnerable individual, easily taken advantage of by others. CAY worked with specialist support, mental health, and loan shark teams, secured funding for Becki's bankruptcy and eventually she was discharged of over £125,000 worth of debt.

This was a fantastic result not just for CAY but for the client, providing her with huge relief and ability to move forwards.

Outreach: Advice in the Community

Our Outreach programme currently comprises **15** different projects. It allows us to take our services to local communities and reach even more York residents, many of whom would struggle to reach us otherwise, and they offer in-depth casework to clients that need it. Outreach is delivered by a team of experienced Advisers who get to know the projects and clients and work closely with partner agencies. The outreach programme has developed significantly now delivering a flexible offer of phone, e-mail or face-to-face advice to many clients in order to maximise accessibility for as many clients as possible.

Our Outreach programme currently comprises of **15 different projects** allowing us to take our services to local communities and reach even more York residents



As well as geographically based projects in wards and parishes, we also have specialist projects supporting particular groups, including:

- People with a range of health issues (with GP surgeries)
- Yorkshire Building Society customers
- People who have had severe head injuries or strokes
- People from the gypsy and traveller community (with York Travellers Trust)
- Refugee and asylum seekers (with Refugee Action York)
- Migrant Drop In



Outreach Advisor



I joined Citizens Advice in 2003 as a volunteer adviser. At the time I was an undergraduate at the University of York, studying Applied Social Science, and also had a 10 week old baby. So I was very fortunate that at this time the Citizens Advice volunteer expenses covered childcare!

After a year of providing advice with a focus on debt as a volunteer, and then graduating from the university with an honours degree. I was first employed as an outreach worker part time and then in addition took on a part time debt worker role making me a full time employee. I loved the variety of outreach working locations and the range of issues I was involved with and found my role in finding resolutions for debt clients extremely rewarding. In 2006 I gave birth to my second child and I knew then that it was not financially viable to continue to work as I wanted more children and to be a hands-on mum. Sixteen years later, with four children in total, my eldest daughter is now studying social science and I find myself fortunate enough to be back working in the job I love as a part time outreach worker. The location has changed as have the staff, and the technology is sometimes a challenge, but essentially I feel I have settled back into work and with the Citizens Advice far easier than I could have imagined. My role is to listen, empathise and provide advice and support to clients to resolve a range of problems and issues that

they are facing. This service is needed more than ever. A big part of my job is helping clients to maximise their income and claim benefits they may or may not know they are entitled to. We are living in such a different economic climate now than when I joined the Citizens Advice. It's hard to believe that the postcode where I raised my children is in an outreach area within 10% of the highest poverty nationally, which is shocking when many would consider York to be an affluent modern city.

Alice Foster | Outreach Advisor



How we helped Darren*

When Darren first came to see us he was living in a homeless hostel with his toddler daughter. He had no income as his universal credit claim had been stopped as they claimed he had not responded to a commitment email and his application for personal independence had been refused after he had self submitted a mandatory reconsideration (first stage of appeal after an initial application) the time to further appeal had now lapsed. On further exploration, Darren also disclosed that he was worried about his former partner's contact with their child as she was abusive and an addict. He had debts which had led to him becoming homeless. As a matter of urgency we arranged for Darren to have a food voucher to enable him to go to his local food bank.

We helped Darren to appeal his Universal credit decision and he successfully did this and now visits the Jobcentre in person to ensure his claims are all up to date. After a call to the Department of Work and Pensions, they agreed that they would extend the time he had to appeal his PIP decision and we helped

him to submit an appeal to tribunal. Our specialist welfare benefit volunteer helped him with his submission. Darren was successful at the tribunal hearing and was awarded PIP.

Darren was assisted by us to liaise with the City of York Council housing team and he secured a house which gave his daughter security and a garden!

To help with his debts Darren was referred into our specialist debt team, who are helping him with the best solutions to manage his debt. He is also working with our Pro Bono law team, Yorlaw to improve the access arrangements between his former partner and their daughter, the forms to alter this have been submitted for him and he will be supported by us when the case is brought before the court. He was given details of how to access further support for people who have been affected by abusive partners. Darren's life has "been turned around" with our wrap round support, he can "move forward now with hope".

Immigration

In 2022-23 we helped 161 clients with 323 issues relating to immigration. All our full Advisers are qualified to give advice at OISC (Office of the Immigration Services Commissioner) level 1, and we have access to the Citizens Advice Adviser Immigration Helpline (an internal 2nd-tier service qualified to OISC level 3).

In addition to our core service, we also offer weekly immigration advice appointments with a

specialist Immigration Adviser. During all of this year, two of our volunteers supported, to good effect, a drop in for Ukrainian guests. We also launched a specialist project for Ukrainian guests.

We supported people with a wide range of issues, but this year we saw a swing away from EU settled and presettled status, towards Nationality and Citizenship, family and dependant enquires and advice on immigration procedures.



We helped **161** clients with **323** issues relating to immigration



The top three immigration enquiries were;

- Family and Dependants queries
- Nationality and Citizenship queries
- Immigration procedures queries

CAY's Refugee Outreach service,

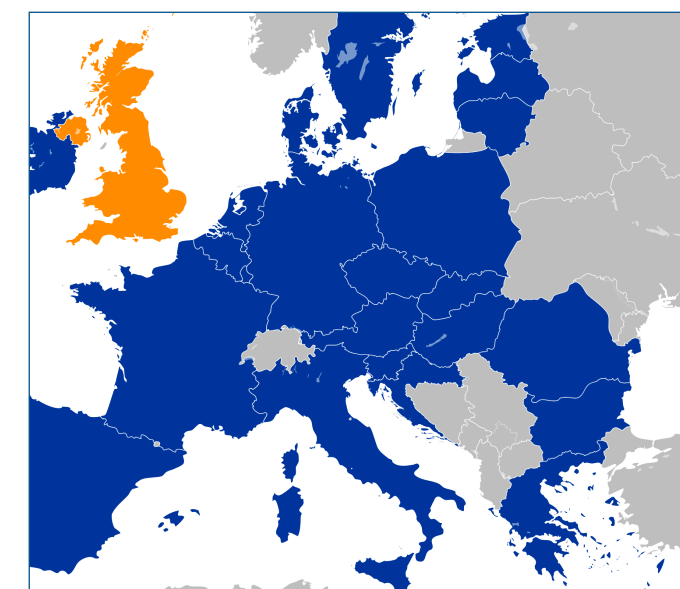
CAY's Refugee Outreach service, funded by – and run in partnership with Refugee Action York (RAY), has operated for several years. It operates on a referral-only basis, with all appointment bookings made and organised by RAY. Clients are refugees, asylum seekers and other foreign nationals referred by RAY with a range of advice needs. The service revolves around a close partnership approach between CAY and RAY. Between us, the two organisation's offer a joined-up holistic service to clients – CAY delivering the specialist advice and assistance at the appointment, and then often liaising with RAY who can support the client with follow-on actions to progress the advice received. In the year to 31st March 2023, this project helped **25 clients** with a range of issues, the most common enquiry area being benefits, followed by immigration. We helped clients attain a collective annualised income gain / related financial outcome of **£29,633** – largely through help with benefits issues such as identifying or claiming previously unclaimed

How we helped Anastasia*

Habib required a lot of support due to the language barrier and to not being familiar with the UK benefits system. We helped him with all of his benefits applications from advising on ascertaining entitlement, to applying and to filling in forms. They also required further support to identify and rectify mistakes made in the administration of their benefit claim by the government agency involved. We liaised with the agency in question on the client's behalf to get this resolved. The service offered a vital, bespoke service to this client resulting in their issues being resolved efficiently. Habib said that he could not have managed this without our help.

benefits. The nature of the project has allowed for very focussed support, with multiple clients coming back for further appointments with the same adviser to follow up on issues as they progress. This project's model makes it easier for us to focus a lot more on quality of service.

Adam Shepherd | Refugee Project Advisor



Head Injury and Stroke Project



I have been lucky enough to have been involved with Citizens Advice York for the past 20 years, both as a volunteer and as a paid member of staff. I have worked on various funded projects in that time including outreach generalist advice services, specialist outreach services and debt casework. One of the most recent is kindly funded by SJP Law, the Head Injury and Stroke Project. I think this is the most interesting and rewarding of any assignment I have done so far. A person's life can literally be turned upside down in the blink of an eye following a brain injury or stroke. Going from a 'normal' organised life, with it's work, routines, tasks and future expectations, suddenly to one of hospitals, confusion and fear of what lies ahead must be one of the

most daunting situations a person can find themselves in. Part of the recovery process is knowing that life goes on and that 'tools' are there to help with finding a 'new normal'. We are one of those 'tools', advising on everything from employer's sick pay and employee rights, what benefits are available and assisting to claim them, how to get help from outside bodies to adapt a home when discharge is on the horizon, to putting a client in touch with organisations that can help with re-training for a different future. We can't undo the damage that has been done to a person's body but we can help them, in a small way, find a way forward and hopefully take away some of the uncertainty. In my mind, that is a wonderful thing to be able to do for anyone.

Cheryl Fisher |
Head Injury and Stroke Project



Yorlaw



Yorlaw provides legal advice, but not representation, to CAY clients. It is also part of LawWorks, the pro bono agency for the Law Society and the Bar Association. Clients are usually referred to Yorlaw through the General Advice Service. Casework can be provided in a limited number of cases. In 2022-2023, **160 clients** were processed by both remote working and in person appointments. Two in-house CAY volunteer solicitors delivered the service. Some cases – especially where the client is a litigant in person in court – are complex and require many hours of work to deal with. The absence of Legal Aid for family law work continues to be a serious problem for many clients. Our McKenzie Friend service has helped clients deal with remote hearings at court.

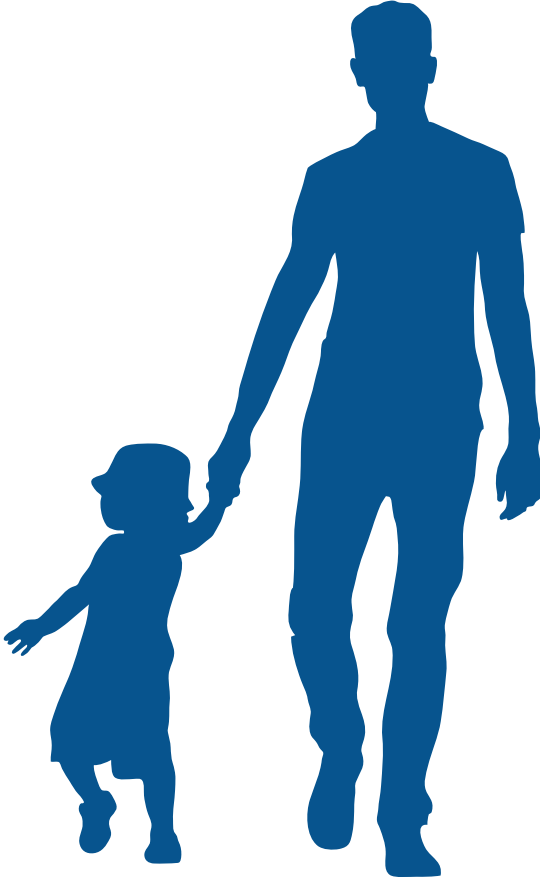
Jo Trythall | Yorlaw Coordinator

In 2022 – 2023
160 clients
were processed by
a service delivered
by 2 in house CAY
volunteer solicitors

What type of cases does Yorlaw work on?



Yorlaw helps a wide range of clients with family law problems including divorce, agreeing where children should live and arrangements for them to see separated parents, tracing missing parents, making urgent applications to court for the recovery of children, and domestic violence, as well as general advice on homeownership and financial settlements on divorce. Yorlaw refers complex cases to local solicitors whenever legal aid can be obtained.



How Yorlaw helped Josh*

Josh has mental health issues due to a traumatic childhood and going into care following being abandoned by his mother because of his ADHD. He currently lives with his partner and receives ESA and PIP. His previous relationship ended last year during his then partner's pregnancy. He was excluded from all aspects of the pregnancy and birth and only found out he had a son from social media. This has worsened his anxiety, panic attacks, adult ADHD, multiple personality disorder, dissociative identity disorder, paranoia, chronic pain and PTSD. He has had interventions through mental health services, social services and child services throughout his life although he is currently not under the mental health team and is re-registering with a new GP.

He has lived with his new partner for 2 months and her 20 year old son also lives with them. She suffers from fibromyalgia and receives PIP but does not have any mental health issues.

Before Josh's child was born he contacted the mediation services and they advised him to wait until the baby was born and told him to bring evidence of his receipt of benefits. He is ready to engage with mediation but does not hold out any hope that his ex partner will. She has subjected him to stalking harassment and slander which he has reported to the police but he is uncertain if any action was taken. He feels everybody is against him having a relationship with his son. He is not sure if he is on his son's birth certificate.

We explained to him the court process and went through the C100 and EX160 forms on the gov. uk website, we carefully explained the need for mediation in this situation and how this could help him. We explained Cafcass's role in helping

with situations like this and we explored how he saw contact taking place with his son only being a couple of months old. Josh accepts that he just wants to see him starting with an hour or so a week, which would be supervised and build this up as the baby grew up. He fully accepts that this will have to be supervised in the future for some time. We explained that there are currently no contact centres in York, which is a great disadvantage for parents needing this service. We also explained to him about parental responsibility and how if he does not have it automatically, he can apply to the court for it. We offered help with this as this was something that he wanted to explore.

We helped Josh to write to his ex partner and to keep a copy of the letter asking for contact, initially just to meet his son at her house and to spend an hour or so a week with him. He knows she will ignore this.

We further advised him to make contact with the mental health team and GP as if the matter goes to court and Cafcass are involved they will want to assess his current mental health and any safeguarding issues. We encouraged him to return to the mediator and see if they can encourage his former partner to engage with them. When he has done all this, if he does not get contact with his son after this we advised Josh to return to us and we can help him to apply to the court and we can help him complete the C100 at that time. Josh was pleased with this plan and will be happy to return to us if he needs more help. Unfortunately, Josh had to self refer into Adult Social Care after his partner could no longer look after him when the stress of the situation became too much. We continue to support him with this and his quest to see his son.

Volunteering



I started volunteering at Citizens Advice York in March 2016 a year after I had taken early retirement. I'd worked in the Financial Services industry for the previous

thirty years so I had only ever seen wealth and privilege. I'd considered volunteering for Citizens Advice some years earlier but couldn't find the time in my busy schedule.

Once I'd retired I knew that I wanted to volunteer in an arena that made a tangible difference to people's lives. I also wanted to roll up my sleeves and get involved in the minutiae of individual cases. I wanted both a social challenge and an intellectual challenge. Citizens Advice York provided both in abundance and still do, which is why I'm still involved. There is nothing more satisfying than helping a client to resolve a problem which has been causing them stress and sleepless nights.

Peter Baughn | Volunteer Advisor



How we helped Annabel*

A person living in sheltered housing was anxious about her energy bills and would submit a reading to her supplier every month. She came to Citizens Advice York as she felt something had gone wrong. She normally paid £46/month but on this occasion she was sent a bill for £2,500. In a panic and in fear that she had done something wrong she paid the full £2,500 straight away.

Knowing that this could not be right, and with nowhere else to go, she came to us. I checked her bills and rang the company on her behalf as she had clearly submitted the wrong meter reading. I was on the call with the energy company for over an hour being passed from pillar to post, but she was reimbursed her full £2,500. The client left the office with a massive weight off her shoulders, with an invitation to come back at any time if further help was needed. I felt great. I really enjoy negotiating with big industry on behalf of ordinary citizens especially having worked for big industry. However, I never rest on my laurels as there is always so much to learn and to be aware of.

My Growth At Citizens Advice

Finance manager of Citizens Advice York is a very interesting and fulfilling job as I'm constantly learning new things. I decided that I was really enjoying the finance side of the job, so I asked about starting some accountancy qualifications. I'm now studying with AAT. I'm currently completing the Level 2 Foundation certificate in accounting which has given me a better understanding of financing systems.

I have also applied for and been appointed into a new role as the Fundraising and Project Coordinator which has provided me with new skills to learn about. The fundraising and project coordinator role is a very rewarding role as I

have learnt so much already from it and it goes together with the office manager and finance manager Jobs to provide a joined up service. It is also a very important and positive role as with each funding application that is granted more clients can be seen.

The Staff, Volunteers and the Trustees are all incredibly supportive and I really like the office environment as it is open and friendly. Working for a charity I also really enjoy as every day is completely different.

Katharine Myers |
Office and Finance Manager



Research and Campaigns



Citizens Advice, as well as providing advice to our clients, has a second equally important aim. We use the knowledge and understanding we gain about systemic

problems that our clients are facing to challenge policy makers, politicians, and private organisations both at a local and national level.

In the last couple of months we have been working on a problem that is of national concern but causes extra difficulties for those living in York. Those renting in the private sector and claiming benefits are struggling financially even more than other groups. The amount allowed in their benefit that is meant to cover their rent rarely does so. They have to make up the difference out of the amount allowed for their living costs (food, electricity, gas, water etc). LHA rates, which determine the maximum that someone can claim for their rent, have been frozen for the last 3 years, whereas rents obviously haven't. Moreover, those living in York have an additional problem – the area on which our LHA rates are based is particularly large and includes areas at some distance with much cheaper rents thus significantly lowering the LHA rates for York.

In a scoping exercise we looked at a small sample of our clients who rent in the private sector. We found none who didn't have a shortfall between the actual rent they were paying and their LHA, leaving them really struggling even though most were in work. We also looked at properties for rent in York and



again could find none with rents that would be covered by the relevant LHA.

We plan to take this campaign forward over next few months using the evidence we collect to both support the national campaign to unfreeze LHA rates and to work with other organisations locally to address the particular problems affecting York.

Sue Royston |
Research and Campaigns Manager

Our Team

Our team is currently composed of **14** paid staff, **19** volunteers and **8** trustees. These figures show just how valuable volunteers are to the charity, as there is almost twice the number of volunteers than there are paid staff!

The current team at Citizens Advice:

Staff:

Fiona McCulloch (CEO)
Christa Brown
Cheryl Fisher
Katharine Myers
Richard Porter
Maria Sharp
Adam Shepherd
Natalie Wilby
Yashgin Zare
Segiy Sokolov
Alice Foster
Jessica Allbright
Daria Furmanova
Sue Royston

Trustees:

Joanna de Groot (Chair)
Simon Crack
Vicky Ling
John Nodder
John Short
Julia Atwater
Sara Boulton
Mary Day

Volunteers:

Peter Baughan
Jean Benson
Ellen Bradbury
Connie Cullen
Anthony Day
Alison Holt
Sally Howard
Vanessa Lindsay Smith
Jane Mair
Fiona Mallon
Adam Middleton
Dominic Peel
Dave Roberts
Lewis Smith
John Steele
Janet Thompson
Jo Trythall
Tim Conway
Bob Wilson



Our Volunteers

Volunteers are at the heart of our service. In 2022-23, their support valued a total of **£150,958**. Volunteers are involved in everything from advising clients to helping with strategic decisions. We are very grateful for all their dedication and hard work, without which our services would not be possible.

Volunteers work in every part of CAY. Roles include:

- Research and campaigns
- Reception work
- Fundraising
- Admin support
- Advisers
- Telephone Assessors

Our Funding

Where our money comes from

In 2022-23 our income was **£444,591**, down from **£449,354** last year. Our largest single funder continues to be City of York Council, who are generous and consistent supporters, providing us with a core grant of **£158,433** towards the cost of our General Advice Service and CAY debt service. CYC also supported a number of specialist projects, including GP Outreach, Head Injury and Stroke and Foodbank specialist support.

We received a number of larger donations and continue to receive support from our corporate and individual Friends.

Would you like to join our team as a volunteer?

Find out more by visiting citizensadviceyork.org.uk/volunteer or by scanning the QR code below.



What we spend it on

Our expenditure in 2022-23 was **£406,593**. All our spending is on charitable activities, divided between our General Advice Service and our other projects.

Our biggest expenditure continues to be staff salaries. Most of our paid staff are in client-facing advisor and specialist advice roles. We provide a comprehensive training programme so that Advisers are fully qualified after 18 months. We have a leadership, finance, fundraising, and administration team as well, all of whom are part-time. We spend money on outreach premises to ensure that we are accessible to all, at a community level.

Thank you to our Friends, Supporters, and Funders

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 are extremely grateful to everyone who has supported us financially over the past year. These include City of York Council, local Wards and Parish Councils, charitable and many other organisations and Friends of CAY, both Corporate Friends and Friends who are private individuals, and those who've given one off donations.

**Thank you all so much for your support.
Our work is impossible without you.**



Looking Forward

As 2022-2023 ended, we were becoming used to vastly increased numbers of people accessing our services due to the cost of living crisis. We have adapted to the pressures and increased work load and have risen to the challenges presented to us through the dedication of staff and volunteers. This ensured continued help for clients when they needed us most during these unprecedented times.

This channel shift towards digital and remote working is now an embedded way of working with many benefits and has proved invaluable in our endeavours to help more people than ever. However, face-to-face advice is an invaluable service to many who cannot manage digital channels and we are pleased that we have been able to return to this way of working

we manage access to our service ensure we meet the demands of those who have struggled with digital channels.

The future is likely to be much more uncertain financially for our clients, ourselves, the charity sector, and York as a whole. We will be working hard to ensure we are resilient, relevant, informed and flexible in order to survive and continue to serve those who need us.

The final word from one of our clients:

"I had, for a long time, been very depressed and worried about where I could go for help. You have all been so good to me to help me through this, that I feel I can live again. I'm only sorry I didn't come sooner"

Become a Friend of Citizens Advice York

We strive to work as efficiently as we can but each year we have to raise about £30,000 - £40,000 + to cover the gap we have between the cost of running our core General Advice service and the generous contribution of the City of York Council, which funds the majority of this service.

To help cover this gap with regular income each year we've established Friends of Citizens Advice York. This enables corporate organisations and private individuals to become Friends of CAY, learn more about what we do from our Annual Review, newsletters and AGM and also to contribute towards the cost of the General Advice Service, ensuring that vitally important free, impartial advice and support remains available to everyone.

Our Friends' support has made a huge difference in our ability to keep the General Service operating at the level it does.

We ask Friends to support us by making regular donations. The minimum contribution is £5 a month (or £60 a year) but we hope that some will be happy and able to consider paying a bit more.

All your support will help make a difference to our service delivery.

All Friends receive a copy of our Annual Review and an invitation to our AGM, at which we have a keynote speaker talking about a relevant topic.



Find out how to become a Friend of Citizens Advice York on the following page

How to become a Friend of Citizens Advice York

If you would like to support our work by becoming a Corporate or Individual Friend, you can sign up by one of the following methods:

■ **Complete the corresponding standing order form and return by post to:**
Citizens Advice York, West Offices,
Station Rise, York, YO1 6GA

■ **Sign up online by scanning the QR code.**
You can then choose to donate regularly.



If you have any questions or would like to know more, please email our CEO at fiona.mcculloch@cayork.org

Citizens Advice York – Corporate Friends

I would like to become a Citizens Advice York Corporate Friend

Contact name:

Telephone:

Email address:

Please complete this form and return it to us at the address above 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:

Name(s) of account holder(s):

Account number:

Branch sort code:

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

Please tick if you would like to receive our quarterly Newsletter and an invitation to our Annual General Meeting. We will not share your details with any third-party organisations.

By email

By post

Citizens Advice York – Individual Friends

I would like to become a Citizens Advice York Individual Friend

Contact name:

Telephone:

Email address:

Postcode:

Standing order: Please complete this form and return it to us at the address above 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:

Name(s) of account holder(s):

Account number:

Branch sort code:

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

If you are a UK taxpayer you can boost your donation by 25p of Gift Aid for every £1 you donate. Gift Aid can be reclaimed by us from the tax you pay for the current tax year. In order to Gift Aid your donation you **must tick** the box below:

I would like Gift Aid to be added to this donation and all future donations until I notify Citizens Advice York otherwise. I am a UK taxpayer. ☐

Please tick if you would like to receive our quarterly Newsletter and an invitation to our Annual General Meeting. We will not share your details with any third-party organisations.

By email

By post





Citizens Advice York

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