

Last updated: 17th June



Forum Central is collating information from our member organisations during the Covid-19 outbreak and keeping this central log of service updates and useful information as we receive it. We are working in close partnership with colleagues at Leeds City Council, Voluntary Action Leeds and Healthwatch Leeds as well as wider partner organisations as part of the city-wide efforts during this time. Links to a variety of other sources of information are on our website.

We hope this helps you stay connected and informed of the wider provision within the sector during this unprecedented time. Please note that each organisation listed below will have further, more detailed information about their specific service plans during this time and this document serves to be an overview only.

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Other Useful information:

- [Practical support](#)
- [Financial support for organisations](#)
- [Government advice and information](#)

For information we have collated on Easy Read, BSL films, alternate language resources and other accessible formats please see our separate document [here](#).

Carers

Member update - Carers Leeds

Carers Leeds remain contactable by phone (0113 380 4300) and email (advice@carersleeds.org.uk) and they have guidance for carers on their [website](#).

Carer Support Workers are continuing to take referrals and are keeping in contact with carers on their caseload by phone/email. Regular information and advice is being shared via Twitter and Facebook. All support groups, events, drop-ins, meetings and other face-to-face activities are cancelled until further notice. Anyone who is a carer or organisations who are in contact with carers who need support in Leeds they can contact Carers Leeds for direct support.

During the week commencing 11th May, Carers Leeds will be hosting a series of online workshops for carers focused on health and wellbeing. All workshops will be held for a small group, lasting around 40 minutes and held via Zoom. Support can be offered based around individual needs for example If you don't have the technology to take part or would prefer one to one support - contact [Jo Foster](#) for more information.

Information for carers

West Yorkshire and Harrogate Partnership Unpaid Carers Programme have developed a [Coronavirus 'Plan B'](#) document to help carers think about the different ways and people that can help them in an emergency if they look after someone who couldn't manage without their support. [My Coronavirus/Covid-19 'Plan B'](#)

Carers UK are regularly updating their advice and guidance for carers online [here](#). They host an online forum and there is [a section specifically on coronavirus](#) where carers are sharing ideas and concerns – people need to join the forum to post a comment but it is easy to do so.

Digital Resource for Carers is available free to all carers in Leeds. The resource includes online guides, online 'building resilience' training and the Jointly App – carers need to create an account to access the resources which you can do visiting [this website](#) and using the free access code DGTL8267.

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Domestic abuse

Support for people experiencing domestic abuse

- Anyone experiencing domestic abuse can access support from [Leeds Domestic Violence Service \(LDVS\)](#)
- People who need to leave home to stay safe will still be supported to do so by LDVS or Leeds Housing Options. LDVS continues to support existing clients and their families in the community.
- There'll be a safe place for you to stay with social distancing measures in place to protect you.
- Support is available via the LDVS helpline: 0113 246 0401. If calling is unsafe, a web-chat service is now being offered from Monday-Friday between 1pm-3pm via [Leeds Womens Aid](#). If you're in immediate danger, call 999 (press 55 after the emergency number if you're in danger and unable to speak).
- For more information and resources, visit [this page](#).
- Government guidance is available on [Domestic Abuse](#) and [Domestic Abuse Safe Accommodation Provision](#).

Safer Leeds' Safeguarding and Domestic Violence Team has collated the following information for partners working in the domestic abuse field. They will be sending updates out every 1 – 2 weeks, so if you have anything you want DV&A Practitioners know about, please send it to SaferLeedsSafeguardingandDVTeam@leeds.gov.uk.

Victims

- [Police & Crime Commissioner Grants](#)
- [Behind Closed Doors](#)
- [Domestic abuse advice for housing providers](#)
- [Safe Lives – Domestic Abuse and COVID 19](#)
- [Leeds Domestic Violence Service COVID 19 Update](#)

If you're worried that someone you know is suffering domestic abuse, but you'd rather not speak to the police, there are lots of other agencies who can help:

- www.westyorkshire.police.uk/reportdomesticabuse
- Leeds Homes: [Bidding and Letting Update from Leeds Homes](#)
- [Karma Nirvana – All in this together – additional support during COVID 19](#)
- [Support After Rape – SARSVL Service Update](#)

Work with people who are abusive

- [Men Under Pressure - White Ribbon Corona Crisis Survival Kit](#)
- [Turning Lives Around - Updated Working Arrangements](#)
- [West Yorkshire Police campaign for those who have been abusive](#)
- [Caring Dads – Self Help Quick Clips](#)

Work With Children

- [Victims Commissioner - Sowing the Seeds – Children's Experience of Domestic Abuse and Criminality](#)

Member updates

SARVSL

The Helpline is open Tuesday from 12-2pm and Wednesday from 12-2pm and 6-8pm – 0808 802 3344. The text and email helpline can be contacted at any time and responses will be sent in the above hours: 078 600 22 880 support@sarsvl.org.uk.

Leeds Womens Aid and Leeds Domestic Violence Service

Leeds Women's Aid and [@LDVS7](#) are working hard to continue operating most of its services. Drop-ins are temporarily suspended but its refugees, 24/7 helpline & IDVA service remain open. If you need their support, please call 0113 246 0401 or email administration@leedswomensaid.org.uk. The shop is currently closed but donations are still being collected and distributed to refuge residents and high-risk clients.

Leeds Women's Aid (LWA) and Women's Lives Leeds (WLL) have launched an online chat service for those women who are currently trapped with their abuser. The online chat is available via the [LWA website](#) and is available Monday to Friday 1.00pm – 3.00pm.

The Community Engagement team is also available to provide one to one support via the telephone and making appointments, their contact details are as follows:

- Gurbinder: 07925 575012 gurbinder@ashaleeds.org.uk
- Sharon 07535877089 Sharon.panepinto@getawaygirls.co.uk
- Minnow 07851 784713 minnowb@leedswomensaid.org.uk

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Drug or alcohol addictions

Forward Leeds

Forward Leeds is still open and operating, with appointments taking place over the phone or via Zoom. Phone lines are open and it is still possible for people to get prescriptions, while other measures are in place for people who are isolating. Information and links to resources about keeping safe are available [here](#).

The [5 WAYS](#) team at Forward Leeds has created an [online timetable](#) of activities, including check-ins using Zoom. They also have a [toolbox](#) of resources, videos and downloads.

From 15th June, the three hubs in Armley, Seacroft and Kirkgate in the city centre will begin to be open for face-to-face appointments again. The service stresses that people should not call into Forward Leeds outside of an allotted appointment. The service will not be able to accommodate this due to restrictions on numbers in the buildings. People should call the service on 0113 887 2477 or email info@forwardleeds.co.uk if they need any support outside of appointment times.

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Faith groups

Catholic Care

Catholic Care launched a [Community Response Service](#) to support those in their Catholic communities who are sick, self-isolating, have been adversely financially impacted or are finding it difficult to cope. The service is available Monday – Friday 8am-6pm. The service includes:

- A team of Catholic Care workers and volunteers available to support parishioners, families and people in need in a number of ways:
- A telephone support service to provide a listening ear and a friendly voice for those experiencing isolation in their community.
- A pick up and drop off groceries and pharmacy service.
- A dog walking service
- A hamper delivery or food voucher service for those experiencing financial hardship.

Contact 07739975001/07739975008/07739975009 or email janet.kent@catholic-care.org.uk or jessica.price@catholic-care.org.uk if you would like to access this service or you would like to refer a person in your Parish or school community.

Leeds Jewish Welfare Board

A Covid-19 helpline is operating along with online wellbeing classes, online activities for children and online or telephone befriending. The latest news is available [here](#).

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General health & care

Advonet

- Advonet is providing one-to-one advocacy support over the phone, via email, via instant messaging/chat and via video call.
- The Leeds Autism AIM team is offering one-to-one advocacy, peer support, and post-diagnostic support for newly-diagnosed autistic adults. They also have a COVID-19 toolkit on their website.
- The Leep1 team is running regular activities on a closed Facebook group for their members on their [Facebook page](#).
- You can also make a referral online for Care Act Advocacy, Community Advocacy, Health Complaints Advocacy, Independent Mental Capacity Advocacy (IMCA) and Independent Mental Health Advocacy (IMHA) here [Make a Referral page](#).
- If you have any questions, email office@advonet.org.uk or call 0113 244 0606 and leave a message.

The latest news and information can be found [here](#).

Artlink

The Artlink building is currently closed and all projects postponed until further notice. The staff team is working from home and are contactable by email. Further updates can be found on the [website](#).

BHA Leeds Skyline

They are still taking new referrals – if you know of anyone who needs support themselves or is concerned about someone else, get in touch on the numbers below. They are happy to speak to anyone who may need advice.

All staff are now working remotely, contact details for Support Workers are below. Telephone support and video calling are available for all 1-2-1's. They are looking into running groups online too, updates to follow.

- Andi Walker – 9-5pm, Monday to Wednesday – 07787 297 540
- Lilly Bedford – 9-5pm, Monday, Wednesday, Friday – 07493 329 464
- Hilda Achola – 8-12.30, Monday to Friday - 07554 084 545
- General support phone – 07770 549 554 – This number is manned 9-5pm, Monday to Friday.
- Office number – calls being diverted to emails – (0113) 244 9767. The answerphone for this number is checked daily.

Support Service:

- CBT therapy with Angela Lavery. Referrals being done via Support Workers and will be carried out by phone or video call.
- Debt advice with Mike Shaw – contactable via the Support Team.
- Peer Mentors – the Peer Mentor service is for anyone who would like to speak to another person living with HIV. Referrals in via Becky Pang, Service User Engagement Lead, who can be contacted Monday to Friday on the support phone number. Mentors would provide telephone or video phone sessions.

Prevention Service:

- Condom postal service is now available. This is for African communities only and you can get in touch with via leedsskyline@thebha.org.uk to place an order.
- HIV prevention advice and 1-2-1's via the phone or email: our Prevention Team contacts are listed below:
 - Nyambe Mukelabai, Sexual Health Advisor, Asset Based Community Development Lead – 07388 689 768, nyambe@thebha.org.uk
 - Evermore Mapungwana, Sexual Health Advisor, HIV Testing Lead – evermore@thebha.org.uk
 - Hetty Hughes, Community Engagement & Development Worker – harriet@thebha.org.uk

All updates or changes promoted via social media platforms: Twitter - @BHALeedsSkyline, Facebook - Facebook.com/BHALeedsSkyline and Instagram - @BHAl LeedsSkyline.

Care and Repair

Visits to people's homes for their Home Plus service are currently suspended, but all services remain operational and home assessments will now be carried out over the phone. The office is closed to the public but all other methods to contact Care and Repair remain operational:

- Phone: 0113 240 6009
- Email: enquiries@care-repair-leeds.org.uk
- Post: Care & Repair Leeds, 323 Roundhay Road, Leeds LS8 4HT

CASA (Care and Share Associates)/Be Caring

The care and support provided has changed, for example, reduced call times, additional 'pop-ins', shopping calls, and working local volunteer groups to provide additional support. Everyone they support has been contacted to agree to any changes including planned reductions as the outbreak impacts their workforce and those who are self-isolating. More information can be found on their [website](#).

Chapel FM Arts Centre

Thanks to a successful petition, Chapel FM's community radio station, East Leeds FM, is now broadcasting live on 94.6 FM, enabling those who do not have access to the internet (especially older people) to listen to the programme, receiving key information and countering social isolation. A new show, "Keeping a Distance, Staying Close", is broadcasted every day from 10am-1pm.

Cloth Cat

The Cloth Cat team is delivering Term 2 GYAT courses LIVE via YouTube each week. The course is running each night (Monday-Friday) from 20th April for 10 weeks. All you need to do is:

- log into YouTube on a phone, tablet or computer
- search 'Cloth Cat GYAT Music Sessions'
- subscribe to the channel

For more information email enquiries@clothcatleeds.org.uk.

They have also taken their Mos Easley Cantina Open Mic Night that runs every Thursday online. It will be [live on Zoom](#) and the password will be posted on the Cloth Cat Facebook page every Thursday - keep an eye on the page to register.

Cloth Cat continue to run ukulele sessions with their tutor Jess Bowie. The course will run online for 10 weeks with 90 minute sessions and runs from the 2nd Apr - 4th Jun 2020 @ 19:30 to 21:00. This course is 1/3 the price of the usual face to face course at £2.50 per session. However if you are in a position where you have lost your income please [email Jess](#) and she can work something out for you. You can find more course information [here](#):

Connect Housing

The customer service team is operational by phone or email. Repairs are being conducted on an emergency basis only, and lettings have been severely disrupted. Community work has been moved online and to social media. Further information can be found on the [website](#).

Cruse Bereavement Care

The office is currently closed and the team working from home. Information on service changes can be found on the [website](#). Resources to support people around bereavement and grief are available [here](#) and around bereavement and isolation [here](#).

Emmaus

All stores are now closed, but other community/housing work continues. More information can be found on the [website](#).

Foundation

Many of Foundation's offices and non-residential services are now closed. This means that at some services face-to-face appointments and groups will be postponed until further notice. Some services will be offering support over the phone or online where possible, and they are working hard to expand this over the coming weeks. For up-to-date information on changes to all services, visit the [website](#).

Healthwatch Leeds

Healthwatch Leeds is providing the latest information and advice on its website [here](#). The organisation would like to know how lockdown is affecting people with a Learning Disability in Leeds. They are sharing real time experience with health and care decision makers on a weekly

basis to inform their response to the Coronavirus outbreak. Please call on 0113 8980035, email info@healthwatchleeds.co.uk or follow [this link](#).

Home-Start Leeds

Home-visiting support has been postponed at this time. Instead staff and some volunteers are offering telephone, email support to families. Volunteers will continue to receive support from co-ordinators over the telephone, by email or text. In the case of new referrals, they will try to make initial contact and offer support by telephone until they are able to start home visiting again.

[Activities for families](#) are available online, as well as [a range of support and advice](#).

Leeds Bereavement Forum

Leeds Bereavement Forum has a [dedicated page](#) on its website where it is collating a list of local and national Covid-19 bereavement links and resources. They have also now created a Covid-19 bereavement [news page](#) due to the high volume of information that is now circulating.

Leeds Federated Housing Association

Detailed information is available to download on the website [here](#), plus FAQs and NHS information.

Leeds Involving People (LIP)

- Phone lines (0113 237 4508) are open 10.00am-3.00pm, Monday to Friday and 11.00am to 3.00pm, Saturday and Sunday.
- All members are being contacted to find out if they have support in place; if they are self-isolating; if they need regular contact from the LIP team; and what the main concerns/issues are for them. LIP will record contacts and issues and address or pass on any concerns as appropriate.
- All vulnerable members will be contacted by phone for welfare checks.
- Where needed essential welfare packs of food etc. will be put together and distributed safely.
- Every Friday Afternoon @ 2.00pm LIP is hosting a Zoom Fun Friday Social with friendly chat, quizzes, creativity– all members welcome.
- Support for our membership to access and use free equipment such as Amazon Alexa, refurbished tablets/laptops contact Sam.Altan@leedsinvolvement.org.uk.
- All face to face meetings /gatherings are currently replaced by Zoom/Sykpe /phone meetings.

They continue to work with Patient Voices Group, led by Healthwatch, to ensure people's voices are a top priority and are at the core of service provision, a common objective of all partners.

They continue to share member stories with CCG and others to ensure members' stories enhance communities to understand that services such as A&E continue to operate. Access Use-Ability Group conversations continue with members and Leeds City Council around proposed developments in Leeds.

Together We Can, Visible, Better Lives Board, Long-term Conditions Coproduction Group, Board meetings are all taking place via Zoom/Phone or Skype.

LIP is working with partners to develop and continue with consultation and feedback via phone/online surveys. Where practical they will support members to establish phone/online peer support networks, and maintain messages on LIP/TWC Facebook and Twitter pages to distribute health and wellbeing information.

Leeds North and West Food Bank

Food centres are closed but the food bank is doing deliveries for all clients. To arrange a delivery people require a referral - this can be done through their support worker or agency if they have one, or by [calling or emailing](#) the foodbank who can talk through an individual's situation and put them in touch with a relevant local agency.

Making Space

No residential visits are being carried out and face-to-face support has been scaled back, but people are still being supported in various ways, including:

- Welfare telephone calls/checks
- Emotional support over the phone
- Support with errands
- Help coordinating medical support

Support available will vary from service to service depending on different circumstances, so people should speak with their service manager/team leader directly. More information is available on the [website](#).

Oblong

The Woodhouse Community Centre is closed to the public and various events have been cancelled /postponed. Further information can be found on the [website](#).

Phoenix Health & Wellbeing

They are appealing for people to buy vouchers for when massage, acupuncture etc can be provided. Remote counselling is being provided. Visit the [website](#) for the latest updates.

Project 52 CIC

All face to face work is suspended at the moment.

Skipko

Current projects are on hold but they are keeping in touch with participants where possible - some art packs with activity sheets for the 'In the Waiting Room' project exploring stories of the NHS have been sent out, and artists have been doing online Zoom mentoring for participants of the [camera-arderie photography group](#), who are recording their everyday during this period. They're also progressing well with their heritage publication celebrating women's stories for the 'Women Reflecting on Women' project.

Space2 Leeds

Space2 has suspended all its groups, activities and events. Updates are being shared via social media and the [website](#).

Stop Hate UK

Search Stop Hate UK on social media or direct people to [its website](#) for help or advice. The 24hr Stop Hate Line services are functioning normally. Call the 24 hour hotline on 0800 138 1625.

St Vincent's Support Centre

The centre is closed to the public until further notice, although they are still offering food and deliveries. They are providing around 150 hot meals a day from their centre and delivering food parcels. For more information on this please call 0113 248 4126 or visit the [website](#).

St Gemma's Hospice

St Gemma's care is continuing as fully as possible in these unprecedented circumstances. Details information can be accessed on the [website](#). The current status of its services is as follows:

- The In-Patient Unit remains open but visitor access to the Hospice site is now being restricted to only In-Patients' immediate family, limited to two named visitors per patient.
- The community team continues to operate and see patients in the community, as and when appropriate.
- Day Services, including drop-in sessions, out-patient appointments and clinics are suspended until further notice. This also includes therapy services, bereavement support and counselling. However, the team will be in touch with all current service users to discuss individual situations and alternative support or advice during this time. For

specific queries about Day Services please contact 0113 218 5294 during usual office hours.

- Activity within its Academic Unit is also suspended until further notice*. If you have a booking, or are due to attend an event, conference or training, you will be contacted shortly. *Training for medical students and nurses on placement continues as normal. For any queries about our Academic Unit activity, please contact 0113 218 5500 during usual office hours.
- The Hospice Bistro is currently closed to the public, including patients' visitors. Visitors will be able to order food from the wards.

St Gemma's is operating a Covid-19 support line, in collaboration with Wheatfields, for anyone in Leeds who has a family member or friend that is critically ill or who has died from the virus. This is open to anyone across the city, regardless of where their loved one was cared for. The line is open Monday-Friday 9:00am to 4:00pm, excluding bank holidays. Call St Gemma's on 0113 2185544 or Wheatfields on 0113 2033369.

Swarthmore Education Centre

The Centre is currently closed and is unable to open for the planned term 3 delivery. If the lock down comes to an end before the end of the summer term, they hope to run some short courses where they are able. Due to the uncertainty, they understand if you wish to withdraw from your planned course and pursue a refund. If you are able, maybe you would consider turning your fee into a donation to help with the current situation. If you wish to have a refund or make a donation please click [here](#).

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Gypsies and travellers

Leeds GATE

The staff team is working from home. The office number takes you straight through to a member of the team. Call 0113 240 2444 or email contact@leedsgate.co.uk. Provide your mobile number and join a WhatsApp group to receive regular updates. Further information is available on the [website](#).

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Learning disabilities and/or autism

Affinity Trust

Read their Coronavirus statement [here](#).

Aspire Community Benefit Society

Aspire staff have been designated as 'key' workers by the government and the team is proud of the commitment and dedication they are showing every day towards the people they support.

Given the volume of information that is around at the moment – and that this is likely to continue for the foreseeable future – they have pulled together, in one place, some of the information they are receiving relating to Coronavirus. On the [website](#) you'll find specific information for family carers, staff and partner organisations together with information to support you to keep well and connected. The website is updated regularly with any new information.

Cafe Leep and Leep 1

Leep1 and Cafe Leep have had to close for a while but services have moved [online](#) to try to keep people connected. Life in lockdown doesn't have to make you feel lonely, worried or anxious.

The Leep1 Group on Facebook is a new fun place with lots of activities, chat, mutual support and live events happening, there's even a weekly Live DJ Night! There's also daily training, exercises, cooking and art classes run by members, staff and guests.

Caring For Life

The care provided has been adapted dramatically and speedily at Caring For Life, during these unprecedented times. With daytime projects having to close, visits to people in their own homes being impossible, and virtually all those supported being in social isolation due to their vulnerability or underlying illnesses, the whole way the organisation cares has changed. Read about how the service has changed [here](#).

Chapelton CAB

No face to face services but people are calling in on the phone. Doing general advice work and welfare calls to clients. Some are referred on to Leeds Welfare Support team.

Connect in the North

Through the Maze have made changes to the [website](#), with a new section around Covid-19 split into two sections, one for activities provided by organisations and the other section for easy read information on guidance. A weekly timetable of activities is available at the top of the page. Training has stopped but online activities for staff and board with learning disabilities continue. Contactable by phone. Visit the [website](#) for the latest updates.

Groundwork

Groundwork is following government guidance closely and encouraging all those they work with to do the same. They remain committed to supporting communities wherever and however they can. Where possible they are adapting their services so that they can be offered online or by phone. Where they can safely continue offering support in person they will do, following all recommended procedures in terms of hygiene and distancing. Read more [here](#).

Green Doctors are offering free telephone advice, subject to eligibility and practical energy advice to help you save money & keep you warm & well at home. For more information contact 0808 168 3547 OR 0113 238 0601, email greendoctorleeds@groundwork.org.uk or visit the website.

Hamara Centre

The Hamara Centre is currently closed to protect the community and their staff, but they are still able to provide support to those who need it. Follow their [Twitter](#) and [Facebook](#) pages and check the [website](#) for updates on the situation and what the organisation is doing to aid the community at this time.

Haqooq

Haqooq is providing a weekly fun filled timetable through their Facebook page, jam packed with: Rajesthani arts and crafts, learning new Rajesthani dance moves, the opportunity to join Bollywood dance classes on Zoom for free and weekly eco challenges. Every Sunday at 6pm the timetable for the new week will be posted.

Health For All

Updates are being shared [via Twitter](#) The Bridge Project day service in Holbeck is closed and they are keeping in touch by phone. Online groups are being held including the Bee Together Social Group online Thursday 1.30 - 2.00pm. For details contact: anna-marie.garbutt@healthforall.org.uk. More information can be found on the [website](#). Meanwood fest has been cancelled.

HfT

Service updates and lots of information for families, carers and staff are available [online](#). HfT are exploring new ways of working, such as supporting people who would normally attend day services in their own homes, or working flexibly with other organisations to pool resources.

Please be assured that Hft staff will be working to continue to deliver the same excellent levels of care that they would under normal circumstances.

Hyde Park Source

They are coordinating a Community Support programme in the Hyde Park and Headingley ward. Find out more on the [website](#).

Leeds Autism AIM

They have not been able to run their hubs or post diagnostic services, but have been able to do one to one, advocacy and peer support, providing information and signposting by email, phone, text chat and WhatsApp. They have developed the Covid-19 Autism Toolkit, including Covid-19 Autism alert card. Aim currently has [a survey](#) around how Autistic People are experiencing the lockdown and how the police can make the guidelines clearer.

Visit the [website](#) for a full service update. They have developed a [Covid 19 Toolkit](#) and [a list of resources](#) for autistic people. Finally, they have produced a [staying at home](#) planner for organising a weekly routine.

Leeds Autism AIM and Advonet are involved in the new regional [Keeping Neurodivergent People Connected](#) project, coordinated by the West Yorkshire and Harrogate Health Care Partnership and Inclusion North. It is one of the services funded to run short-term information support for people in Leeds with neurodivergent conditions including autism, dyslexia, dyspraxia and ADHD, as well as people with learning disabilities.

The service will provide information by phone, email and text on staying safe during the COVID-19 crisis:

- They can connect with you by phone, text, email or video
- They can give you information on how to stay safe and well during the Coronavirus outbreak
- They can tell you about local support in your area
- They can call you regularly if you need support

Information will include local support available, regular phone calls to check that you are safe during the pandemic and help to understand your current situation. To contact the service, please send an email to keepingconnected@advonet.org.uk or call Advonet on 0113 244 0606 and ask to be put through to the Keeping Connected service.

Specialist Autism Services is also one of a group of providers delivering the project.

Leeds Autism Services (LAS)

In accordance with the latest government advice, LAS has postponed all future events until further notice. This is to help minimise the spread of the virus, thereby keeping those most vulnerable safe. They have been able to continue some face to face support but only where it is essential. Most of the work has been keeping in touch, welfare calls and activities.

They are not making any changes to the way they are currently working, and will continue to keep in touch with service users and their families to provide any help or advice that they need. Visit the [website](#) for further information.

Leeds Weekend Care Association

The Weekenders club has been cancelled until further notice. Fees paid in advance [will be reimbursed](#). They have set up an [online directory](#) of activities.

Leeds Mencap

Following the guidance issued by the government on 16th March, Leeds Mencap has [closed all their services](#) for children and young people until further notice. Their Family Support Service will continue running and so staff will continue to be available by phone and email.

Please also read Mencap's [press release](#) on NICE Covid 19 guidance about people with learning disabilities not getting equal access to critical care.

Luv2meetU

Luv2meetU are now offering alternatives to face to face events to help stop people feeling isolated, and ensure members are active, able to learn new skills and feel part of a community. For a list of activities please visit the [website](#).

Meanwood Urban Valley Farm

The farm is closed until further notice. A [fundraising appeal](#) to support the Farm in the face of possible permanent closure has been set up.

Mind the Gap

Mind the Gap has closed its Studios building for all public activities including the Academy. Visit the [website](#) for the latest updates.

National Autistic Society

The National Autistic Society has published tips for coping at this time on its [website](#).

Outside the Box (OTB)

All services are currently closed, they have launched Outside the Box Connections and are keeping in touch via virtual connections, weekly and fortnightly telephone calls. They are sending smaller activity packs, letters and setting up one to one and group virtual calls on Zoom. They are developing virtual workshops, demonstrations, tutorials, and offering some, one to one home-based support. Find out more on the [website](#).

Paperworks

Paperworks are now closed. Updates can be accessed via [Facebook](#).

People in Action

All office staff are working from home. The phone number remains the same, and functional (0113 244 3729) and the out-of-hours phone number too (074 71735004).

Groups and services are still running but online, they are posting out to members but running daily public zoom meetings at 11am (scheduled activities), 2pm (stay active in partnership with Yorkshire Sport) and 4pm (Member Chat). Use [this link](#) to join and if you have never used Zoom before they have made some YouTube tutorials which can be found [here](#).

They have started a Facebook group for their members to stay connected which can be found [here](#). Members of this group have a daily, member-led Zoom chat at 2pm every week day (click [cutt.ly/piaMemberChat](#) to join). Details can be found on [Facebook](#) and [Twitter](#). Contact the team on 0113 244 3729 if you'd like to join and they will share the password.

People Matters

All groups and courses have stopped. They are sending out information to members and their families and planning how their learning programme can start again in June.

People Matters are posting daily activities on their new facebook group. You can find the weekly workshop timetable online [here](#). To join a workshop email info@peoplesmattersleeds.co.uk with your name and contact number or send a private message to the Facebook group. If you are a new member, you will need to complete an enrolment form. This can be done over the phone or can be sent via email. Before you join, you will need to have a personal Facebook profile. You can then visit the main [People Matters Facebook](#) page.

Purple Patch Arts

Purple Patch Arts know how important it is for people to stay active, engaged and stimulated while its Lifelong Learning Programmes are closed. They're posting [daily activities](#) on their

website in line with a weekly theme. They have uploaded videos of their [Warm Up](#) and [Cool Down](#) for you to boogie along to. If you want to keep up-to-date with news, they post regularly on [Facebook](#), [Instagram](#) and [Twitter](#).

Pyramid of Arts

All Pyramid sessions have been cancelled and they will continue to follow public health advice and stay closed until it is safe to run sessions again. They will contact all members and volunteers as soon as they are able to re-open.

Pyramid have posted suggestions for arts activities, singing & sensory environments that are easy to do at home on their website [here](#). Most of Pyramid's groups are now running weekly via Zoom. If you support someone who would like to join or rejoin the groups, please contact info@pyramid.org.uk.

Slate

Closed until further notice. <https://www.slateleeds.org.uk/>

Specialist Autism Services

Specialist Autism Services is continuing to provide autism specific support through daily workshops, using video calls and other online interactive methods, whilst providing daily wellbeing calls and any other support possible during these difficult times. More information can be found within their [Covid-19 statement](#).

St Anne's Community Service

St Anne's Resource Centre is temporarily closed. Full statement [here](#).

TCV – HollyBush project

Programmes closed, supporting members and family carers by weekly telephone calls. Have put together an activity pack which went out before Easter, putting together another one. Using Facebook posts and partner projects, doing lots of mini videos on activities such as seedling planting. Find out more on the [website](#).

United Response

[Covid-19: Statement from Tim Cooper, co-chair of Learning Disability Voices](#)

YAMSEN

All events, music groups, choirs etc have been cancelled. <http://www.yamsen.org.uk/>

Yorkshire Dance

Yorkshire Dance can no longer run their Leaps and Bounds dance session so they are creating 4 online dance sessions for their participants to do at home. Those with the internet can watch on YouTube and those without will receive some paper dance challenges through the post. You can watch the videos [here](#) and find out more on the [website](#).

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LGBT+

Yorkshire Mesmac

Yorkshire Mesmac is no longer able to offer testing appointments. Please contact your local office for further information regarding home testing, your local sexual health clinic or general sexual health support. Where possible they are operating counselling services over the phone or via Zoom - counsellors will be in touch with you to discuss your options. Find out more on the [website](#).

The organisation is running a series of four sessions aimed at supporting the mental health of people aged 16 – 20 and who are male or male identifying. The sessions are very relaxed and engaging, people won't be asked to do anything they might not be comfortable with or share details of their mental health issues. The sessions will focus on health and emotions, managing stress and making choices, building resilience and knowing where to turn. Contact Verity Smith at v.smith@mesmac.co.uk or 07900740269 for more information.

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Men

Safer Lives

Safer Lives remains open for current clients, new referrals and queries, including for partner and family support. All work is currently being undertaken by video call. Referrals and queries are being taken by email or telephone call. Visit the [website](#) for the latest updates.

West Leeds Mens Health Network (BARCA)

BARCA is now meeting twice weekly via Zoom, Tuesdays and Fridays between 2-4pm, and keeping in touch with existing members on the phone. Daily updates, useful information and boredom busters are also being shared on [Facebook](#). For more information or support please contact Ian Pepper between 11am-4pm Mon-Fri 07738107012 / Ian.Pepper@barca-leeds.org Updates from all BARCA services are available on the [website](#).

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Mental health and emotional support

Public Health England resources

PHE has produced resources and guidelines around Mental Health and Wellbeing which are aimed at the general public: [PHE guidelines around Mental Health and Wellbeing](#). Guidance can be accessed [here](#) - including an easy read version and guidance/links within the main document for people with specific needs (such as autism or dementia).

Leeds and York Partnership Foundation Trust (LYPFT)

For updates relating to all care services provided by LYPFT please see their website [here](#).

Member updates

Alzheimer's Society Leeds

A new volunteer-led service, Side by Side, helps people living with dementia to continue to play active roles in their communities. The service helps them to lead fulfilling lives, and reduces loneliness and isolation. Whatever it is that people love to do, Side by Side is a service to help keep them involved with their community. A Side by Side volunteer will help people to keep on doing the things they love – and try new things too. Anyone interested in accessing Side by Side in Leeds can speak to Alzheimer's Society's Coordinator Carly Munro on 07922 388057/ Carly.Munro@alzheimers.org.uk.

Please note that due to the lockdown Alzheimer's Society is not offering face-to face support until further notice, but is accepting referrals and will continue matching volunteers and service users for telephone support.

Anxiety Leeds

Anxiety Leeds have postponed their twice weekly meetings for the time being. People can sign up to their mailing list to keep informed of further updates on the [website](#).

BARCA Leeds

BARCA will be running two new free online weekly groups for men and women registered with GPs in LS12 and LS13. The women's group will start on Thursday 11th June from 10-11.30am. The first men's group session will take place on Friday 7th August from 11am-12.30pm. To find out more, call 07341 736 298 (Mon - Fri, 9am - 5pm) or email counselling@barca-leeds.org.

Battle Scars

All face-to-face services including groups are suspended until further notice. Their peer support [Facebook group](#) is available. They are also starting a new online Monday evening self-harm peer support group on June 1st, from 6.30-7.30pm. It's for existing service users only (for now), will be using Zoom and running every two weeks. To book please email info@battle-scars-self-harm.org.uk.

Black Health Initiative (BHI)

BHI is offering free soup every Monday between 12-2pm. Members of the community are invited to bring their own bowl and collect the soup from the Prince Philip Centre, 61 Scott Hall Ave, Leeds, LS7 2HJ.

Community Links

Many services are now offering support over the phone or online where possible, and they are working hard to expand this over the coming weeks. For full details of how these changes are affecting services, and how you can access support, visit the [website](#). They recommend calling or emailing the service you require for further details in how they can support you.

Linking Leeds

The city-wide social prescribing service for people in Leeds, aged 16 years and over. Social prescribing can help you access a range of local non-medical services or activities to improve your health or wellbeing. The service is currently working with individual GP practices to identify people who most need support, which they are providing by phone and email. Contact your GP surgery about being referred, or you can self-refer by calling 0113 336 7612. The Linking Leeds service is running as normal, with telephone appointments only. The client journey and referral routes remain the same. They are offering clients a weekly wellbeing call on top of the usual support offered.

Live Well Leeds

Offers community-based support to people in Leeds with mild to moderate mental health difficulties. The service is offering telephone support sessions, online support groups, online creative community groups and referrals to sources of food and other practical help. Contact 0113 219 2727 or info@livewelleeds.org.uk. More information can be found on Touchstone's website [here](#), and on the Live Well Leeds website [here](#).

Feel Good Factor

All groups and activities have been postponed and all staff are working from home. They are sharing health information, resources, and ideas for exercise and activities [online](#). Phone: 0113 3504200, Email: office@fgfleeds.org, Website: <http://www.fgfleeds.org/>.

They are now providing a telephone befriending service to support people over the age of 50 experiencing social isolation, increased anxiety and low mood during this lockdown period. Please contact Shabana for further information: 07523 515267, shabana@fgfleeds.org.

Freedom From Torture

They are continuing to provide one to one therapy sessions by phone or online, and will be proactively checking on their most vulnerable clients once a week. They will offer legal and welfare advice over the phone or online. People can still be referred to their services: they will accept new referrals and identify who can be taken on but these people will be placed on a waiting list and they will not be doing any initial assessments or providing a service to any new clients until the peak of the pandemic has passed. More information is available on the [website](#).

GamCare

GamCare has switched to remote working and is running most activities as normal, with some minor adjustments. An update on their Covid-19 response can be found on the [website](#).

- National Gambling Helpline: this is operating 24/7 as usual. They are running additional chat rooms online and are encouraging use of chat and forums to reduce isolation. They are training additional staff from other areas of service to support the helpline if needed, and some partners are supporting this too, particularly in facilitating chat rooms.
- Treatment Services: these are running as usual but have moved to video link and telephone support, which has been well received by users. All current clients and those who have completed treatment in the last 3 months have been contacted to remind them of the support available, both from their worker and online. They will start to promote their '[Game Change](#)' computerised treatment programme, as it is well suited to the current times.
- Education and Training Projects: these staff too have moved to home working and are focusing on the development of webinar and e-learning content.
- Staff Wellbeing: They are concerned about staff wellbeing, and have put in place a comprehensive system of check in's and check out's for each team daily using Microsoft Teams and Zoom. They are mapping the impact of school closures but at the current time they think they can manage this.
- General Awareness Raising: With the withdrawal of their wider education and training offer, they are considering how they can raise awareness of their services and promote them online, utilising staff capacity from education and training teams. Naturally they are concerned about what the current situation will mean for both at risk and problematic gamblers and are keen to find ways to reach them and access them into the support they need.

Humans Being

Humans Being is holding a Long Distance Social group - a video chat for men in Leeds, held weekly via Zoom. Find out more on the [website](#).

Leeds Mental Health Drop-in

This service, run by Touchstone and Leeds and York Partnership NHS Foundation Trust in Beeston, Chapeltown, Armley and Seacroft, has been cancelled until further notice. Email: annas@touchstonesupport.org.uk.

Leeds Mind

They are still accepting new clients and encourage people to call Reception even if they're not quite sure what it is they need. Reception can talk through some options and signpost to Leeds Mind services or elsewhere, depending on the needs of the caller. More information can be found [online](#).

- **Online Peer Support Service:** the Peer Support team is now offering online group work via Zoom. All new and existing clients must attend a one hour online Introduction to Group Work session before accessing the groups. This is to experience being part of an online peer support group and find out what you can expect from courses, workshops and support groups. As with all of their groups, spaces are limited and booking (0113 305 5800 or peersupport@leedsmind.org.uk) is essential. Please see [the website](#) for up to date information on what is currently available. The offer will include:
 - **Workshops:** Coping with change, coping with isolation, five ways to wellbeing, managing your mood.
 - **Ongoing courses:** Managing anxiety
 - **Online support groups:** Develop a deeper understanding of your mental health in a safe, supportive environment with others who have been through similar experiences. Celebrate successes, receive support when things aren't going so well, share experiences and learn from other people's coping strategies.
- **THRU (Talk, Help, Relate, Understand):** offers weekly peer support for 16-25 year olds, initially for up to 6 months. The online group will meet twice weekly – once for a

workshop on a specific topic (e.g. Managing Anxiety, Social Media, Self Image) and once for a support group session. There is a specific introduction to group work session for new THRU members, which people need to attend prior to joining the group. Self referral by phone or email.

- **Men'd:** Peer Support service for self-identifying men across Leeds aged 18+, with the aim of reducing social isolation and preventing suicide. 1:1 support is provided over four sessions for men to speak to others with similar lived expertise. This is currently being done over the phone. Referrals are taken by phone (0113 305 5803) - Clarence House Reception is still staffed throughout the week. Email - mend@leedsmind.org.uk. They have an active [Facebook page](#).
- **Private practice counselling:** Sessions cost £40 for 50 minutes. The service offers up to 12 sessions. Sessions are available Monday to Thursday, mostly on an evening. During the Covid-19 outbreak we are able to offer sessions via phone or Zoom. They can do practice Zoom sessions if it is new for people and they'd like to see how it works before going for their first session.
- **SELF (South & East Leeds Friends):** [a service](#) offering telephone befriending support to people 50+ with the aim of reducing social isolation. It is open to professional and self-referrals. Support is currently offered over the phone, and some practical help such as food shopping has been offered but this depends on staff capacity. New volunteers to be telephone befrienders are also being accepted.

Horizons

Horizons will be offering workshops (peer support for people experiencing or at risk of hardship crisis) as soon as possible – details to follow.

Leeds Survivor Led Crisis Service (LSLCS)

All their services are remaining open, but with some alterations:

- Connect Helpline: open as normal, every night 6 pm–2am but is experiencing high demand so a call back cannot be 100% guaranteed every night.
- Teen Connect: open as normal, Mon–Fri 3.30pm–2am; Sat/Sun 6pm–2am.
- Dial House: open for telephone and Skype/Zoom crisis support only, Friday–Monday and Wednesday, 6pm–2am.
- Dial House@Touchstone: open for telephone crisis support only, to people from BAME groups, Tuesday and Thursday, 6pm–12am.
- Group work: postponed, though group workers will continue to support regular groups users by telephone and other comms.
- Leeds Suicide Bereavement Service (partnership with Leeds Mind) is open as normal, though offering telephone contact only.
- Service-User Involvement (partnership with 'Personality Disorder' Managed Clinical Network): open for enquiries about involvement opportunities as normal, though with telephone contact only.
- The Touchstone Well-bean Hope in a Crisis Café: open 7 nights a week from 6pm-12am is still acting in a role that complements Dial House, to help bring down levels of crisis.
- Safe Zone service (partnership with The Market Place): offering crisis support to 11–17 year olds, launched on Thursday 2nd April. At the moment, support is provided over the phone on Mondays, Thursdays, and Sundays, 6–9pm.
- Combating Isolation: a new group held via Zoom every Thursday 12:30-2:00pm. Facilitated by Patrick and Kate - call 0113 260 9328 or email survivor.led@slcs.org.uk for information.

Any Dial House/Dial House@Touchstone visitors who feel they'll be really affected by not having access to face-to-face support can email survivor.led@slcs.org.uk. A manager will contact you to talk about alternative ways we can support you through this period of public health crisis.

Mentally Healthy Leeds and Better Together - both services are now supporting new and existing service users remotely. The teams are working with Leeds City Council and the food banks to operate food parcel deliveries for vulnerable people that are unable to access food / medicines.

They are also offering one-to-one support phone calls, virtual groups such as quizzes, games and wellbeing discussions. They are also offering daily online content such as brain teasers and wellbeing messages, particularly through social media. Find more information on the [Touchstone](#) website, which includes links to their social media channels.

MindWell Leeds

[MindWell](#), the mental health website for people in Leeds, launched a [Coronavirus Mental Health Hub](#) on the 9th April 2020 which will act as a 'portal' bringing together information about mental health and Covid-19 for people in Leeds. It can help you access:

- [Official guidance](#) for looking after your mental health during the outbreak.
- [Updates](#) to mental health services in Leeds.
- Help that can be accessed [online](#).
- [Resources and videos](#) to help you take care of your wellbeing at home including exercise videos, free online learning courses and creative activities.
- Links to [useful information](#) and practical help.
- Links to information for people with [learning disabilities and BSL users](#).

MindWell, commissioned by NHS Leeds CCG, has accessibility software called Browsealoud which offers reading support and can translate the website into around 100 languages. Look for the orange button in the top right hand corner of all pages.

Northpoint Wellbeing

- The workforce is now home based until further notice.
- They are offering, wherever possible, 1-1 support using telephone and/or online meetings. Therapists will endeavour to contact individuals to arrange this.
- Their offices are closed, please contact them by telephone or email in the usual way
- More information can be found on the [website](#).

Support After Rape and Sexual Violence (SARSVL)

Helpline freephone support service is closed, but SARSVL remains open for text (07860022880) and email (support@sarsvl.org.uk) support, with a potentially slightly delayed response time (Tuesdays and Wednesdays only). They will continue to update their [website](#) and social media accounts with any changes to the Helpline service delivery.

If you need to contact SARSVL, please do by email and not by phone:

- Office: info@sarsvl.org.uk
- Counselling: counselling@sarsvl.org.uk
- Advocacy: advocacy@sarsvl.org.uk
- Helpline: support@sarsvl.org.uk

For emotional support you can access the Rape Crisis National Helpline either by phone 0808 802 9999 or by [webchat here](#).

Frazzled Cafes

Wellbeing Cafes have now been moved to an online format. Details on when these will take place and how to book can be found [online](#).

Touchstone

Get a full update on services provided by Touchstone on their [website](#).

Well-bean Hope in a Crisis Cafe (UPDATED 6 April 2020) is open 7 nights a week from 6pm-12am. The service is currently operating all one-to-one support over the phone and face-to-face support via Zoom which can be downloaded free of charge on any android phone. Zoom is like facetime or skype, you can download it from the App store/play store for your phone, tablet or computer. (The team can talk you through this when you call). The Crisis café staff will assess your needs at the point of referral to the "Touchstone Loves Food Project" if you are unable to

access food. If you wish to make a referral please call: Self referral (07760 173476); professional referral (07760 173505). You can find [updates about the Well-bean Cafe](#) on the Touchstone website.

Touchstone have also set up an emergency food distribution centre in Harehills to provide and deliver food parcels for their service users, primarily in East and South Leeds and to complement the great work being done all over the city.

The Hamari Yaadain Dementia cafe, a service for people with memory issues and their carers from South Asian backgrounds, is taking place virtually via Zoom every Thursday 1-2pm from 11th June onwards. For more information contact ripaljeetk@touchstonesupport.org.uk.

The Your Space team have created the Letter-writers Against Loneliness campaign to help combat loneliness and boredom as these are two common effects of the lockdown. This initiative is to keep conversations flowing offline as well as online by matching people with a local pen pal. To get involved, contact Anne on annem@touchstonesupport.org.uk or call 07920 461 253.

Victim Support

Phone line remains open, and regional live chat options also remain open via the [website](#). Victims are being supported remotely. Victims of crime can now seek support 24/7 using My Support Space, through live chat, or on the phone by calling 0300 303 1976. My Support Space is a free, safe, secure and confidential space designed to help victims of crime manage the impact that crime has had on them and choose how they want to be supported after crime.

It gives victims of crime who have been impacted by the coronavirus outbreak additional ways in which to access support, including from their own home. It can be accessed on a computer, tablet or phone. Victims can access a range of tools to help them cope and move forward after crime. They can work through a series of interactive guides which address their specific needs. The guides feature videos, techniques, activities and tips, and can be completed at their own pace.

Yorkshire Mediation

They are continuing to operate: <https://yorkshireremediation.org/>

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Migrant communities

Migration Yorkshire

A Migration Info Hub has been launched providing Covid-19 information for migrants and services in Yorkshire and Humber. Translated information can be found down the right hand side of the [home page](#).

Connecting Opportunities is still running and is open to new referrals during the Coronavirus outbreak, via the [website](#). The service works with new migrants to develop their skills and opportunities to find work and be part of the local community. All services for participants are currently being offered remotely. Existing participants should speak to their Keyworker to discuss specific arrangements.

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Older people and neighbourhood networks

Activities for Older Adults During COVID-19

A [guide to online resources](#) for those providing care for people with dementia.

Age UK Leeds

Age UK Leeds is working hard to provide their services in different ways to make sure that vital care and support continues, and that they help older people to stay connected to others during the pandemic.

- Their reception team is available to take calls between 9am and 4pm Mon-Fri on 0113 3893000 or 0113 3893010.
- To speak with the Information and Advice team who are still providing support including benefits advice, call 0113 3893003 or 0113 3893004 between 9am and 4pm Mon-Fri.
- They are receiving high volumes of calls so if when they answer, please leave a message including your name and telephone number and they will get back to you as quickly as we can.
- Although they are no longer carrying out home visits their experienced team can carry out benefits checks and complete Attendance Allowance forms over the phone.
- They are still working with 2 local solicitors to offer 30mins free legal advice sessions, which will be done over the phone.
- Energy Advice sessions by the Citizens Advice Bureau will be continuing as telephone appointments. Contact 0113 389 3000 to book.
- Offering wellbeing support calls to older people identified as vulnerable and isolated. Contact 0113 389 3000 to find out more.
- Providing telephone support with video calling to help older people stay in touch with family and friends. Contact 0113 389 3000 to find out more.
- They are continuing to provide their paid for Help at Home service to existing customers, with priority given to shopping support and urgent errands.
- Their Hospital to Home team are still providing transport and community support services to enable a timely safe discharge from St James's Hospital and to prevent admissions.
- Advocacy services continue to be offered over the phone or through Skype appointments – call Advonet on 0113 244 0606 to find out more.
- Social prescribing services will continue to be offered over the phone or via email – contact Linking Leeds on 0113 336 7612 to find out more

They are updating their [website](#) when they make changes to services.

Armley Helping Hands

They are working with local suppliers to respond to telephone orders and deliver food bundles to older people in LS12.

Aireborough Voluntary Services to the Elderly (AVSED)

The office is open 9-4 Monday to Friday. Staff and volunteers are helping deliver emergency food and supplies to anyone over 60 in the community and setting up long term shopping facilities to support people in isolation. They are offering telephone keep in touch calls and a telephone befriending service for anyone wanting a regular chat with a volunteer. The team is producing fortnightly newsletters full of information and advice on the outbreak and hints, tips, activity ideas and feel good stories to lift members' mood and keep connected. AVSED are coordinating the Guiseley & Rawdon Covid-19 Hub – assisting anyone in the ward with support and services to help them isolate safely.

Contact info: 0113 250 1702 | info@avsed.org.uk | www.avsed.org.uk/

Bramley Elderly Action (BEA)

BEA's regular activities have been temporarily suspended, but the team is still supporting with phone and online support and are offering the following temporary free services for people aged 60+ in the area:

- **Weekly Shopping Delivery Service** – bringing people essentials from the supermarket
- **Phone line** – call Monday-Friday 9-4pm on 0113 236 1644 / Emails to info@bramleyea.org.uk checked daily
- **Phone calls to you** on a regular basis to keep in contact and for a chat with staff and phone befriending volunteers.
- **Phone a New Friend:** a new service to buddy up BEA members for a weekly chat with each other – so that you're helping someone else to stay chipper and stay calm.

Burmantofts Senior Action

All groups and activities have been suspended until further notice. A leaflet has been circulated to all members. The team is contactable by phone or email.

Caring Together in Woodhouse & Little London

Caring Together remains open and active and has reorientated all resources in response to the crisis. They have been in contact with all of their hundreds of members, mostly by phone but also by letter, assessing individual and community needs and responding to these needs. This has included giving advice, directly supplying food and liaising with other organisations to have food and medicines delivered. They continue to gain new members through referrals at this time and will continue to respond to new and emerging areas of need. If you try at any time to contact the office, please be aware that there is only one member of staff at a time, on a rota basis, in the office to ensure staff and members safety and the continuity of the service. All staff are still working full time, but partially at home, in the office and out in the community.

Contact info: 0113 243 0298 | info@caringtogether.org.uk | <http://www.caringtogether.org.uk>

Extend

[Extend](#) has suspended all its exercise classes.

Holbeck Together

Holbeck Together has turned their service delivery around to meet the needs of the local community.

- They are fully operational.
- They are managing a weekly van load of food from LUFC and redistributing amongst their local networks.
- They are befriending and making at least 50 calls a day.
- They are providing a shopping service.
- They are welcoming as much food as possible at St. Matthews Community Centre to distribute.
- They have a bank of volunteers ready.

Contact info: 0113 245 5553 | admin@holbecktogether.org | www.holbecktogether.org/

Cross Gates & District Good Neighbours' Scheme

A number of new virtual groups have been set up:

- Monday: 10:30am-11:30am - Virtual Coffee and a Chat
- Tuesday: 10:30am-11:30am - Tuesday Talks
- Wednesday: 10:30am-11:30am - Boredom Buster
- Thursday: 10:30am-12:30pm - Virtual Computer Classes
- Friday: 10:30am-11:30am - Quiz Friday

For more information contact: Samantha@crossgatesgns.org.uk

Meanwood Elders Neighbourhood Action

They are sharing information and guidance from the NHS [online](#).

Moor Allerton Elderly (MAE) Care

All regular activities have been cancelled until 30 June. They're providing telephone support to members and a Doorstep Delivery service for those with urgent food needs. MAE Care has been designated as the Alwoodley Covid-19 Hub, taking referrals from the Leeds City Council helpline for people experiencing problems.

Contact info: 0113 266 0371 | info@maecare.org.uk | www.maecare.org.uk

Rothwell & District Live at Home Scheme

All activities have been suspended. Additional support is being offered to those who need it most living in the Rothwell and surrounding area. They are the HUB Lead Organisation in Rothwell taking referrals from the Leeds City Council Helpline. Visit the [website](#) for more information.

STEP

STEP has limited staff in at the moment who are making daily contact calls and delivering food when available. They are sending out a weekly newsletter with advice/info and fun things to do. Over 60's can get in touch if they require a friendly phone call or if they need shopping they can be matched with a local volunteer.

Contact info: 0113 275 7988 | step.2.step@btconnect.com | www.stepleeds.co.uk

Time to Shine resources and information

Time to Shine is collating relevant and useful information on their [website](#).

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Refugees and asylum seekers

PAFRAS

The drop in service for asylum seekers has been cancelled until further notice. For those in urgent need, food parcels will be distributed from St Aiden's Church between 10:00 - 12:00 every Wednesday. More than ever, donations of tinned food and toiletries are required - please deliver to the office 09:00 - 16:00 weekdays. Visit the [website](#) for the latest updates.

Solace

[Solace](#) will be keeping in touch with clients over the phone. If you are a Solace client and wish to contact them please call the office on 0113 4878360.

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Physical and sensory impairment

Association of Blind Asians (ABA)

Since March, ABA has been running online activity classes and chair-based exercise sessions on Zoom with the help of their tutors. The sessions take place every Tuesday, Wednesday and Thursday from 11:00 am - 12:00 pm and are open to people who are disabled, elderly, isolated and lonely. Contact fareenh@abaleeds.org.uk or jayab@abaleeds.org.uk or call 01132103347 to register. Further updates are being shared via [Facebook](#).

Deafblind UK

Deafblind UK's helpline (0800 132 320) providing information and well-being support remains available 8am-8pm weekdays and weekends. Calls are diverted to staff who are now home working. Email contact is via info@deafblind.org.uk.

Social groups have suspended meetings until further notice. Regular attendees will receive frequent telephone calls/texts/emails during this period. Their volunteer delivered befriending service has suspended all home visits, but regular contacts are being maintained with recipients via the most appropriate means. Telephone, text and email befrienders still operate. If you or someone you know would like one, [please contact them](#).

Diabetes UK

A [North of England Diabetes UK Facebook](#) support group is providing updates from key professionals on local services, important messages on care and support, as well as people chatting and sharing their experiences with hints and tips. If you have any ideas or messages you want to share with the group please get in touch with regional media officer, David Triggs: david.triggs@diabetes.org.uk or 07738 545108.

The Diabetes UK Helpline is also still available for anyone who is worried about diabetes. Trained staff are available Monday to Friday, 9am to 6pm on 0345 123 2399 or by email: helpline@diabetes.org.uk.

To help protect the charity's mission now and in the future, Diabetes UK is utilising the government's job retention scheme across the organisation with a number of members of the North of England regional team on furlough until at least 31st May. Unfortunately this means that there will be reduced capacity within the regional team during this time, although the support highlighted above will remain regional priorities.

DIAL Leeds

DIAL has suspended all face to face activities and their office at the Denis Healey Centre has been shut. The team can still be contacted via email, telephone and Facebook messenger and will try to help where possible. Further information can be found on the [website](#).

Dream CIO

All of Dream CIO's activities are postponed. They are updating their [Facebook Page](#) every Monday with positive thoughts. They are also now holding Zoom meetings every Monday afternoon at 1.30p.m.

Epilepsy Action

Information about epilepsy and coronavirus can be found online [here](#).

Euan's Guide

At Euan's Guide the community is all about encouraging people to go out and explore different venues. Everywhere you look there are news articles and people posting about Coronavirus, it's a very anxious time for many people and Euan's Guide is looking to change that. There are some fantastic things happening online and some really great ideas of things to do.

The purpose of the forum is to connect with other people and share ideas of what everyone is all up to during self-isolation. There are links to virtual escape rooms, lists of TV show recommendations, recipes for things to make that only require 5 ingredients, tips for working from home and much, much more. Join in the conversation by visiting the [website](#).

GuideDogsUK

The GuideDogsUK website has been updated and has the most up to date information [here](#). Guide Dogs Regional Centres (Leeds, Hull, Sheffield & Newcastle) have closed, however staff continue to work from home. Telephones will be answered and emails responded to. They are also using #GuideDogsFamily on social media to help keep Guide Dogs awareness top of people's hearts and minds.

Guiseley Football Club Community Foundation

Staff are working remotely at present. The in-reach to primary schools they work with is currently on hold and they have had to cancel the majority of their community sports sessions. The teams of coaches are working with Aireborough Children's Centre to support them to deliver food and medicines to those in need locally and have offered support to Memory Lane café – a dementia respite service if needed. For more information contact: steve.taylor@gafccommunity.co.uk They are also doing online sports skills videos and live streaming for people to watch via [Facebook](#).

Leeds Cancer Awareness

All community outreach and awareness sessions have been postponed until further notice. You can still find out information about signs and symptoms of cancer, screening, other related information and keep in touch with the project by visiting their [Facebook page](#). If you are running any virtual groups and would like the team to speak to your service users about spotting cancer symptoms and the importance of early detection, email leeds@uni.uk.net and the team will book you in.

Leeds Cancer Programme

Please see [this statement](#) below on the current pandemic Covid-19 and its impact on Leeds Cancer Programme.

Leeds Centre for Integrated Living (CIL)

Staff are working from home, remotely, contactable by phone and email. All classroom-based training suspended. A list of service details and contacts can be found on the [website](#).

Leeds Disabled People's Organisations

We have a quiz again on the 15th of June at 7PM. This will be on Zoom and a link will be provided closer to the time. The link to the event on Facebook is [here](#)

LDPO are working with Immortal Bloom to create a series of creative workshop using materials from your recycling bin. You can find more about the event [here](#)

LDPO is currently running a [Online Book Club](#) where you can discuss elements of your favorite books with like-minded people:

The second edition of literary journal "Disabled Voices" soon. You can read the current version [here](#)

Leeds Hearing & Sight Loss Service

The Information and Guidance (IAG) service is now available via Facetime or Text until further notice, from the comfort of people's homes (not face to face): 07809 201 329
Information in BSL is available [here](#). The Hearing aid clinics are currently closed. If you need support please get in touch to request a postal service: 0113 288 5750/07702532804.

Leeds Society For the Deaf and Blind

The centre is temporarily closed, including all groups and classes usually held at the centre. The full staff team will now be working from home. Zoe, William and Alison will be providing their usual support and the interpreter team will be using other methods to support service users to access interpreting services. If you need any help or assistance, please phone or text on: 07775 444 032. Further updates can be found on the [website](#).

Leeds United Community Foundation

Foundation staff team are now operating from home but are currently giving support to all their programmes where possible online. The current Fit Fans Programme cohort is still running and participants are connecting regularly with trainers and each other via video and whatsapp. For more information contact: Gary.Waddington@leedsunited.com

Parkinsons UK

A helpline is available and specific advice can be accessed on the [website](#).

Scope

Scope's contact centre & helpline are fully operational and working from home. Current operating hours are 8am - 8pm Monday to Friday and 10am - 6pm Saturday and Sunday.

You can contact the helpline by:

- freephone: 0808 800 3333.
- textphone: Use Type Talk by dialling 18001 from a textphone followed by 0808 800 3333.
- email: helpline@scope.org.uk.

Starting Line, and Kickstart services are both still running, albeit slightly differently to the usual delivery. Both services can work with anyone with any disability, physical impairment, mental health condition, sensory impairment, learning difficulty, or long term health condition.

Starting Line is offering support from an Employment Adviser via phone, email, or Skype (or a combination of all three). This service is most suitable for people who haven't worked before or not worked for a long time and are not currently working. It covers a course of modules in pre-

employability skills, combined with one to one tailored support and guidance. Starting Line takes place over 7 weeks, and while usually a group course, the current one to one format allows us to completely adjust to suit a customer's pace. They will typically contact customers twice weekly. Upon completion of the course, customers can expect to finish with; goal setting skills, an updated and improved CV, interview skills, sector specific job search knowledge, and guidance on how to talk about their disability / health condition. To refer, visit the [website](#) and complete the form, or email startingline@scope.org.uk.

Support from an Employment Adviser via phone, email, or Skype (or a combination of all three). This service is most suitable for those who have recently worked, have a consistent work history, and feel ready to work. The support is one to one and fully focused on the customer's specific employment goals. Kickstart can work with customers for up to 6 months and they will typically contact customers every fortnight (while being a point of contact for customers with any queries between arranged meetings). Customers will receive an updated and improved CV, tailored guidance, and a regularly updated action plan. To refer, visit the [website](#) and complete the form or email kickstart@scope.org.uk.

Signlive

Under the current Government guidelines, face-to-face interactions are being limited by organisations of all types. Some are switching to online and phone contact only which is inadvertently reducing access for many Deaf people.

To help British Sign Language (BSL) users at this time, Signlive has temporary packages available. This will allow you access to BSL interpreters online 24/7 and will help deaf employees, customers, clients and patients to stay in contact during this difficult period. Online BSL interpreting can be used for face-to-face interactions, phone and conference calls. They can accept payments via Credit Card, Paypal and BACS transfer.

To learn more about SignLive: organisations contact access@signlive.co.uk; for work or home use contact customers@signlive.co.uk; <https://signlive.co.uk/>.

A Signlive service for the LCC helpline for people needing help with medicines and shopping is now available via the Leeds City Council website/Signlive service.

Versus Arthritis

Some people may be feeling worried or anxious. Stay connected, ask questions and get the support you need through one of Versus Arthritis' services:

- [Join their online community](#) to connect and speak to others living with arthritis during this time.
- Chat to an [Arthritis Virtual Assistant](#).
- Follow them via [Facebook](#), [Twitter](#) and [Instagram](#) to get daily content and speak to others in the community.
- Call their [helpline](#) on 0800 5200 520, Monday – Friday, 9am to 8pm to speak to a member of the helpline team.
- Assessing your risk tool available online: [assessing your risk tool](#).

William Merritt Disabled Living Centre

The Centre will not be offering face to face assessments until further notice. However, their Occupational Therapists will be available to offer advice and information via email at info@wmdlc.org or by telephone on 0113 350 89 89. Shopmobility at the Merrion Centre is also currently closed though those with enquiries regarding the service should contact the team via the details above.

In lieu of their 2020 AccessAbility Exhibition which was postponed due to Covid, the Centre is hosting a series of online product and service demonstrations, including Q&A sessions with their exhibitors and the William Merritt Centre Team, via their Facebook page.

The demonstrations will be approximately 5-10 minutes and will take place on Tuesdays and Thursdays at 1pm starting on Tuesday 23rd June. You can view the schedule on the website [here](#).

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Sex workers

Basis

Please use regular (mobile) phone contact and/or the office (0113 243 0036). You can also get in touch via Facebook and/or Twitter and they will also have netreach [live chat service via the website] up and running (please check their social media feeds for details). They are offering mobile phones for those who need them so they can stay in touch - please ask them if this is needed. Further details on specific services can be found [here](#).

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Women

Freedom For Girls

[Freedom for Girls](#) are now only distributing products to their partner agencies. There will be no collection points for individuals in the city centre. They apologise for any inconvenience caused.

They've made the decision to cancel their sewing workshops until further notice. However, if any of their volunteers would like to continue sewing at home, they'll happily provide fabric, templates etc for them to do so. Please send them a [message](#) or an email for more info (info@freedom4girls.co.uk). Their upcoming trips to Kenya and Uganda will almost certainly need to be postponed, so they're taking this as an opportunity to build up a good supply of period packs for later in the year.

They're aware that the current levels of panic-buying have left many shelves empty of period products. If you're in need, please [contact](#) Freedom for Girls and they will help you. They'll be restricting supplies to 1 or 2 packs per person, and if you can normally afford to buy products, they ask that you give a small donation so they can replenish supplies once things calm down a bit.

Getaway Girls

Getaway Girls continue to support girls and young women in Leeds. They now have a free phone number providing support via phone and FaceTime and interactive activities: **0800 470 2240**. [This leaflet](#) and [this video](#) on their Facebook page featuring Jojo from Capital FM introduce their support and opportunities available. They are also sharing positive images on their new Instagram page [@global_getawaygirls](#).

Shantona Women's Centre

Nursery is partially open only to children of key workers. All group work is suspended. The office is open and support is offered for the most vulnerable and isolated.

Together Women

All group and drop in sessions are cancelled and centres are only open for 1:1 appointments until further notice. Visit the [website](#) for further information.

Women's Counselling and Therapy Service

Offices are now closed for face to face services. All counselling has moved to phone 'Keep in Touch' calls for the time being. Visit the [website](#) for the latest updates. The service is not currently accepting referrals: please visit [MindWell](#) for other services information.

Women's Health Matters

All groups are currently suspended. Support continues to be offered over telephone and email where appropriate.

Womens Lives Leeds

The drop-in service has moved to telephone-based support but they are still providing confidential signposting and support. Visit the [website](#) regarding drop ins is: The EU Settlement Scheme, free help applying for Settled Status, including 1-to-1 support and access to qualified immigration advisers, continues as usual. Contact: sharon.panepinto@getawaygirls.co.uk, 07535877089. The Complex Needs Service continues via telephone support for existing clients wherever possible. New referrals are currently closed. LDVS: 24/7 helpline remains open. 0113 246 0401.

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Young people

The Marketplace

A daily phone support drop-in for young people aged 11-25 is open seven days a week from 12-6pm. The Market Place can offer support on any issue that is affecting young people and allow them a chance to talk. Session and booking information is available on [The Market Place website](#). You must book a telephone support slot a day in advance - find details and a booking form on their [website](#). There may be some same day appointments available, but these are limited. Please see their website or follow them on Twitter [@MarketPlaceLds](#) for more service updates.

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Practical support

Details about supermarkets with protected opening for older and vulnerable people can be found [here](#). A number of accommodation based providers are struggling with getting in basic food supplies. Aspire have spoken with several supermarkets and they are happy for Aspire staff to join the silver shopper hours to get in before the crowds. If any of [this letter](#) is of use – please take what you want.

- [J&S wholesalers](#) have opened to the public and have plenty of stock currently
- [McQueens Dairy](#) cover a lot of areas in Leeds and you can order online

West Yorkshire Combined Authority

Changes to Services

They are strongly urging people to consider whether their journey is necessary before using public transport. Capacity is limited across services and focused on ensuring key workers and those who need to travel to work can get where they need to be during the COVID-19 pandemic.

To maintain social-distancing for passengers and transport staff it remains essential that people only travel where necessary and work from home where possible.

Those who do need to travel are being asked to pay by contactless and wear a face covering where possible, wash their hands before and after their journey and avoid peak times or consider cycling and walking as an alternative to using the car or public transport.

For regular updates to bus and rail services visit [this page](#). They are also currently advising customers applying for senior or disabled person's travel passes to apply online where possible, as there could be potential delays in processing disabled person's travel applications submitted by post over the coming weeks. Customers can apply online [here](#).

Concessionary Travel Pass Holders

They are strongly urging concessionary travel pass holders not to travel and to consider other ways they can access shops and services. The restriction on concessionary travel before 9.30am is due to be restored on 1 June to ensure the maximum possible capacity is available for key workers and others who need to travel for work. Pass holders who have a pass due for renewal can renew online at [wymetro.com](#). Those pass holders who cannot renew online may continue to use their expired pass until 28 June 2020.

Bus Station Travel Centres

In line with the closure of all but essential retail services, it has become necessary to close all West Yorkshire bus station travel centres until further notice. MCard customers, who have to travel, can still add travel tickets to their MCard via alternative methods. To find out how, visit [m-card.co.uk/where-to-buy/](#).

First and Yorkshire Tiger Multi Ticket Acceptance

From Monday 30th of March 2020 both First West Yorkshire and Yorkshire Tiger are accepting each other's tickets on specific routes. Visit [yorkshiretiger.co.uk](#) and [firstgroup.com](#).

Park and Ride

In line with the significant reduction in the number of people travelling into Leeds, it is with regret that both Park & Ride sites will be closed. For people who need to travel, please be aware that Leeds City Council has suspended charges in its car parks and on street parking bays with priority being given to key workers.

The wearing of masks

Advice [here](#) about the wearing of masks in line with World Health Organisation advice. The BBC webpage includes a link to a video which explains about when masks should be worn.

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Financial support and information for organisations

National Emergencies Trust

The National Emergencies Trust (NET) has launched a fundraising appeal to help those most affected by the recent coronavirus outbreak. Find out more [here](#).

Digital Tools

100% Digital Leeds are compiling [a list](#) of useful free tools and resources that organisations and Digital Champions can use to support people through isolation and quarantine.

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Government advice and information

Leeds City Council information

General information about Leeds City Council Services will be updated [here](#).

Leeds Coronavirus hotline

Anyone unable to leave their home because of coronavirus, and worried because they don't have family or friends who can help, can ring Leeds City Council's dedicated hotline: 0113 3781877. They know some people are alone and will need help from their local communities to get through. If you find yourself in this situation, wondering how to get groceries and other essentials, then please call 0113 3781877 and you will be matched with volunteers who live nearby and can help.

[Advice for shielded residents](#)

PPE: how to get help with PPE and find guidance for care homes, registered home care providers, council and community based staff.

[Leeds Local Offer](#)

[Information web page specifically for care and support providers](#)

[Leeds City Council social care recruitment](#)

[Info on Leeds Covid 19 Community Care Volunteer programme](#)

Critical [Keyworker information](#) and [letter template](#) from Leeds City Council -

PI and QMF submissions - Leeds City Council have put back the deadline for both the PI and QMF submissions for those who provide accommodation based services.

[Care Quality Team Website](#)

- [Leeds PPE Position Statement for PPE for Care Home and Community Staff V4](#)
- [CCG updates with useful Leeds Covid-19 related information](#)
- [PPE supply guidance](#)

Gov.uk information and resources

[Coronavirus support for extremely vulnerable people](#)

Guidance for the Care Sector:

- [£2.9 billion funding to strengthen care for the vulnerable](#)
- [Coronavirus \(COVID-19\): hospital discharge service requirements](#)
- [Procurement Policy Note 02/20: Supplier relief due to COVID-19](#)
- [Ethical Framework for Adult Social Care](#)
- [COVID 19: guidance on home care provision](#)
- [COVID-19: guidance for supported living provision](#)
- [COVID-19: guidance on residential care provision](#)
- [Guidance on shielding and protecting extremely vulnerable persons from COVID-19](#)
- [COVID 19 Hospital discharge service requirements](#)
- [COVID 19 guidance on vulnerable children and young people](#)

[Guidance re PPE use](#)

[Social care provider resilience during COVID-19: guidance to commissioners](#) from the Local Government Association

[Coronavirus update](#) - benefit reviews and reassessments suspended

COVID-19: Free-Of-Charge DBS Applications And Fast-Track Barred List Check Service

[New guidance](#) around free-of-charge DBS applications and a new fast-track Barred List check service, which is available as a response to COVID-19 with helpful flowchart.

Filing of accounts - Companies House have given a [3 month extension](#) to the filing of accounts

[Deferral of VAT payments due to coronavirus \(COVID-19\)](#)

Other information

Access to GPs

Guidance is expected on patient registrations during the COVID response. In the meantime, a recent comms to practices outlined that electronic mechanism can be used so ideally practices will have an electronic option on their website to register to avoid the need to present to the practice (recognise that some patients might not have access to electronic means but if this is something the organisations could submit on their behalf).

The regulations require that “an application for inclusion in a contractor's list of patients must be made by delivering to the contractor's practice premises a medical card or an application signed (in either case) by the applicant or a person authorised by the applicant to sign on the applicant's behalf”. We would like to confirm that in the current situation, delivery may be by any means, including by post and digital options. A signed, scanned application or picture of a signed application emailed to the practice is acceptable.

Equally, where a practice has online registration options, a supporting signed letter from the patient, posted or emailed to the practice, is acceptable to complete the registration. Practices must, however, ensure that where online registration solutions are used, all GMS1 fields are collected and relevant information entered into the clinical system during registration. This will ensure Primary Care Support England can process the registration.

Webinars from [@NHSEngland](#) [@LGAcomms](#) [@DHSCgovuk](#) [@1adass](#) on revised approaches to Supporting Discharge from hospital during [#coronavirus](#) for health, social care & any community provider. You can watch the recorded webinars online [here](#).

There is [a toolkit available for parents/carers](#) who may be working from home and wondering how on earth they're going to keep everything in balance. It's been developed by Imperial College for their hospital staff.

Health and social care guidance:

- [Clinical guidance from NHS England](#) for front line staff to support the management of patients with a learning disability, autism or both
- [Managing capacity and demand within inpatient and community mental health, learning disabilities and autism services](#) from NHS England
- [Social care provider resilience during COVID-19: guidance to commissioners](#) from the Local Government Association

Free online training from the NHS

There is some free NHS training open to all across the health and social care community including covid-19 training. Visit [this page](#) for more information about the programme, which is free for the health and care workforce to access without the need to register.

CQC relax rules in aid to help flexibility

“We want to support health and social care providers as they look to increase capacity as part of the ongoing effort to respond to COVID-19. To help ensure that registration does not act as a barrier to these different ways of working, we have developed a special COVID-19 registration framework, which covers both new registrations and changes to service that can be made by submitting a notification online.

[Read the full update](#), which explains what constitutes a COVID-19 registration and what this means for providers.

Advice for employers

There is some really good advice for employers [here](#) at the ACAS site – including very recent advice about staff [carrying over paid holiday](#).

Staff training

Skills for Care have provided [new guidance](#) on staff training for unregulated workers during the crisis.

ACAS webinar for employers

[Coronavirus advisory webinar for employers](#) - new date released - 9 April. This webinar provides practical advice for employers to help manage the impact of Coronavirus in the workplace.

Late filing of accounts guidance

If you think the impact of COVID-19 will cause delays in filing your company accounts, you can [apply for an automatic and immediate 3 month extension](#). You must apply before your filing deadline.

Information sharing

'Use your common sense to do the best thing for your service users and people in your care. The Information Commissioner has said that she cannot envisage taking action against a health or care professional clearly trying to act to save lives'. Read the latest guidance on sharing information and information governance online [here](#) and [here](#).