



# Building Food Resilience Toolkit

From emergency and crisis support to creating pathways to independence.



This toolkit has been developed by Foodwise and co-produced with Food Aid Providers across the city.

The toolkit was funded by FoodPower as part of the Building Food Resilience call.

Contact: **[info@foodwiseleeds.org](mailto:info@foodwiseleeds.org)**

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# WHAT IS THIS TOOLKIT FOR?

Introducing the concept of 'building food resilience' and providing an overview of options available to people who require food access support in the city.

It also offers useful information and signposting advice to help organisations explore people's longer-term food options and to deliver effective food aid provision.

## HOW TO USE THE TOOLKIT?

The toolkit contains three sections to help you navigate to the most relevant information:

**1) About food provision and resilience** – This section introduces the concept of building food resilience; provides information on food support and appropriate networks in the city, and introduces the importance of helpful conversations to support people back to food independence.

**2) Signposting to services which can offer support** – Overview of available services and information to support food aid providers to effectively signpost to a range of different services based on individual needs.

**3) Information for food aid providers** – To support effective practice, this section provides advice and guidance from other providers who can share their experiences.

# BACKGROUND

Food access is a complex issue and people can find themselves requiring support for a number of reasons.

While some people are already known to key services, many more are facing food insecurity for the first time as a result of the pandemic and its impacts, such as widespread job losses, self-isolation, and sickness of family and loved ones.

Those who are experiencing domestic violence, poor mental health, difficult living circumstances, cramped homes and poverty have been further impacted by the current crisis. Therefore, it is imperative that we look at both emergency support and explore what longer-term support can be put in place.

We continue to be working in unprecedented times, which are fast changing and uncertain. We believe by working together we can offer better support to anyone in need.

This toolkit has been co-produced with food aid providers, building upon existing partnerships to ensure a city-wide approach to providing compassionate, practical

support to help people who are experiencing food insecurity, to build resilience, so they are less likely to need food support in the future.

## UNDERSTANDING THE INDIVIDUAL

To build food resilience, it is important to understand the individual root causes that have resulted in people's need to access food aid support. Acknowledging these root causes and connecting them to the appropriate services helps build individual resilience and moves towards a regular food shopping experience.

"I'm proud of the massive work in Leeds and other cities to tackle food poverty. Together we will be able to change things for the better."

**Neruka White**

*Neruka's Soup Kitchen*

# WHAT IS FOOD RESILIENCE?

Resilience is the ability to prepare for, withstand, and recover from a crisis or disruption. When we talk about building food resilience, we take a holistic approach and include the network of support and services, along with the different options for accessing nutritious and affordable food.

In Leeds, we are keen to work together to support people from crisis and emergency food support to building pathways to food independence.

To achieve this, FoodWise hosted two ‘Building Food Resilience’ workshops to learn from the experiences of food aid providers as they transition away from emergency support to longer-term options. The insight from these workshops has informed this toolkit.

Watch the webinars by visiting:  
[foodwiseleeds.org/food-resilience](https://foodwiseleeds.org/food-resilience)

We embrace the notions of food citizenship and food justice, ensuring there is always a safety net of support while empowering people along

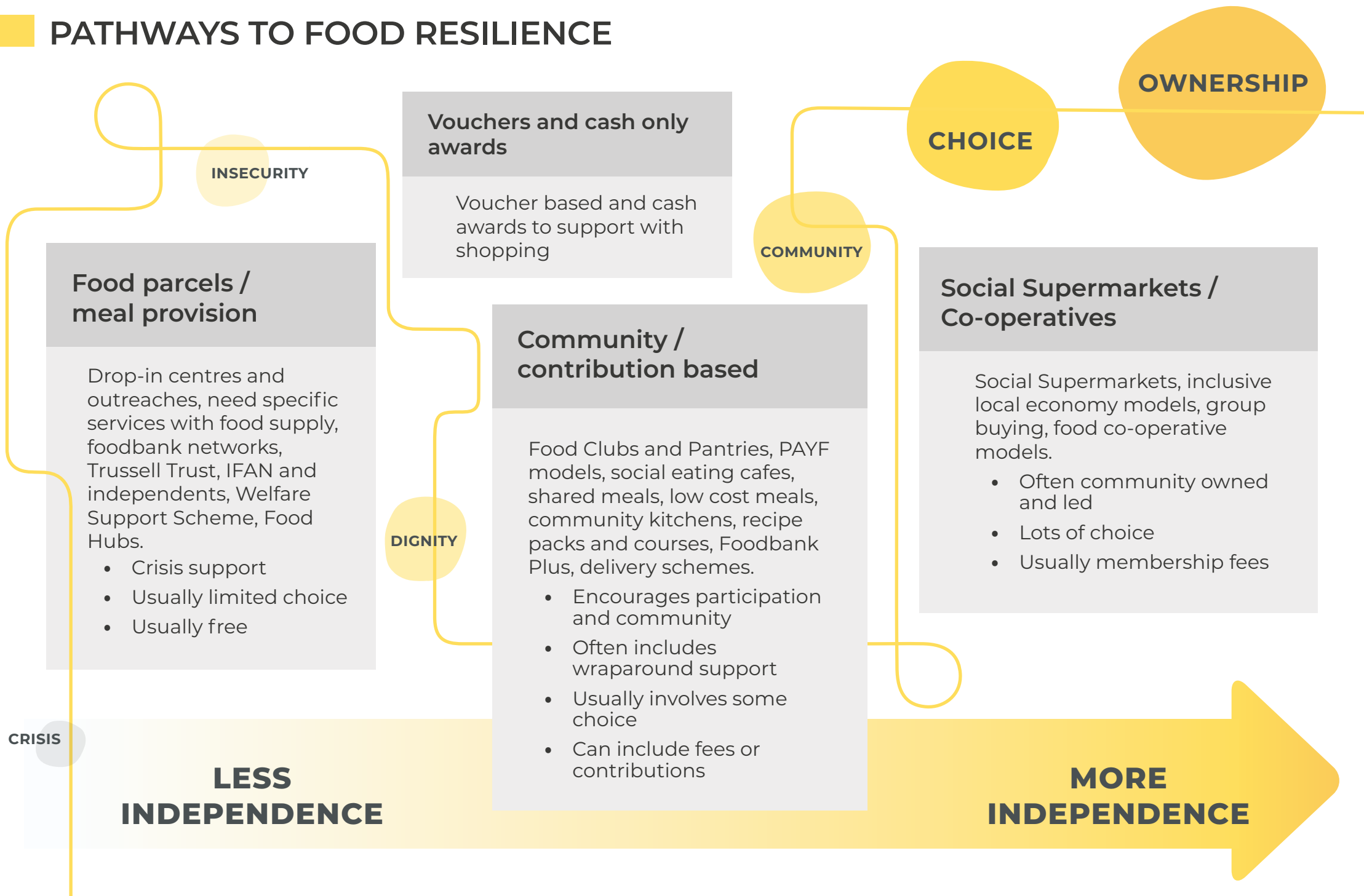


the pathway to greater food choice and independence.

This city vision includes a variety of options for accessing affordable and nutritious food, from community-led food projects to social supermarkets and everything in between. From what we have seen so far, taking an asset based community development approach (ABCD) is resulting in a variety of different provision models suited to the local community within which they are based.

Building food resilience is not as simple as applying a 'one size fits all' approach, but it can be achieved by creating a network of pathways leading to the same shared vision that everyone in Leeds has access to healthy, sustainable and fair food.

# PATHWAYS TO FOOD RESILIENCE



# FOOD SUPPORT IN THE CITY

Food and support is available across the city and the way to access support is different, dependent on the needs of the individual.

Food access support should continue to be prioritised for those most in need.

## LOCAL WELFARE SUPPORT SCHEME (LWSS)

Leeds City Council's LWSS provides support for families in crisis and in need of assistance with paying for food, gas, electric, white goods and furniture.

People who are struggling to get food because of lost income or if they are self-isolating are advised to contact LWSS, details below.

### Local Welfare Support Scheme

Phone: **0113 376 0330**

(Monday to Friday, 9am to 5pm,  
Wednesdays, 10am to 5pm)

## FOODBANKS AND FOOD AID PROVIDERS

There are many different food aid providers across the city. The Food Provision Map on [page 11](#) details their locations and offer.

In terms of Foodbanks, which offer non-perishable food by referral, there are smaller, independent foodbanks such as Holbeck, Wetherby, St Vincents and the Salvation Army. There are also the 2 large Trussell Trust Foodbanks, Leeds North and West and Leeds South and East.

To find out more about Leeds Foodbanks visit [leedsfoodaidnetwork.co.uk/food-banks](https://leedsfoodaidnetwork.co.uk/food-banks)

For information about self-referring to Trussell Trust Foodbanks, please contact Citizens Advice, details below.

People in need of assistance can self-refer to Trussell Trust Foodbanks by calling the **National Citizens Advice helpline: 0808 208 2138** (freephone, Monday to Friday 10am to 4pm)



# LEEDS FOOD AID NETWORK (LEEDS FAN)

The Leeds Food Aid Network (Leeds FAN) is an informal network tackling food poverty in Leeds. It brings together food provision services in the city which benefit people experiencing food poverty or food insecurity. These include drop-ins, soup kitchens, outreaches, foodbanks, cafes and enterprises.

If people need assistance and referral for emergency food, Leeds FAN refer to the Local Welfare Support Scheme (LWSS) first or the Citizens Advice helpline. They can also assist clients with direct referrals to foodbanks or other food

aid providers if necessary.

If anyone is unable to access support via LWSS or Citizens Advice, contact Leeds FAN directly.

Leeds Food Aid Network

Phone: **07903 123283**

Email: **mary@**

**leedsfoodaidnetwork.co.uk**

[leedsfoodaidnetwork.co.uk](https://leedsfoodaidnetwork.co.uk)



“We have been delighted to be part of creating this toolkit and think it is vital that food aid providers continue to work together to sharpen their practice to better support people experiencing food insecurity.”

**Dave Paterson**

*Chair, Leeds Food Aid Network*

# LEEDS FOOD PROVISION MAP

Leeds FAN, Leeds City Council and partners have worked together to map food provision across Leeds.

The Leeds FAN website hosts a geographical map to show where projects and services are based and can give further information about eligibility and how to refer.

The aim of the map is to help:

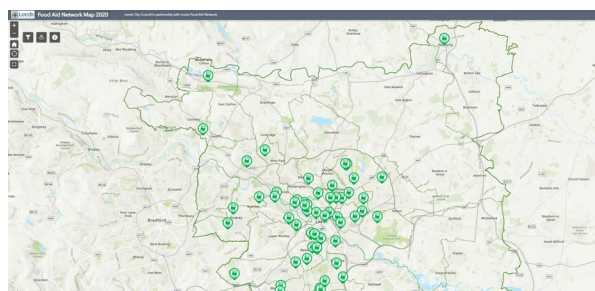
- Direct the public to food support
- Understand the provision in the city
- Identify strengths and gaps in provision

Food aid providers are encouraged to add information about their project onto the Leeds Food Map.

The simple form to collect this information can be found at:  
[bit.ly/LeedsFAN-Food-Aid-Map-Form](https://bit.ly/LeedsFAN-Food-Aid-Map-Form)

Projects can choose to make their information publicly available to support signposting, or to share for information purposes only i.e. to help strategic partners understand the picture of food support across Leeds.

The information from the form will go onto the map as written. Details might not be added to the map straightaway as there is a verification process for new submissions. If your project is time-limited, please include an end date and your information will automatically be removed from the map.



If projects have any issues with submitting data, or for general queries or concerns please contact Mary from Leeds FAN.

**Contact: Mary Halsey (FAN)**

[mary@leedsfoodaidnetwork.co.uk](mailto:mary@leedsfoodaidnetwork.co.uk)  
or [emma.strachan@leeds.gov.uk](mailto:emma.strachan@leeds.gov.uk)

**Visit the Map:**

[bit.ly/LeedsFAN-Food-Aid-Map](https://bit.ly/LeedsFAN-Food-Aid-Map)

"We hope the Food Provision map will be a useful tool to understand food aid in the city and support each other in many ways."

*Foodwise Leeds*

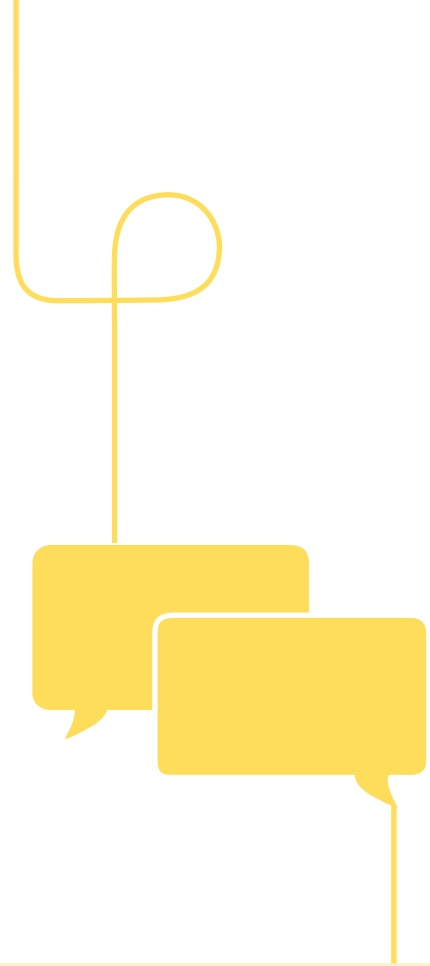
# HELPFUL CONVERSATIONS AND PROVIDING SUPPORT

**Making every contact count (MECC)** is an approach to behaviour change that utilises the millions of day-to-day interactions that organisations and people have with other people to encourage changes in behaviour that have a positive effect on the health and wellbeing of individuals, communities and populations.

Although the approach tends to focus on healthy lifestyles topics such as smoking, healthy eating and physical activity, the skill set is transferrable to help inform helpful conversations of any kind.

**For further information and training on the Making Every Contact Counts approach please visit:** [www.leeds.gov.uk/phrc/public-health-training/making-every-contact-count-training](http://www.leeds.gov.uk/phrc/public-health-training/making-every-contact-count-training)

Your organisation, staff and volunteers may feel nervous about the idea of having conversations which help to identify the reasons people are in need of support.



"When you're chatting to people, it made me realise that people's needs are complex, it's not just about food."

**Ann Baker**

*Community Care Volunteer*

Often, these conversations can be full of emotion. It can feel overwhelming to try to work out how to provide support and which services might be able to help.

On the following page are some simple tips which might make conversations easier.

## SIMPLE TIPS TO HELP INFORM CONVERSATIONS

- Consider when to talk to people – there might never seem like the right time to begin a conversation. Sometimes it helps to start the conversation in a less direct way: trust your judgement. Also consider where to talk - it's best to find an area where you won't be disturbed.
- Try not to interrupt once someone has started talking and be non-judgmental.
- Keep to the topic at hand, and focus the person you are in conversation with to consider their own next steps.
- Remember, a conversation is two-way, so make sure the other person is involved and not simply a listener.
- Think about who may also be able to help – you are not responsible for fixing. You may require support from other agencies working in the city.

"The big change for us has been to move away from the community cafe environment but still be able to provide that support of being a friendly voice at the end of the phone, making sure they've got access to food."

**Andrea Edwards**

*CEO of New Wortley  
Community Association*

## GUIDES TO SUPPORT MONEY DISCUSSIONS

Good guides to support discussion about money are available free from the [Money Advice Service](#)

### **Download:**

[Difficult Conversations - Talking about Money pdf](#)

(full url: <https://bit.ly/Difficult-Conversations-Talking-About-Money>)

# THE THREE 'A'S

The 3 'A's model is a simple part of the MECC approach which can be used to guide conversations.

## **Ask**

## **Advise**

## **Assist**

Sometimes you may have the opportunity to set the scene for conversations.

This could be by putting up posters in your food access projects that invite people to think about services that could support them, such as Money Buddies, Citizen's Advice, or a Community Hub

Look for "door openers" to prompt a conversation for example:

- Something they are looking at i.e. poster/leaflet
- Something you have observed i.e. multiple presentations
- Something they have mentioned in conversation
- Cultural foods: not trying to pre-judge the food items they would want based on

appearance. Instead, ask what types of meals they usually eat/prefer to eat?

- Additional conversations starters can be part of a routine i.e. Today we are telling everyone about the Money Buddies service.

## **ASK**

Use "door openers" to start helpful conversations and begin asking questions:

How can I help you today?

What are your longer term food plans?

How important is it for you to get support for XX right now?

There are a number of issues which you have highlighted. Which issue would you like to work through first?

What cooking facilities do you have at home? Do you have a microwave or oven?

# ADVISE

Keep the advice brief and pertinent to the person and the information that has been provided.

You are not responsible for providing support to everyone you start a conversation with. There are many support services in the city which, can provide help and further advice.

Try to focus working on the person agreeing what their individual next steps might be and confirming any support needs they feel might be beneficial.

We want the person to be the centre of the conversation....their thoughts, their motives, and not whatever issues we think would be best for them to consider. They are the expert on themselves.

# ASSIST

Signpost the person to further information and support (including apps if relevant).

Useful questions might be:

Have a look at the XXXXX website...

Have you heard about our XXXXX service?

Here is the information number for support with your benefits XXXXX.

Capturing information from individuals using your provision can be helpful to understand how best you can provide support. Some food aid providers choose to use a referral form which, can be helpful as a record that can be used to reflect upon or to help with monitoring usage of food aid provision. Other providers may use a case management form or a series of questions that they find helpful to ask.

An example referral form is on the next page which, can be used if helpful.

**\*Please note your referral form should also provide a use of personal data statement which, provides details on how the data will be used and stored.**

## REFERRAL FORM – FOOD AID PROVISION

Date of referral	
<b>About the Person or Family</b>	
Name	
Address	
Postcode	
Number of people in the household (including children)	
Contact number	
Any other useful information	
<b>Food Provision</b>	
Can they collect food?	
Are there any allergies, dietary or cultural requirements?	
<b>Other Support</b>	
Do they require any further support? (Please give details)	
<b>About the Referrer</b>	
Organisation	
Contact name	
Contact number	

\*This referral form should be used with a personal data statement which outlines details about how the data will be used and stored.

# Signposting to Support Services





# INFORMATION ABOUT SERVICES WHICH CAN OFFER SUPPORT

This section collates multiple signposting opportunities in the city to support people towards greater food independence.

This has been informed by insight from food aid providers and considers the main challenges that people present with. It does not contain every service which may be required or is available.

Many paper-based leaflets and signposting information can be accessed from the Leeds Public Health Resource Centre (PHRC).

[Leeds Public Health Resource Centre \(PHRC\)](#) offers support to anyone with a responsibility for, or a professional interest in, public health or promoting health and wellbeing in Leeds, including volunteers.

For more information on what the PHRC can offer visit their website or contact them directly.

## **Leeds Public Health Resource Centre (PHRC)**

Phone: **0113 378 6200**

Email: **[phrc@leeds.gov.uk](mailto:phrc@leeds.gov.uk)**

**[www.leeds.gov.uk/phrc](http://www.leeds.gov.uk/phrc)**



## Additional Food Related Support

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## Leeds City Council Community Hubs

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## Money Help and Debt Advice

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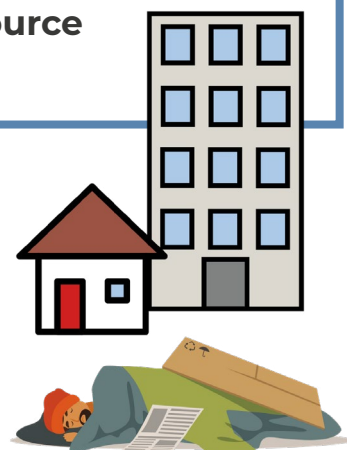
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# ADDITIONAL FOOD RELATED SUPPORT

## Health Start scheme

Healthy Start scheme. If someone has parental responsibility for a child under 4, or is more than 10 weeks pregnant they may be entitled to get help to buy healthy food and milk.

If eligible, they will be sent a Healthy Start card with money on it that can be used in any shop that accepts card payments. Healthy Start will add the benefit onto this card every 4 weeks.

The card can be used to buy:

- plain liquid cow's milk.
- fresh, frozen, and tinned fruit and vegetables.
- fresh, dried, and tinned pulses.
- infant formula milk based on cow's milk.



The card can also be used to collect:

- Healthy Start vitamins – for use during pregnancy and breastfeeding
- Vitamin drops for babies and young children – these are suitable from birth to 4 years old

To apply for the scheme, visit their [website](#).

### No Recourse to Public Funds (NRPF)

The scheme is temporarily being extended to include children from families with no recourse to public funds (NRPF). Families who think they may be eligible should email the Department for Health and Social Care, details below.

To qualify for the temporary extension you need to meet **all** of the following criteria:

- you have a child, or more than one child, who is aged 0 to 4.
- your family's take-home pay is less than £408 per month.
- your immigration status includes the condition that you cannot access public funds.

Email: [HealthyStartClaim@dhsc.gov.uk](mailto:HealthyStartClaim@dhsc.gov.uk)

[www.healthystart.nhs.uk](http://www.healthystart.nhs.uk)



## Free School Meals

Families can claim for free school meals for any child who normally lives with them and who is classed as being under their parental care. To get free school meals families must receive one of the following benefits:

- Universal credit (and their net combined household income is less than £7,400 a year after tax)
- Income support, pension guarantee credit, income-based job seekers allowance
- Income-related employment support allowance
- Child tax credit only (with no working tax credit) and your annual taxable income does not exceed £16,190

Visit the website to find out more about the eligibility criteria. Complete the online form to claim free school meals.



[leeds.gov.uk/schools-and-education/apply-for-free-school-meals](https://leeds.gov.uk/schools-and-education/apply-for-free-school-meals)

## Healthy Holidays Leeds

The council and partners provide a fantastic range of free clubs, activities and events throughout the Easter, summer and Christmas holidays that are run by schools, community hubs and voluntary groups with healthy nutritious meals included. Activities vary and can include cooking, food growing, sports and swimming, outdoor pursuits, dance, arts and crafts, as well as visits to attractions like Temple Newsam, Lotherton Hall, and much more.

The programme is for primary and secondary aged children who are eligible for free school meals.

For more details, including free school meal eligibility, visit [www.leeds.gov.uk/children-and-families/healthy-holidays](https://www.leeds.gov.uk/children-and-families/healthy-holidays)



## Childcare

Families may be eligible for tax-free childcare or the childcare costs element of Universal Credit, through which families may be able to claim back up to 85% of their childcare costs.

[www.gov.uk/help-with-childcare-costs/universal-credit](https://www.gov.uk/help-with-childcare-costs/universal-credit)

## Leeds City Council Community Hubs

Community Hubs are places in Leeds offering a mixture of food support, library services, housing services, customer services, job searching and other help and advice.

Visit Leeds City Council website for up to date information about the Hubs, and their opening times and locations.

[www.leeds.gov.uk/community-hubs](https://www.leeds.gov.uk/community-hubs)



# MONEY HELP AND DEBT ADVICE

## Leeds Money Information Centre (Leeds MIC)

The Leeds MIC website provides details and links to agencies nationally and in Leeds that offer free, independent, and confidential help on where to access food support. As well as advice on money, debt, budgeting, reducing bills and affordable loans.

[www.leedsmic.org.uk](https://www.leedsmic.org.uk)



## Better Leeds Communities (BLC)

Help and advice regarding debt, housing, benefits and designing a household budget.

To access this service, please email or phone and leave a message. BLC will respond and arrange telephone appointments and call backs.

Phone: **0113 275 4142**

Email: **[advice@betterleeds.org.uk](mailto:advice@betterleeds.org.uk)**

**[www.betterleeds.org.uk](http://www.betterleeds.org.uk)**

## Christians Against Poverty (CAP)

CAP is a UK charity with services across Leeds delivering debt counselling, money management, job clubs, life skills groups and support for people breaking addictions.

A telephone based debt help service is available and further information can be found on the CAP website.

Phone: **0800 328 0006**

**[capuk.org](http://capuk.org)**

## Citizens Advice Leeds (CAL)

Free, independent and confidential advice and information on a wide range of subjects including benefits, debt, employment, housing, and Universal Credit.

Visit the CAL website for up to date and reliable information. Access support services and advice online via webchat or over the phone.

### Chapeltown Citizens Advice

The local Citizens Advice office based in Chapeltown supports people with face to face appointments and drop-ins. These are currently suspended due to covid, check [citizensadvice.org.uk/local/chapeltown/](https://citizensadvice.org.uk/local/chapeltown/) for updates about reopening.

The city centre office has also suspended face to face appointments.

Phone: **0808 278 7878** (freephone)

Help to claim (Universal Credit enquiries): **0800 144 8444**

<http://www.citizensadviceleeds.org.uk/> (webchat available)

(Monday to Friday, 9am to 5pm)

## Citizens Advice Consumer Service

If you're having difficulty paying your energy bills, getting a refund on holiday or travel arrangements, or with other consumer problems, contact the Citizens Advice Consumer Service.

Phone: **0808 223 1133** (freephone, Monday to Friday, 9am to 5pm)

<https://www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/>

## Ebor Gardens Advice Centre & Money Buddies

Free, confidential, impartial and independent debt advice, as well as the Leeds Money Buddy service. Money Buddies provide home budgeting, emergency debt advice and financial wellbeing support.

Visit the website or contact them over the phone or email to access services and information. Details on the following page, 26.

## Ebor Gardens Advice Centre & Money Buddies

Phone: 0113 235 0276

Email: [admin@egac.org](mailto:admin@egac.org)

[moneybuddies.org.uk](http://moneybuddies.org.uk) (language choices available to choose from on the homepage)

Facebook: [www.facebook.com/VirtualMoneyBuddy](https://www.facebook.com/VirtualMoneyBuddy)

## Leeds City Council - Council Tax

If there are any worries or issues around paying a council tax bill, due to lost income for example, contact the Council Tax team as soon as possible to discuss the options.

Phone: 0113 222 4404

[www.leeds.gov.uk/council-tax/problems-paying-your-council-tax](http://www.leeds.gov.uk/council-tax/problems-paying-your-council-tax)

## StepChange

A national charity which provides free independent debt advice and potential solutions either over the telephone or online.

Phone: 0800 138 1111

[www.stepchange.org](http://www.stepchange.org)

## St Vincent's Support

Free independent, impartial and confidential debt advice to anyone who finds themselves in financial difficulties in Leeds.

Debt appointments are available via telephone, email and in person.

## St Vincent's Support

Phone: **0113 248 4126**

WhatsApp: **07479 466 348**

Email: **advice.leeds@svp.org.uk**



# BENEFITS

## Leeds City Council Welfare Rights

The Welfare Rights Team provide free, confidential, impartial advice and support on a whole range of welfare benefits. They can also help with completing claim forms and offer guidance and support when making appeals.

Phone: **0113 376 0452** (Monday to Thursday, 9am to 4:30pm, Wednesdays 10:15am to 4:30pm and Fridays 9am to 4pm)

Email: **Welfare.Rights@leeds.gov.uk**

## Age UK Leeds

Benefits advice for people over the state pension age. The advice team are currently providing telephone and email support. Office visits and home visits can be provided if there is no alternative way of resolving issues.

Email or phone and leave a message with your contact information and Age UK Leeds will respond within 5 working days.

Phone: **0113 389 3000, 0113 389 3004** or 0800 678 1602 (National)

Email: **advice@ageukleeds.org.uk**

[www.ageuk.org.uk/leeds](http://www.ageuk.org.uk/leeds)

## Department for Work and Pensions (DWP)

All DWP offices in Leeds are open to the public.

For information about employment and financial support, changes and eligibility for Statutory Sick Pay, and other benefits such as Universal Credit and ESA, contact DWP by phone or visit the website.

Phone: **0800 328 5644 (Universal Credit )**

Jobcentre enquiry line for legacy benefits: **0800 169 0190**

[Universal Credit - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

## GIPSIL: Engage Leeds and Our Way Leeds

Free, independent advice and casework support in welfare benefits and housing. Support is available for those 18+ and receiving housing support through ENGAGE Leeds, and for young people and young parents aged 16 to 25 years across Leeds and engaging with support provided by Our Way Leeds (OWL).

Other services include:

- Engage Leeds Floating Housing Support, Engage Leeds Employment and Engagement Services.
- Our Way Leeds Young People's Services, including accommodation and floating housing support; prevention and wellbeing services.

**Engage Leeds:** [engageleeds.org.uk/](https://engageleeds.org.uk/)

Phone: **0113 380 7615** Email: [referrals@engageleeds.org.uk](mailto:referrals@engageleeds.org.uk)

**Our Way Leeds:** [ourwayleeds.org.uk/](https://ourwayleeds.org.uk/)

Phone: **0113 391 8000** Email: [referrals@ourwayleeds.org.uk](mailto:referrals@ourwayleeds.org.uk)

# LOANS

## Leeds Credit Union

A citywide non-profit member owned savings cooperative offering low cost loans, savings accounts, bill paying and budgeting service.

Phone: **0113 242 3343**

Email: [services@leedscitycreditunion.co.uk](mailto:services@leedscitycreditunion.co.uk)

## Report a Loan Shark

The Stop Loan Sharks helpline service, run by the England Illegal Money Lending Team (IMLT) is open to support people with loan problems.

The helpline encourages not only victims but friends, family members and the wider community to come forward if they suspect someone is suffering at the hands of loan sharks.

Phone: **0300 555 2222**

Email: [reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)

[www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

# HELP WITH FUEL AND UTILITY BILLS

## Local Welfare Support Scheme

Many people who struggle with food poverty can often find it difficult to afford gas and electricity to heat their homes and power

their cooking appliances. In an emergency, the Welfare Support Team can help with essentials such as food, gas and electric.

### **Local Welfare Support Scheme**

Phone: **0113 376 0330**

(Weekdays, 9am to 5pm, except Wednesdays - from 10am)

## **Leeds Food Aid Network & Fuel Bank Foundation**

Leeds FAN is working in partnership with the Fuel Bank Foundation and may be able to offer Fuel Bank Payments of £30 in the spring and summer and £49 in the autumn and winter.

In spring and summer 2021 Gateway Church is available for Fuel Bank Referrals and from late June St Vincent's Support Centre.

Gateway Church email: **chris.frost@gatewayleeds.net**

St Vincent's Support Centre phone: **0113 248 4126**

## **Better Homes Yorkshire**

Better Homes Yorkshire have funding available at various times throughout the year to provide full heating systems and gas connections for residents in fuel poverty without central heating. Funding is also available for cavity wall and loft insulation.

Phone: **0800 597 1500** or **0113 897 0977**

[www.betterhomesyorkshire.co.uk/leeds](http://www.betterhomesyorkshire.co.uk/leeds)

## **Energy Saving Trust**

Tips on energy saving and how to reduce your bills.

Phone: **0300 123 1234** [energysavingtrust.org.uk](http://energysavingtrust.org.uk)

## Groundwork Green Doctors - HomePlus Leeds

The HomePlus Leeds service is a working partnership with Groundwork Green Doctors, Care & Repair Leeds and Age UK Leeds.

HomePlus is an independent energy advisory service aimed at enabling and maintaining independent living through improving health at home. The Green Doctors provide advice on energy tariffs, bills, debt, grants for heating systems and install practical energy-efficiency devices.

Phone: **0113 240 6009**

Email: **[homeplus@care-repair-leeds.org.uk](mailto:homeplus@care-repair-leeds.org.uk)**

**[www.groundwork.org.uk/projects/home-plus-leeds](http://www.groundwork.org.uk/projects/home-plus-leeds)**

## Scope

Disability Energy Support is Scope's free energy advice for disabled people, helping them to manage their energy needs. The service is open to all disabled people, and to households where one or more people with disabilities live in England or Wales.

Scope's expert energy advisers can help and talk you through a wide range of topics related to energy needs, including managing energy debt, switching tariffs or supplier, changing the meter, energy efficiency, accessing energy benefits, grants and trusts, contacting or complaining to a supplier, understanding gas or electricity bills, understanding how to use heating systems.

Phone: **0808 800 3333** (freephone Monday to Friday, 11am to 4pm)

Email: **[disability.energysupport@scope.org.uk](mailto:disability.energysupport@scope.org.uk)**

**[www.scope.org.uk/disability-energy-support](http://www.scope.org.uk/disability-energy-support)**



## TV Licensing

Various payment methods and frequencies are available for paying for a TV license. Concessions are available for people who are blind and severely sight impaired, and for over 75s.

[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Utility Trust Funds

Utility trust funds are available and customers are able to apply via their customer debt programme.

[www.uutf.org.uk](http://www.uutf.org.uk)

## WaterSure

WaterSure is available for certain people with a water meter. It allows their bills to be capped to make sure that they don't cut back on water use because of worrying about how to pay the bill.

[www.unitedutilities.com/my-account/your-bill/difficulty-paying-your-bill/how-we-can-help/watersure](http://www.unitedutilities.com/my-account/your-bill/difficulty-paying-your-bill/how-we-can-help/watersure)

## Yorkshire Water

Yorkshire Water offers various payment options to help with water bills. Their independent registered charity, the Community Trust, helps people in cases of extreme financial hardship.

Phone: **0845 124 2426**

[www.yorkshirewater.com](http://www.yorkshirewater.com)

## Money Buddies Energy Plus Service

Leeds based service offering money and energy saving advice, help with reading bills and meters, energy saving equipment and support for energy provider disputes and complaints.

The service also offers access to free legal debt advice and support to prevent energy disconnections.

Phone: **0113 235 0276**

Email: [admin@egac.org](mailto:admin@egac.org)

[www.moneybuddies.org.uk/services](http://www.moneybuddies.org.uk/services)

## Citizens Advice Leeds

Citizens Advice Leeds, in conjunction with Northern Powergrid and Newcastle Citizens Advice have launched a project to help clients in West Yorkshire and the North East with fuel and energy.

This includes help with bills and tariffs, debt advice, negotiating with creditors, securing charitable or other assistance, making complaints and resolving disputes with Energy Suppliers and the Energy Ombudsman. The service can also refer to Green Doctor and other agencies where appropriate.

Phone: **0800 448 0721**

Online form, Energy Affordability webchat service and online self-help guides are also available.

[www.citizensadviceleeds.org.uk/energy-bills/](http://www.citizensadviceleeds.org.uk/energy-bills/)

## Leeds Together for Sport

Together for Sport has been set up to make it as easy as possible for people across Leeds to share good quality second hand sport kit and equipment. Visit the Together for Sport website and Facebook Page to find participating clubs near you.

[www.zerowasteleeds.org.uk/projects/together-for-sport/](http://www.zerowasteleeds.org.uk/projects/together-for-sport/)

## LOW INCOME EXTRAS

### Leeds Baby Bank

Leeds Baby Bank operates on a referral only basis to provide baby essentials such as nappies, formula, toys and clothes, as well as larger items such as stairgates, buggies, cots and beds to families with children aged 0-5 years in and around Leeds.

Leeds Baby Bank can support one larger referral and two further top-ups of smaller items. All items must be collected by appointment. Referral can be made by completing the online form.

Leeds Baby Bank also offer a follow up service to referred families called 'Leeds Baby Bank Buddies' to help families to find more longer-term support in the city.

Email: [leedsbabybank@gmail.com](mailto:leedsbabybank@gmail.com)

[leedsbabybank.org](http://leedsbabybank.org)

## Leeds School Uniform Exchange

Good quality school uniform is going to waste when it could be shared. This Exchange makes it easy for families to find items of school uniform for free instead of buying new, and to pass on good quality school uniform that's no longer needed.

Find your nearest school, scheme, or Facebook page offering uniforms near to you by using the map tool on their website. 230+ schools are already involved.

[leedsuniformexchange.org.uk](https://leedsuniformexchange.org.uk)



## Leeds Together for Sport

Together for Sport has been set up to make it as easy as possible for people across Leeds to share good quality second hand sport kit and equipment.

Visit the Together for Sport website and Facebook Page to find participating clubs near you.

[www.zerowasteleeds.org.uk/projects/together-for-sport](https://www.zerowasteleeds.org.uk/projects/together-for-sport)

## Leeds Pet Food Bank

A community initiative run by Leeds Cat Rescue that provides pet food to local organisations and community groups as well as directly to Leeds residents in need.

Leeds Cat Rescue can also provide pet related advice and signposting for neutering schemes, micro chipping and general pet care.

Email: [leedspetfoodbank@gmail.com](mailto:leedspetfoodbank@gmail.com)

Facebook: [www.facebook.com/leedspetfoodbank](https://www.facebook.com/leedspetfoodbank)

## Support with Funeral Costs

People struggling to pay funeral costs may be able to get help with Funeral and Bereavement Payments through the DWP and/or a Funeral Loan through Leeds Credit Union.

Leeds City Council's Welfare Rights Unit can assist with accessing forms, understanding eligibility and with the application processes.

Phone: **0113 376 0452**

Email: **[welfare.rights@leeds.gov.uk](mailto:welfare.rights@leeds.gov.uk)**

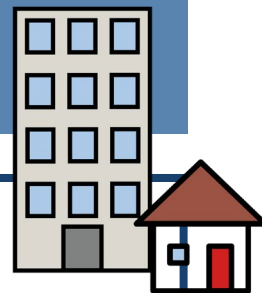
## Hygiene Products - Freedom4Girls

Anyone who needs period products are supported to access them. This includes pads, tampons, reusable pads, menstrual cups and period pants.

Complete a request form online or contact them via email.

Email: **[info@freedom4girls.co.uk](mailto:info@freedom4girls.co.uk)**

**[www.freedom4girls.co.uk](http://www.freedom4girls.co.uk)**



## Leeds City Council Housing

Leeds Housing Officers are there to discuss worries about paying rent. Housing Officers are working to ensure council tenants do not lose their homes due to financial difficulties caused by the pandemic.

Speak to your Housing Officer as soon as possible for help to:

- Apply for any benefits that you are entitled to - including up to date advice on emergency benefits or sick pay
- Make a plan to help you pay rent and arrears
- Speak to Leeds Credit Union about a loan or financial services

Support is currently being given over the phone and via email.

Phone: **0800 188 4000** (office hours, except Wednesday from 10am)

Email: **HousingEnquiries@leeds.gov.uk**

## Leeds Housing Options

For those who are homeless or are at risk of becoming homeless. Support is also offered to people with a variety of housing situations and needs, including: families, mental health problems, domestic violence, young people, hospital, prison and care leavers.

Phone: **0113 222 4412** Emergency out of hours: **07891 273 939**

[www.leeds.gov.uk/housing/homeless-or-at-risk/contact-leeds-housing-options](http://www.leeds.gov.uk/housing/homeless-or-at-risk/contact-leeds-housing-options)

## Shelter

The national charity which supports people with housing emergencies to understand their housing rights and options.

**Shelter** Phone: **0300 330 1234** (Monday to Friday 9am to 6pm)  
Email: [info@shelter.org.uk](mailto:info@shelter.org.uk)  
[england.shelter.org.uk](http://england.shelter.org.uk)

## Street Support Network

Street Support Network works online and offline, connecting and supporting local people and organisations to tackle homelessness.

The website offers a central place to find out about homelessness, and what support is available, as well as what you can do to help.

[streetsupport.net/leeds](http://streetsupport.net/leeds)

## Homeless/Street Outreach Service

There is additional support available in Leeds for those sleeping rough or who may find themselves currently homeless.

**Change Grow Live (CGL)** Phone: 0113 245 9445

[www.changegrowlive.org/street-outreach-service-leeds](http://www.changegrowlive.org/street-outreach-service-leeds)

**Simon on the Streets** Phone: **0113 345 2270**

[simononthestreets.co.uk](http://simononthestreets.co.uk)

**Homeless Street Angels**

Phone: **07779 201 600** (Becky) **07930 630 154** (Shelly)

[homelessstreetangels.co.uk](http://homelessstreetangels.co.uk)

## St Anne's Resource Centre

Free support and advice on a wide range of issues is offered to those who are homeless, rough sleeping or vulnerably housed, including showers and laundry facilities and access to healthcare.

[www.st-annes.org.uk/our-services/homelessness/](http://www.st-annes.org.uk/our-services/homelessness/)

# SUPPORT IN TIMES OF CRISIS



In an emergency call 999.

When you need urgent medical help, but it is not a life threatening situation and you are not sure what to do call NHS 111.

## Samaritans

Samaritans is a national charity operating a free 24hr listening service. They offer a non judgemental space to offload when things have become overwhelming.

Phone: **116 123** (24 hours a day, 365 days a year)

Email: **jo@samaritans.org** (response time for emails up to 24 hours)

[www.samaritans.org](http://www.samaritans.org)

## Connect

Run by Leeds Survivor-Led Crisis Service, Connect is a telephone helpline and online chat service open 6pm to 2am every night of the year for people in Leeds.

Trained volunteers provide confidential emotional support and information for people in distress.

Phone: **0808 800 1212**

[www.lslcs.org.uk/services/connect-helpline](http://www.lslcs.org.uk/services/connect-helpline)

## Leeds Survivor-Led Crisis Service - Dial House

Dial House offers a place of sanctuary for it's visitors; a space for social interaction and one to one support. **Open 6pm to 2am**



everyday except Tuesdays and Thursdays.

### **Dial House @ Touchstone**

Support and sanctuary for people from Black and Minority Ethnic backgrounds. **Open Tuesdays and Thursdays 6pm to 12am.**

Contact them to refer into the service. Taxis are provided, parents in crisis are able to bring children, BSL support is available.

#### **Dial House**

Phone: **0113 260 9328** or text **07922 249 452**

#### **Dial House @ Touchstone**

Phone: **0113 249 4675** or text **07763 581 853**

[www.lslcs.org.uk/services/dial-house](http://www.lslcs.org.uk/services/dial-house)

## SOCIAL PRESCRIBING

### **Linking Leeds**

Free city-wide service supporting people one to one to overcome barriers and access community services and activities to improve health, social, economic, and mental wellbeing.

Phone: **0113 336 7612**

Email: [linking.leeds@nhs.net](mailto:linking.leeds@nhs.net)

[linkingleeds.com](http://linkingleeds.com)

## DIGITAL INCLUSION

### **100% Digital Leeds**

This programme run by the Leeds City Council aims to make Leeds the most digitally inclusive city for everyone. They work with

organisations and individuals to improve access to and confidence using digital devices online.

[digitalinclusionleeds.com](https://digitalinclusionleeds.com)

## Digital Access West Yorkshire (DAWY)

This service can match people who are digitally excluded to donated laptops and other devices. Organisations/ food aid providers referring clients into the scheme are given advice to make sure that users stay safe online.

Phone: **07776 180 994**  
[accesswy.org](https://accesswy.org)

## Digital Inclusion Toolkit

A collaboration in progress between Leeds City Council and Croydon Council, this toolkit brings together information on how to promote digital inclusion within communities and stay safe online.

[digitalinclusionkit.org](https://digitalinclusionkit.org)

# EMPLOYMENT

## Leeds City Council Employment and Skills Team

The Leeds City Council run service offering support and advice to those looking for a job, training, courses or apprenticeships.

Phone: **0113 378 4576** Email: [esleeds@leeds.gov.uk](mailto:esleeds@leeds.gov.uk)  
[employmentskillsleeds.co.uk](https://employmentskillsleeds.co.uk)

## Scope Employment Services

Free online and offline support, including training courses, around employment specifically for working-age disabled people.

Phone: **0113 252 5843** National Helpline: **0808 800 3333** (freephone)

Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

[www.scope.org.uk/employment-services](http://www.scope.org.uk/employment-services)

## DISABILITY SUPPORT



### Leeds Mencap

Comprehensive information, advice, advocacy, campaigning and support which aims to improve the lives of people with learning disabilities and their families.

Phone: **0808 808 1111** (Monday to Friday 9am to 3pm)

Email: [helpline@mencap.org.uk](mailto:helpline@mencap.org.uk)

[www.leedsmencap.org.uk/how-we-can-help](http://www.leedsmencap.org.uk/how-we-can-help)

### Scope

The national charity promoting disability equality. They offer support and advice on a range of issues affecting people with disabilities.

Phone: **0113 252 5843** National Helpline: **0808 800 3333** (freephone)

Email: [helpline@scope.org.uk](mailto:helpline@scope.org.uk)

[www.scope.org.uk](http://www.scope.org.uk)

## Connect in the North

Centre for inclusive living led by people with learning difficulties.

Phone: **0113 270 3233** (office hours)

[www.citn.org.uk](http://www.citn.org.uk)

## Leep 1

An organisation that helps people with learning disabilities speak up for themselves and have independence.

[www.leep1.co.uk](http://www.leep1.co.uk)

## Advonet

Providing independent Advocacy services for people from diverse backgrounds, facing a range of challenges.

Phone: **0113 244 0606** (office hours)

[www.advonet.org.uk](http://www.advonet.org.uk)

## AbilityNet

Support for anyone living with any disability or impairment to use technology to achieve their goals at home, work or in education.

Phone: **0800 048 7642** (office hours)

Email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

[abilitynet.org.uk](http://abilitynet.org.uk)

### MindWell

The mental health website for people in Leeds. Funded by the NHS, it brings together information about local and national services, as well as self-help tools and resources.

Information is tailored to the different factors that may be causing worry and stress, for example money problems.

[www.mindwell-leeds.org.uk](http://www.mindwell-leeds.org.uk)

### Andy's Man Club

Peer support groups for men. The Leeds meet is every Monday at 7pm (except bank holidays) Leeds College of Building, North Street, LS2 7QT (check if online alternative is happening due to covid).

Email: [info@andysmanclub.co.uk](mailto:info@andysmanclub.co.uk)

[www.andysmanclub.co.uk](http://www.andysmanclub.co.uk)

### NHS Leeds & York Single Point of Access (SPA)

If you, or someone you're worried about needs urgent care or treatment for a mental health crisis, call the Single Point of Access (SPA) for Leeds and York.

Phone: **0800 183 1485** (freephone, 24 hours, every day)

[www.leedsandyorkpft.nhs.uk/contact-us/urgent-referrals/](http://www.leedsandyorkpft.nhs.uk/contact-us/urgent-referrals/)

## Childline

Those aged 19 or under can contact ChildLine about anything, anytime, no problem is too big or too small.

Speak to a counsellor straightaway by calling, or use their 1-2-1 online chat service, open the same times as the phoneline.

Phone: **0800 1111** (freephone, Monday to Friday 7.30am to 3.30am, Saturday to Sunday 9am to 3.30am)

[childline.org.uk](https://childline.org.uk)

## The Market Place

Free, confidential support, information and counselling for young people in Leeds aged 11 to 25. Their range of services includes one to one support, counselling, group-work and drop-ins.

Phone: **0113 2461659**

[www.themarketplaceleeds.org.uk](https://www.themarketplaceleeds.org.uk)

## MindMate

Local website with lots of ideas and games for children, young people and their families to help them deal with stress.

MindMate helps young people understand their feelings and find the right advice and support, and has information for parents and carers.

[www.mindmate.org.uk](https://www.mindmate.org.uk)

## Switchboard LGBT+ helpline

A confidential listening service and place for calm. All volunteers self-identify as LGBT+.

Phone: **0300 330 0630** (10am to 10pm every day)

Email: **chris@switchboard.lgbt**

[switchboard.lgbt](http://switchboard.lgbt)

## Angels of Freedom

Community based initiative organised by volunteers and supported by the city to provide visible support for the LGBT+ community in the Freedom Quarter area every Friday evening.

The Leeds Freedom Families group provides peer support and networking for close family/friends of LGBT+ children of any age.

Phone: **0744 468 8596**

Email: **info@angelsoffreedom.org.uk**

[www.angelsoffreedom.org.uk](http://www.angelsoffreedom.org.uk)

Find more local and national organisations and groups that support LGBT+ communities, as well as resources and information at: [www.mindwell-leeds.org.uk/lgbt](http://www.mindwell-leeds.org.uk/lgbt)



## Leeds Bereavement Forum

A small charity based in Leeds which works to develop and improve bereavement services in the city by signposting individuals to the most appropriate bereavement service either locally or nationally.

The service is free and open to all and there is no need to be referred.

Phone: **0113 225 3975**

Email: **[info@lbforum.org.uk](mailto:info@lbforum.org.uk)**

**[www.lbforum.org.uk/](http://www.lbforum.org.uk/)**



# HEALTHY LIVING

## One You Leeds

Help, advice and resources to enable people to address a range of lifestyle issues. Access one to one and group support to; stop smoking, eat better, manage weight, cook well and move more.

Services are offered across the city, but there is a particular emphasis on attracting those in the most deprived areas.

Phone: **0800 169 4219**

[oneyouleeds.co.uk](http://oneyouleeds.co.uk)

## Active Leeds

The Leeds City Council health and fitness provision helping the people of Leeds keep fit, active and well. There is a membership fee for using their facilities and in person classes but lots is available online for free on the 'Healthy at Home' section of their website: [active.leeds.gov.uk/healthy-at-home/keepingwellathome](http://active.leeds.gov.uk/healthy-at-home/keepingwellathome)

The 'Active Leeds for Health' team supports people with health issues to get active with the help of Health and Wellbeing Coaches. Referrals and self-referrals can be made to the project team: [active.leeds.gov.uk/active-leeds-for-health](http://active.leeds.gov.uk/active-leeds-for-health)

### **Active Leeds for Health Team**

Phone: **0113 378 3680**

Email: **health.programmes@leeds.gov.uk**

### **Customer contact centre**

Phone: **0113 37 88001**

Email: **activeleeds@leeds.gov.uk**

[active.leeds.gov.uk](http://active.leeds.gov.uk)

## Ministry of Food (MoF)

Jamie Oliver's Ministry of Food courses are hands-on, practical, fun and friendly. Based in Leeds Kirkgate Market, MoF offer a range of courses. Participants learn to cook with healthy fresh ingredients and learn about nutrition, healthy eating, food hygiene and safety. Courses are available in person or online.

Cooking Skills courses cost £8 per session for 8 sessions. Subsidised rates of £2 per session are available for people who meet the eligibility criteria, visit the website for details.

Phone: **0113 242 5685**

[oneyouleeds.co.uk/cook-well](https://oneyouleeds.co.uk/cook-well)

## REFUGEES AND PEOPLE SEEKING ASYLUM

### New to Leeds

A resource to support migrants who are new to Leeds, and who do not have refugee status. Information and advice is provided on a wide range of topics.

[newtoleeds.org](https://newtoleeds.org)

### Refugee Transition Guide

A resource to support people seeking asylum as they transition to refugee status. A guide for new refugees in Leeds which focuses on the kind of things that will be a priority during the first 6 months of becoming a refugee.

[transitionguide.org.uk](https://transitionguide.org.uk)

## Help in Leeds

A directory website listing over 200 organisations and groups in Leeds working with/to support refugees and people seeking asylum. It has been designed to be simple for the end user and shows the organisations on a map, as well as their contact details.

[helpinleeds.com](http://helpinleeds.com)

### Support for People with No Recourse to Public Funds (NRPF)

People with No Resource to Public Funds condition are prohibited from accessing specified benefits and public housing. There are some exceptions to the general prohibition to public funds set out by the Home Office, for full details of Right and Entitlements visit: <https://www.nrpfnetwork.org.uk/information-and-resources/rights-and-entitlements>

The circumstances of eligibility can be complex, therefore NRPF clients who may be eligible can access further guidance and support from Leeds City Council's Welfare Rights Team



## Welfare Rights - Leeds City Council

The Welfare Rights Team provide free, confidential, impartial advice and support on a whole range of welfare benefits, help to complete claim forms and offer guidance and support when making appeals.

Home visits or face to face appointments are suspended until further notice. The service is available by phone and email.

Phone: **0113 376 0452** (Monday to Thursday, 9am to 4:30pm, Wednesdays 10:15am to 4:30pm and Fridays 9am to 4pm)  
Email: **welfare.rights@leeds.gov.uk**

*There may be a waiting list due to high demand*

# DOMESTIC VIOLENCE AND ABUSE

## Leeds Domestic Violence Service

Emergency accommodation, support, advice and advocacy for people who have experience of domestic violence. Service are for women, men, and families from all different backgrounds and in different circumstances in Leeds, particularly Refugees and LGBT+.

Their helpline (run by Leeds Women's Aid, Behind Closed Doors and Womens Health Matters in partnership) is for emotional support as well as advice and referrals. A referral form is also available on their website.

Phone: **0113 246 0401** (open 24 hours)

Email: **hello@ldvs.uk**

[ldvs.uk](http://ldvs.uk)

## Leeds Women's Aid

Providing services to women and children affected by Domestic Violence and Abuse.

Services offered include; emergency refuge accommodation, drop-ins; advocacy, healthy relationship programmes, support for complex needs; community development and interventions.

Phone: **0113 246 0401** (24 hr helpline) **0113 244 2578** (office)

Email: **administration@leedswomensaid.org.uk**

[www.leedswomensaid.co.uk](http://www.leedswomensaid.co.uk) (Live online chat available from 1 to 3pm Monday to Friday, 7.30 to 9.30pm Tuesday and Thursday)

## Support After Rape & Sexual Violence Leeds (SARSVL)

Dedicated Rape Crisis Centre for all women and girls in Leeds affected by rape and sexual violence.

Confidential, emotional support through their dedicated helpline, advocacy and counselling services.

Phone: **0808 802 3344** Text: **07860 022 880**

Email: **[support@sarsvl.org.uk](mailto:support@sarsvl.org.uk)**

**[supportafterrapeleeds.org.uk](http://supportafterrapeleeds.org.uk)**

## SAFEGUARDING

### Leeds Safeguarding Children Partnership (LSCP)

A partnership (of the Local Authority, Health, and West Yorkshire Police) which co-ordinates work that happens locally to safeguard and promote the welfare of children and young people.

The website brings together a wide range of information for Children & Young People, Families, Practitioners, Professionals, and the Voluntary/ Community/ Faith/ Third Sector.

**If you think a child or young person is at risk of harm from abuse or neglect, you must report it immediately.**

Usually directly to your Leader. If it's an emergency and they are in immediate danger **call 999**, or 101 for non-urgent medical help.

**LSCP** - for Volunteers and Practitioners

Phone: **0113 376 0336** (office hours) **0113 535 0600** (out of hours)

Email: **[lscp.info@leeds.gov.uk](mailto:lscp.info@leeds.gov.uk)**

**[www.leedsscp.org.uk](http://www.leedsscp.org.uk)** (contact form available to download)

**Children's Social Work Services** - for members of the public

Phone: **0113 222 4403** (office hours)

**[www.leeds.gov.uk/Pages/report-a-child-protection-concern.aspx](http://www.leeds.gov.uk/Pages/report-a-child-protection-concern.aspx)**

## Leeds Safeguarding Adults Board

The statutory body (made up of a range of organisations including the Police, Leeds Adults Social Care and the NHS) who work with organisations across the city to safeguard adults at risk of abuse and neglect.

They provide information, training and best practice on safeguarding adults.

**If you think a vulnerable adult is at risk of harm from abuse or neglect, you must report it immediately.**

Usually directly to your Leader. If it's an emergency and they are in immediate danger **call 999**, or 101 for non-urgent medical help.

[leedssafeguardingadults.org.uk](http://leedssafeguardingadults.org.uk)

### Adult Social Care

Phone: **0113 222 4401** (office hours) **0113 378 0644** (out of hours)

Email: [leedsadults@leeds.gov.uk](mailto:leedsadults@leeds.gov.uk)

[www.leeds.gov.uk/adult-social-care/worried-about-someone/report-neglect-or-abuse-of-an-adult](http://www.leeds.gov.uk/adult-social-care/worried-about-someone/report-neglect-or-abuse-of-an-adult)

## SERVICES FOR SEX WORKERS AND VULNERABLE WOMEN

### Basis Yorkshire

Providing safety, information and support to women and young people. There are dedicated teams for Young People/Boys and the Sex Workers Project.

Phone: **0113 243 0036**

Email: [info-basis@basisyorkshire.org.uk](mailto:info-basis@basisyorkshire.org.uk)

[basisyorkshire.org.uk](http://basisyorkshire.org.uk)

## Joanna Project

Support for women who are facing multiple disadvantages, addiction, and often involved in street prostitution, with all the exploitation and danger that involves.

Services include evening and daytime outreach, and a sanctuary drop-in, as well as collaboration to develop provision in Leeds.

Phone: **0113 350 8071** (Monday to Friday 9.30am to 4.30pm)

Email: **hello@joannaproject.co.uk**

[joannaproject.co.uk](http://joannaproject.co.uk)

Facebook: [www.facebook.com/JoannaProject](https://www.facebook.com/JoannaProject)

## DRUGS, ALCOHOL AND ADDICTION

### Forward Leeds

The drug and alcohol service in Leeds for adults, young people and families. Support is offered to the individual in need of support as well as family and friends.

They operate from four main city centre premises, with limited services offered all over the city through GPs and pharmacies.

Phone: **0113 887 2477**

Email: **info@forwardleeds.co.uk**

[www.forwardleeds.co.uk](http://www.forwardleeds.co.uk)

### St Anne's Alcohol Services

Residential alcohol detoxification and rehabilitation services based at St. Mark's House in Leeds.

Referrals can be made through the community-based alcohol and drug services provided by Forward Leeds, details above on [page 56](#).

Phone: **0113 243 5151** (St Anne's) **0113 243 4486** (Detox contact)  
Email: [info@st-annes.org.uk](mailto:info@st-annes.org.uk) [detox@st-annes.org.uk](mailto:detox@st-annes.org.uk)  
[www.st-annes.org.uk/skills-and-services/our-leading-services/substance-use/](http://www.st-annes.org.uk/skills-and-services/our-leading-services/substance-use/)

## Alcoholics Anonymous (AA)

Free peer to peer support for people who struggle with their alcohol intake. Online information for professionals and newcomers, National helpline for immediate support and local AA meetings for longer term in person support.

Phone: **0800 917 7650** (freephone)  
Email: [help@aamail.org](mailto:help@aamail.org)  
[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

## Narcotics Anonymous (NA)

Free peer to peer support for people who struggle with drug addiction. Online information for professionals and newcomers, National helpline for immediate support and local NA meetings for longer term in person support.

Phone: **0300 999 1212** (10am to midnight)  
[ukna.org](http://ukna.org)



## AFFECTED BY ANOTHER'S DRUG AND ALCOHOL USE



## Carers Leeds

Support for people affected by the drug and/or alcohol use of someone they know, that may be a family member, loved one or friend. Support includes; the 'Concerned Others' support group, insight from recovered addicts, one to one sessions, wellbeing support. A referral form for professionals is available online. Carers Leeds primarily supports unpaid carers.

Phone: **0113 380 4300** (office hours)

Email: **[advice@carersleeds.org.uk](mailto:advice@carersleeds.org.uk)**

**[www.carersleeds.org.uk/our-support-service/drug-and-alcohol-use](http://www.carersleeds.org.uk/our-support-service/drug-and-alcohol-use)**

## Al-Anon

Free, inclusive, mutual support groups that provide solidarity and hope for people affected by someone else's drinking. Meetings allow people to talk openly about their experience of alcoholism.

Phone: **0800 0086 811** (10am to 10pm every day of the year)

Email: **[helpline@al-anonuk.org.uk](mailto:helpline@al-anonuk.org.uk)**

**[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)**

# GAMBLING

## Leeds Community Gambling Service (GamCare)

Support for gamblers as well as those who are affected by the gambling behaviour of a close one. All services are free of charge and completely confidential. A referral form is available online.

Phone: **0113 388 6466** (office hours)

Email: **[leedscommunitygamblingservice@gamcare.org.uk](mailto:leedscommunitygamblingservice@gamcare.org.uk)**

**[www.gamcare.org.uk/get-support/find-local-treatment/leeds](http://www.gamcare.org.uk/get-support/find-local-treatment/leeds)**

# Information for Food Aid Providers



# INFORMATION FOR FOOD AID PROVIDERS

In light of increasing food insecurity, in Leeds we aim to build local level resilience and to support people back to independence.

Over the course of the pandemic, excellent practice has emerged from local food aid providers: from offers of free food parcels to projects that offer more choice and build resilience through initiatives running on a membership, charged or pay as you feel basis.

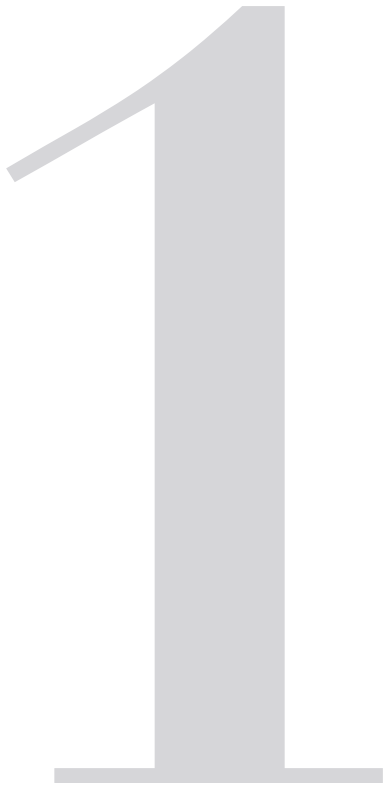
Watch the webinar on Building Food Resilience to hear from a range of different food aid providers about their projects and approaches:  
[foodwiseleeds.org/food-resilience/](https://foodwiseleeds.org/food-resilience/)

## WHAT TO CONSIDER WHEN DELIVERING FOOD AID

The following 4 questions can be used to summarise your key considerations when planning and delivering food aid provision.

1. Does your organisation understand the local needs?
2. What should you consider as part of the plan?
3. Have you thought about your food offer?
4. Have you thought about the impact your project may have?

This sections looks at each of these 4 questions in turn.



# Does your organisation understand the local needs?

Consider your understanding of your specific community's nutritional and wellbeing needs.


This information can help shape your project and might be useful for applying for any funding.

The Leeds Observatory provides data and information about communities and geographies in Leeds. This includes data sets on deprivation and health and well-being.

<https://observatory.leeds.gov.uk/>

Questions to guide your thinking:

- Are there any new insights emerging from the response to COVID 19 on eating, shopping and accessing food that you can support with?
- How could you access this information?
- Are you working with people as a result of a crisis, i.e. providing emergency food, or looking to provide support to build food resilience?



# 2

## What should you consider as part of the plan?

Consider who is best to lead your project and what useful skills you will need to make it successful.

### In this section we'll look at:

- What type of provision should you offer and should a charge apply?
- How to reduce stigma and promote dignity
- Do you require funding?
- Do you require volunteers?

### Questions to guide your thinking:

- What are your strengths as an organisation and what do you need support with?
- Which partners might be able to help?
- Do you have staff skilled in the preparation and/or transportation of food available to support the project?
- Have you timetabled what you will need to do and by when, considering resource requirements?

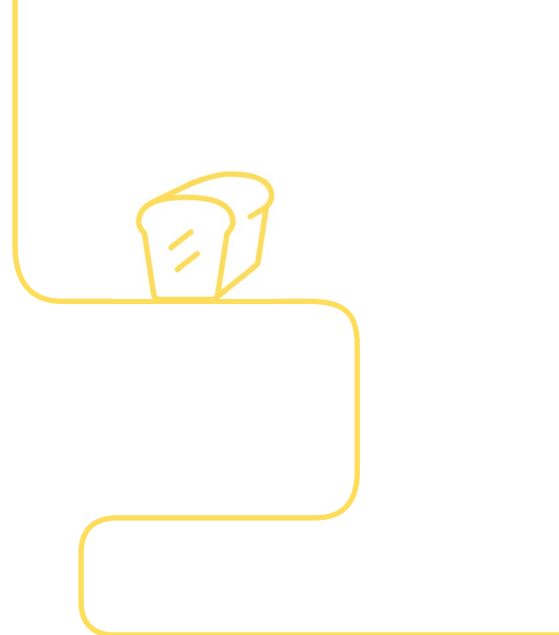
# WHAT TYPE OF PROVISION SHOULD YOU OFFER?

## AND SHOULD A CHARGE APPLY?

There is a range of different food aid provision across Leeds. Some have a small charge, between £2.50 and £5 a week, and others require a membership. Best practice is to not charge for individual food items.

Here are 3 key recommendations to guide the development of your food aid provision:

- a)** Food aid projects should aim to provide some short-term stability for people who need a few weeks (possibly months) recurring assistance. It's important to monitor usage and consider signposting so people don't become dependent long-term.
- b)** Consider working with other advice agencies to see how the people using your food aid project can be supported. The membership and/or regularity of attendance can enable more targeted work to take place, helping people to deal with their longer-term needs and collaborative working with local support services to work on the root causes of food insecurity.
- c)** If you are looking to run a Food Pantry, you should consider becoming part of an official organisational set up such as [Health for All](#) and [Church Action on Poverty](#) to give good legal infrastructure.



# HOW TO REDUCE STIGMA AND PROMOTE DIGNITY

Communities alone cannot provide the solution to food insecurity. However, everyone can be involved in reducing stigma and promoting dignity.

Learning from Scotland's Dignity in Practice initiative, food aid providers can take small, practical steps that will help make a difference.



Organisations can help put dignity at the heart of their work by asking these 5 questions:

## **How does this work support people to...**

- ... feel a sense of control?
- ... take part in community life?
- ... feel nourished and supported?
- ... be involved in decision making?
- ... feel valued and able to contribute?

For more information about how to promote dignity watch this [Dignity Principles in Practice video](https://vimeo.com/337236921/522eb7505d) (<https://vimeo.com/337236921/522eb7505d>)

# DO YOU REQUIRE FUNDING?

## FUNDING LEEDS

**Funding Leeds** is a public and third sector partnership helping the voluntary, community and social enterprise sector in Leeds find the funds to achieve their vision.

### Funding Leeds

[www.idoxopen4community.co.uk/lcc](http://www.idoxopen4community.co.uk/lcc)

Using Funding Leeds you can:

- Make funding searches to tap into local, regional and national funding sources
- Get regular updates on your funding area of interests
- Take advantage of useful information and local support to help you achieve your funding goals.

## BID WRITING SUPPORT

### Voluntary Action Leeds (VAL)

supports organisations to help strengthen funding bids through feedback on drafts, or to help identify funding or fundraising opportunities.

### Funding Support Network

Email: [info@val.org.uk](mailto:info@val.org.uk)

[doinggoodleeds.org.uk/support-for-organisations/funding](http://doinggoodleeds.org.uk/support-for-organisations/funding)

Facebook: [facebook.com/groups/1348899201825821](https://facebook.com/groups/1348899201825821)

### Leeds Community Foundation

**(LCF)** supports hundreds of charities and voluntary groups across the city, addressing inequalities and working together to help create opportunities for those that need help the most. LCF invests in these groups by distributing grants and sharing advice. Sign up for grant notifications at: [www.leedscf.org.uk/grants-notifications](http://www.leedscf.org.uk/grants-notifications)

### Leeds Community Foundation

Phone: 0113 242 2426

Email: [info@leedscf.org.uk](mailto:info@leedscf.org.uk) or [grants@leedscf.org.uk](mailto:grants@leedscf.org.uk)

[www.leedscf.org.uk](http://www.leedscf.org.uk)



# DO YOU REQUIRE VOLUNTEERS?

Volunteer Centre Leeds helps individual people to find meaningful volunteering opportunities. They also offer advice and support to organisations and small groups to help them set up and manage a volunteering programme, and to recruit suitable volunteers.

Run and managed by Voluntary Action Leeds (VAL), the Volunteer Centre is based in Leeds Kirkgate Market in the food court area. It is open for pre-booked appointments from Monday to Friday 9:30am to 4:30pm.

Volunteer Centre Leeds manages a dedicated Volunteering Platform powered by Be Collective, which helps to streamline the volunteering process for both volunteers and volunteer managers.



The online [Volunteering Platform](#) enables groups of any size to advertise, recruit and manage volunteers easily and effectively.

The Leeds platform is accessed through the Doing Good Leeds website.

It is free and simple to use, but they also offer support to those who may need help getting started.

## **Volunteer Centre Leeds**

Phone: **0113 297 7920, 07340323190**

Email: **[volunteering@val.org.uk](mailto:volunteering@val.org.uk)**

[doinggoodleeds.org.uk/  
volunteering/volunteer-centre-  
leeds/](https://doinggoodleeds.org.uk/volunteering/volunteer-centre-leeds/)



# Have you thought about your food offer?

What food will you make available – individual items of food, food parcels, or meals?

In this section we'll look at:

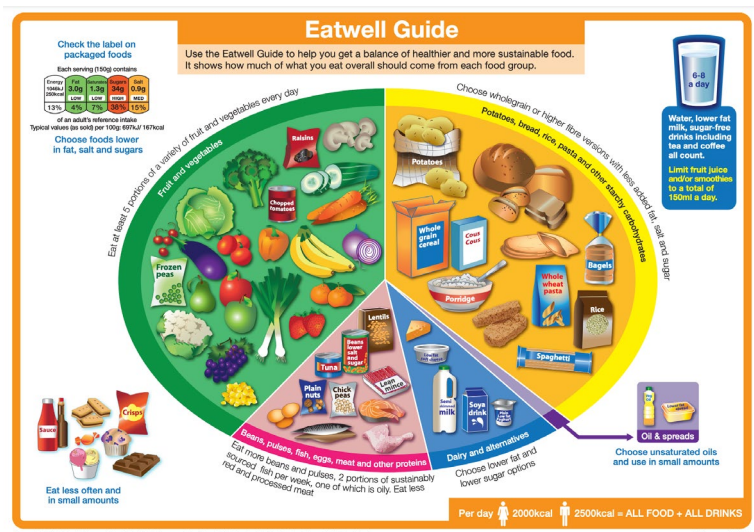
- Meeting nutritional needs
- Store cupboard essential ideas
- Food safety
- Sourcing food

## MEETING NUTRITIONAL NEEDS

Food aid projects should aim to combine hunger relief efforts with nutrition information and healthy eating opportunities for individuals and families.

If your project needs more support on healthy eating, Leeds City Council provides a free one-day training course called Healthy Living Training.

The Eatwell Guide is a visual tool that shows the different types of food and proportions that are needed to maintain a well-balanced and healthy diet. Food aid projects should consider how the Eatwell Guide can be used to inform their food offer.



Dietary requirements and cultural preferences should be accommodated. For more support with cultural food requirements, speak with [Hamara](#) or [Give a Gift](#). For more information on food provisions and managing allergens, there is useful information for schools and businesses that can be applied.

For resources to support the delivery of healthy eating messages, including cultural food messages, the [Leeds Public Health Resource Centre](#) stocks a wide range of leaflets, poster and resources.

## STORE CUPBOARD ESSENTIAL IDEAS



### TINS

- **Whole plum tomatoes** - essential for sauces, soups, stews, casseroles
- **Pulses and beans (chickpeas, cannellini, kidney, and lentils)** - a great source of protein and fibre
- **Light coconut milk** - add to soups and curries for a mellow, creamy flavour;
- Good-quality, responsibly-sourced **tinned tuna, salmon, sardines, anchovies** - great for simple pasta dishes and fishcakes



### PACKETS

- **Rice (brown and/or white)** - wholegrain rice is full of fibre which we need for our digestive system
- **Dried pasta (brown and/or white)** - cheap and versatile, perfect for pasta bakes
- **Dried noodles (egg or rice)** - great for stir-fries, soups and curries
- **Grains (bulgur, pearl barley)** - also great and relatively cheap bulkers for stews and soups

## JARS AND BOTTLES

- **Honey** - you only need a little drizzle!
- **Vegetable (rapeseed) or groundnut oil** - good flavourless oil for everyday cooking
- **Soy sauce** - seasoning for Asian dishes, use naturally brewed varieties whenever possible
- **Vinegars** (red wine, cider, balsamic)
- **Worcester sauce** - peps up most sauces



## HERBS AND SPICES

- **Sea salt**
- **Black peppercorns**
- **Oregano**
- **Smoked paprika**
- **Chilli powder**
- **Cinnamon**
- **Cumin** (ground, seeds)
- **Ground coriander**
- **Curry powder** (hot, medium)
- **Five-spice**



## OTHER ESSENTIALS

- **Good-quality stock cubes**
- **Porridge oats**
- **Flour** (plain and self-raising, wholemeal or white)
- **Nuts and seeds** (mixed nut packs, cashews, almonds, walnuts, pecans. Seeds; pumpkin, sunflower - great for sprinkling on salads)
- **Sugar** (white and brown)



## CONDIMENTS

- **Ketchup**
- **Mayonnaise**
- **Brown sauce**
- **Barbecue sauce**
- **Tabasco**
- **Mustard** (dijon, whole grain, French, English)



## GOOD-TO-HAVES

- **Extra virgin olive oil** - for dressing salads and drizzling over finished dishes, never cooking
- **Tomato purée** - add a flavour punch to lots of different dishes
- **Fresh garlic**
- **Fresh ginger**
- **Jars of olives** (green or black), **capers**, **gherkins**
- **Bread flour** and **dried yeast** - for baking easy breads
- **Dried fruit** (apricots, prunes, raisins)
- **Chutneys, jams and preserves**
- **Peanut butter** (crunchy, smooth)
- **Cocoa powder**
- **Baking powder**
- **Turmeric**
- **Garam masala**
- **Ground ginger**
- **Fennel seeds**



# FOOD SAFETY

It is very unlikely that you can catch COVID-19 from food. It is not known to be transmitted by exposure to food or food packaging.

Any food handler who is unwell should not be at work. If they have COVID-19 symptoms, they should follow government advice and stay at home.

Food aid projects that are planning to provide and or/deliver food or meals to the public should be registered with Environmental Health and should have completed Food Safety Level 2 training as a minimum.

Food aid projects should follow the Food Standard Agency's guidance on good hygiene practices in food preparation and implement a Hazard Analysis and Critical Control Point (HACCP) processes.



For queries and or advice contact:  
**[food.safety@leeds.gov.uk](mailto:food.safety@leeds.gov.uk)**

To register your community project with Environmental Health complete a form available online:  
[www.leeds.gov.uk/environmental-health-for-business/food/register-a-food-business](http://www.leeds.gov.uk/environmental-health-for-business/food/register-a-food-business)

For further general food safety information visit: [www.food.gov.uk/business-guidance](http://www.food.gov.uk/business-guidance)

For more information on food safety for community cooking and food banks visit: [www.food.gov.uk/safety-hygiene/food-safety-for-community-cooking-and-food-banks](http://www.food.gov.uk/safety-hygiene/food-safety-for-community-cooking-and-food-banks)

# SOURCING FOOD

**FareShare Yorkshire** helps to tackle food poverty issues by redistributing surplus food across the region. FareShare sources and redistributes quality, in-date surplus food, which would otherwise go to waste.

Food is redistributed to charity members to transform the food into nutritious meals for those in need.

For more information, including joining forms visit their website.

**FareShare Yorkshire**

[www.fareshareyorkshire.org/  
get-food/joining-fareshare](http://www.fareshareyorkshire.org/get-food/joining-fareshare)

**Rethink Food** redistributes good quality surplus food into schools and community groups throughout Leeds and Bradford.

Contact Suzanne Ward, the Community Group Liaison, to find out more **suzanne.ward@rethinkfood.co.uk**.

**Rethink Food**

[www.rethinkfood.co.uk](http://www.rethinkfood.co.uk)

## TALK TO LOCAL BUSINESSES

Get in touch with local businesses to share what you are doing and explain how they can help build community food resilience.

Speak with your local supermarkets and independent food shops (greengrocers, butchers, bakeries, refill shops and corner shops etc.) to see if they can offer support with discounted or surplus food.



## CHAMPIONS IN SUPERMARKETS

Supermarket Community Champions are staff within major supermarkets that help and support local community organisations with volunteering, providing food and when available, access to funding via their plastic bag schemes or their own general pots of funding.

Visit your local supermarket and ask for the Community Champion, or the Manager if they are not available.



## A LOCAL RECIPE HUB & MORE FROM FOODWISE LEEDS

The FoodWise Leeds website is being developed as a key resource to support a healthy, sustainable and fair food system for everyone in Leeds.

On the site is the recently launched **FoodWise Recipe Hub**. This recipe hub is for everyone – individuals, families, community groups, organisations and food businesses – to share their tasty, nutritious and affordable recipes with others. Anyone can **search** for different recipes to try at home or share within their community, or **submit** a recipe with a story and any top tips about the good food they're making. By sharing and trying recipes, community members can help Leeds to build a better food system for everyone.







# Have you thought about the impact your project may have?

Have you thought about monitoring and evaluating your project?

This will help to adapt your support to ensure your project best meets the needs of the people who use it.

Monitoring and evaluation can provide insight on how to improve your project, identify challenges, source support from other partners or signpost to other food aid provision. It can also help support fundraising and demonstrate the outcomes of your project.

The Leeds Food Aid Network (Leeds FAN) collects information to help understand the picture of food insecurity across the city. Useful information to collect to support this includes:

- The number of times people have accessed your food provision via a referral (if appropriate).
- The number of food parcels given out informally without the need for a referral.
- The number of sandwich batches/meals given out by food drop-ins, community cafes or out on the street.

Capturing **case studies** is also a useful way of demonstrating the wider support offered through food aid provision.



# DEALING WITH THE ISSUE OF RECURRING ASSISTANCE

Throughout the Covid-19 pandemic food aid provision has been upscaled to support the increasing need for food. This upscaling has benefited from the existing food aid infrastructure in the city and the willingness of providers to work together. This provision has also benefited from large quantities of food obtained through a variety of funding sources.

However, as we look to move forward from the pandemic, significantly less food is available. Projects are now encouraged to consider their own donations and to ensure that support is given to people who need it most, on a short-term basis, with the aim of helping them back to independence.




Learning from experienced food aid providers has shown that where people are continually returning for support and assistance, a good approach has been to offer more cooked meals. These can either be provided as a takeaway or by enabling people to sit down together in a socially-distanced, community café setting.

This approach enables opportunities for relationship building, time to consider individual needs and signposting to support services.

Other ideas include co-locating support services at the food aid project venue to assist with financial, welfare, health, housing, immigration, asylum, training and employment issues.

Furthermore, it may be appropriate to start evolving food aid provision to a different model of delivery, i.e. developing a food pantry model where people contribute something financially in return for food on a weekly basis and supporting members with their longer-term needs.

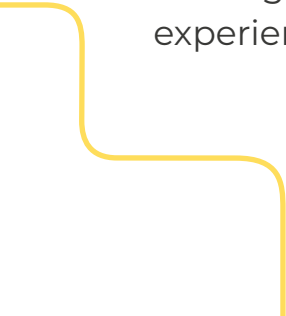


Supporting people back to independence can be a difficult and complex task. Food aid providers should keep in mind that the overarching aim of all provision should be to avoid dependency, build resilience, and support people back to a regular shopping experience.

Over the last 18 months, food aid provision has evolved substantially from offering free food parcels to a range of different interventions which are shown on the Building Food Resilience pathway on [page 7](#).

We have heard from a range of food aid providers who have shared details about their provision, offering helpful tips and learning from their experience to support others looking to evolve their food aid provision. The webinar recordings are available here: [foodwiseleeds.org/food-resilience/](https://foodwiseleeds.org/food-resilience/)

By working together and supporting people to address the root cause of food insecurity, we can enable people to return to a regular food shopping experience.



## THANKS

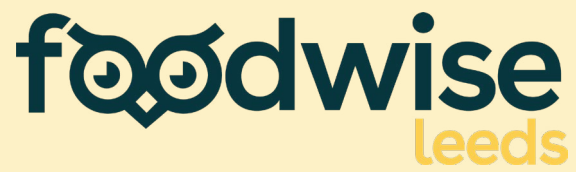
We hope you have found information featured in this toolkit helpful.

We would like to thank the following people for their input and support.

### **Steering group members:**

Sonja Woodcock, Gayle Graham, Emma Strachan, Kevin Mackay, Gareth Batty, Sally Bowman, Dave Paterson, Mary Halsey, Francesca Wood, Sophia Ditta.

Thanks also go to the range of food aid provider consultees and all those who contributed to the FoodWise webinars.



## FOODWISE LEEDS

FoodWise is the driving force for good food in Leeds.

We encourage people to grow, buy, serve and eat healthy, sustainable food, to build a locally-focused, high quality, low carbon, minimum waste, fair food system for our city.



[foodwiseleeds.org](https://foodwiseleeds.org)

Follow us on social media  
@foodwiseleeds



Leeds Food Aid Network