



**Leeds and York Partnership**  
NHS Foundation Trust

# Helping you through the cost of living crisis

Booklet for service users  
and carers based in Leeds



## Cost of Living Support





## Foreword

This booklet contains information that could help you through the cost of living crisis.

You can find out what support is available nationally on the government website at [www.gov.uk/cost-of-living](http://www.gov.uk/cost-of-living)



Throughout this booklet we use QR codes like this, making it easier to access online info using a smartphone camera

Such support includes income and disability benefits, cost of living payments for energy, bills and allowances, childcare, housing and travel.

This booklet also contains details of where in Leeds you can get help in a crisis, and how to find out if there are any local community groups that could help you too.

If you need this information in an alternative format or language, please contact our Interpretation and Translation Support Team.

Tel: **0113 85 56418**

Email: [translation2.lypft@nhs.net](mailto:translation2.lypft@nhs.net)

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## The Leeds Money Information Centre (MIC)

In Leeds, you can access free help and advice on a range of money related matters from the Leeds Money Information Centre. One-to-one tailored support is available online, on the phone and via face-to-face appointments.

They offer advice and support on things including:

- Debt
- Benefits advice and Universal Credit
- Emergency food
- Low cost loans and avoiding loan sharks
- Energy and household bills
- Employment support
- Gambling harms

Contact them on:

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



**This service is hosted by Leeds City Council**

If you are struggling to access their information, please call them on **0113 222 4444**

## Leeds Community Hubs

There are 26 community hubs across Leeds. They offer free, confidential and tailored support and information under one roof.

Their friendly staff can help you with:

- Job applications
- Money-saving tips and budgeting
- Claiming benefits you could be eligible for
- Using the free computers
- Getting online and developing your digital skills

Find out more about them at:

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



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## Keeping your home warm

If you are finding it difficult to pay your gas and electric bills, or you are in arrears, you can contact your energy supplier to arrange to pay them back at a more affordable rate.

For advice on what to do if you are struggling to pay your energy bills, contact **Leeds Citizens Advice** on **0808 2787878** or visit them at:

**Oxford House**  
**Oxford Row**  
**Leeds**  
**LS1 3BE**

Visit their website at:

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



The government website has information about:

- The national utility Cost of Living Payment - including the date of your next payment and how to report if it's missing
- How the Energy Bills Support Scheme lowers your energy bills - including how to claim if you've got a prepayment meter
- The Pensioner Cost of Living Payment for winter 2022 and the Winter Fuel Payment
- The Warm Home Discount Scheme which opened on 14 November 2022
- Applying for the Cold Weather Payment

See "Support with your bills" at:

[www.gov.uk/cost-of-living](http://www.gov.uk/cost-of-living)



## Reduce your fuel bills

There are grants and schemes available to improve your home energy efficiency.

### Home Plus (Leeds)

Home Plus (Leeds) is a service to promote independent living by improving health at home and helping to prevent falls and cold related health conditions.

The service can provide:

- Servicing and repairs to heating and hot water systems
- Help changing to the cheapest energy deal
- Free energy saving equipment and advice
- Draught proofing and small scale energy efficiency measures
- In some cases, access to grant assistance for heating and insulation

Telephone: **0113 240 6009**

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

Website: [www.care-repair-leeds.org.uk](http://www.care-repair-leeds.org.uk)

## Help paying bills using your benefits

If you receive any type of benefit you can have an amount deducted for fuel from your regular benefit payment to cover your fuel bills and arrears. This is called 'third party deductions' and sometimes Fuel Direct. Find out more about this at:

[www.gov.uk/bills-benefits](http://www.gov.uk/bills-benefits)



## Warm Spaces

Leeds has a network of Warm Spaces. These include libraries, community centres, community hubs and other places offering a warm welcome and free to use for anyone struggling to heat their home.

Some places offer hot drinks, activities, and other services such as free Wi-Fi. Warm Spaces will be heated, safe and friendly places where you can comfortably spend time reading, studying or chatting with others.

### Find your nearest Warm Space

There is an online map of where all the warm spaces are in Leeds at this link:

[www.leeds.gov.uk/campaign/warm-spaces](http://www.leeds.gov.uk/campaign/warm-spaces)



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## Help paying your water bill

If you're struggling to pay your water bill there's short term and longer-term schemes you can apply for.

Find out more about them on this website:

[www.yorkshirewater.com/bill-account/help-paying-your-bill](http://www.yorkshirewater.com/bill-account/help-paying-your-bill)



Or give **Yorkshire Water** a call on **0345 1 299 299**. They are open 8am – 6pm Monday to Friday and 9am - 3pm Saturday.



## Jobs

If you're struggling to find the right job, or need to develop your skills, advice and support is available from Employment and Skills Leeds.

Their Employment Advisors can offer:

- Individual support tailored to your needs
- Careers advice and guidance
- Opportunities to learn new skills, and more

**Employment and Skills Leeds** is based at:

Merrion House  
Woodhouse Lane  
Leeds  
LS2 8BB.



Or contact them via:

[www.employmentskillsleeds.co.uk/contact](http://www.employmentskillsleeds.co.uk/contact)



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If you are struggling to access their information, please call them on **0113 222 4444**

## Jobshops

If you want a new job or you are at risk of redundancy, the Leeds Jobshops can support you to:

- Search for available jobs
- Update or create a CV
- Complete application forms
- Prepare for interviews

Find a **Jobshop** at:

[www.leeds.gov.uk/jobs-skills-and-training/jobshops](http://www.leeds.gov.uk/jobs-skills-and-training/jobshops)



Or email [jobshops@leeds.gov.uk](mailto:jobshops@leeds.gov.uk) with your name and phone number and they will call you back.



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## Housing

### Need somewhere to stay urgently?

Leeds Housing Options could help. You can visit them at **Merrion House, 110 Merrion Centre, LS2 8BB**. They encourage people to drop in earlier in the day so their team has time to help you find somewhere.

You can also call them on **0113 222 4412**. Or their emergency out of hours number is **0113 378 8366**.

### Help with other housing needs

Leeds City Council also offers support in other housing situations, including for people with mental health needs, if you're leaving hospital, leaving prison, or fleeing domestic violence.

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



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## Staying Healthy

Worrying about money, warmth, food and jobs will take its toll on your health.

The Together We Can campaign has loads of advice about what you can do, and if you need help, where to go to get the right help.

Getting your Covid and Flu vaccines are two of the best things you can do to avoid illness!

### Did you know:

- Pharmacists (or chemists) can give treatment advice for a range of minor illnesses and can tell you if you need to see a doctor
- Your GP can speak to you online or over the phone which could save you waiting for an appointment
- NHS 111 can advise you about what to do. Go to [111.nhs.uk](http://111.nhs.uk) or call **111** if you have an urgent medical problem and you're not sure what to do

Visit [www.togetherwe-can.com](http://www.togetherwe-can.com)



## Food

Different types of food support are available for anyone in Leeds experiencing difficulties in accessing food.

### Emergency food provision

If you cannot afford to pay for essentials such as food, gas and electric, call the **Leeds Welfare Support Team on 0113 376 0330** (weekdays 9am to 5pm, except Wednesdays from 10am).

### Leeds Food Aid Network

The Leeds Food Aid Network brings together food provision services in the city including drop-ins, soup kitchens, outreaches, foodbanks, pay as you feel cafes and other food enterprises such as food pantries.

Visit [www.leedsfoodaidnetwork.co.uk/find-emergency-food/](http://www.leedsfoodaidnetwork.co.uk/find-emergency-food/)



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## Do you care for somebody?

A carer is anyone who provides unpaid care for a friend or family member. This might be due to illness, disability, a mental health problem or an addiction.

Carers Leeds operates a single point of access for all carers in Leeds and offers information, advice and support.

Contact their advice line on **0113 380 4300** (Mon – Fri 9am – 5pm)

Or email: [advice@carersleeds.org.uk](mailto:advice@carersleeds.org.uk)

They can help with things like:

- Finance and benefits
- Access to services, respite and holidays
- Assessments and personal budgets for the carer or cared for person
- Opportunities for social contact
- Looking after your wellbeing as a carer
- Equipment and support for the cared for person

## Financial help if you have children

The national government website has a huge range of information about what financial help is available for parents and carers with children.

This includes:

- Having a baby or adopting
- Child benefit and tax credits
- Support for childcare
- Financial help if you have a disabled child
- Financial help if you're a student with children

Visit [www.gov.uk/browse/childcare-parenting/financial-help-children](http://www.gov.uk/browse/childcare-parenting/financial-help-children)



## Healthy Holidays

Healthy Holidays is for primary and secondary aged children who are eligible for free school meals. These are run by schools, community hubs and voluntary groups all with a healthy nutritious meal included, throughout the school holidays, for free.

Find out more at:

[www.leeds.gov.uk/children-and-families/healthy-holidays](http://www.leeds.gov.uk/children-and-families/healthy-holidays)



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If you are struggling to access their information, please call them on **0113 222 4444**

## Money Saving Expert – cut bills and save money!

[MoneySavingExpert.com](https://www.moneysavingexpert.com) is the UK's biggest consumer website. The site is dedicated to cutting your bills, fighting your corner, finding deals, saving cash and campaigning for financial justice.

Founded by celebrity money saver Martin Lewis in 2003, it has grown into the UK's most popular money website.

They have created a special Cost of Living site with a huge range of ideas and life hacks that will save you money at:

[www.moneysavingexpert.com/budgeting-debt-help](https://www.moneysavingexpert.com/budgeting-debt-help)



# Supporting your mental health in Leeds

Mental health services are free on the NHS but in most cases you will need a referral to access them, so we recommend starting with your GP.

Remember, if you need help urgently but it's not an emergency, you can call **NHS 111** or visit [www.111.nhs.uk](http://www.111.nhs.uk).

If someone's life is in danger call **999** immediately.

This section has information for adults and younger people in Leeds who may be in crisis.

If you're not in crisis but just want to find out more about mental health support in Leeds, visit **MindWell Leeds** at:

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



## In mental health crisis? Where to get help in Leeds

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)** on Freephone **0800 183 1485**. It's open 24 hours a day, 7 days a week.

You can speak to health care professionals who can refer you to specialist mental health services in Leeds.

There is a handy sheet you can download or print out with the services in Leeds for people in crisis.

[www.mindwell-leeds.org.uk/wp-content/uploads/2021/03/Finding-support-in-a-mental-health-crisis-August-2021-V2.pdf](http://www.mindwell-leeds.org.uk/wp-content/uploads/2021/03/Finding-support-in-a-mental-health-crisis-August-2021-V2.pdf)



## Good places to know about

**Dial House** - is an out-of-hours Leeds service for people in times of crisis where visitors can relax and have an hour of one-to-one support from the team of crisis support workers. They open at 6pm. Call **0113 260 9328** or text **07922 249 452** on the night you want to come. They don't book appointments for future days.

**Leeds OASIS** - is a residential short-stay service for people in crisis. Some people are better suited in a homely environment rather than in hospital. The service is set up to feel like an ordinary house and you can stay for up to seven nights. The service is staffed 24/7 by Crisis Specialist Workers. Call them on **0113 260 9328**.

### **The Well-Bean Hope in a Crisis Café**

- is open to people in Leeds who are experiencing a crisis. The cafe can offer one-to-one emotional support for up to one hour, support in a safe social space as well as practical help. Visitors should ring or text first on **07760 173 476** each time they would like to go to the café.

## Support for young people in crisis in Leeds

**The NHS in Leeds** has a Freephone Crisis Call Line to support children and young people whatever the circumstances by listening, supporting, advising and signposting.

Call **0800 953 0505**, Mon – Sun 8am – 8pm.

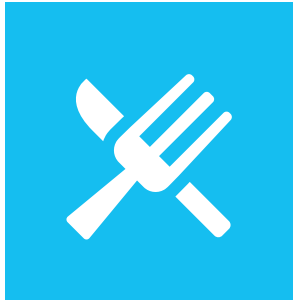
For mental health info for younger people in Leeds, visit **Mindmate Leeds** at:

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



Overnight support is available from the **NightOwls service**. Call them on **0800 148 8244**, text on **07984 392700** or chat online at: [www.lslcs.org.uk/services/night-owls-helpline](http://www.lslcs.org.uk/services/night-owls-helpline)





# Getting help from local community groups

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There are hundreds of local community groups across Leeds that you can connect with. We can't list them all here but there's a few ways of finding out what's close to you.

### The Forum Central network

Forum Central is a network of health and social care voluntary and community organisations in Leeds.

They have published an online map of all their organisations at:

[www.forumcentral.org.uk/members/](http://www.forumcentral.org.uk/members/)



#### Not online?

You can call them on **0113 242 1321** or email [hello@forumcentral.org.uk](mailto:hello@forumcentral.org.uk)

### Voluntary Action Leeds

Voluntary Action Leeds (VAL) is a charity that supports communities by helping people and organisations that do good in Leeds.

They have published loads of useful information including:

- **The VAL directory** - a list of all their voluntary, community and social enterprise organisations operating in Leeds
- **The Leeds Directory** - a free, online, directory you can use to find information about a wide range of services in Leeds including checked and vetted local tradespeople, care professionals who can help with independent living, groups, activities and events in your area

Visit [www.doinggoodleeds.org.uk/find-an-organisation](http://www.doinggoodleeds.org.uk/find-an-organisation)

#### Not online?

Call **VAL** on **0113 297 7920** or email [info@val.org.uk](mailto:info@val.org.uk)





# Leeds and York Partnership

NHS Foundation Trust



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