

Hardship Fund Appendix – Where to go for support

Debt and finance support

These agencies are free, confidential and impartial. Remember, no one should EVER have to pay for debt advice)

<u>Name of agency</u>	<u>What they do</u>	<u>Contact details</u>
Better Leeds Communities (formerly Burley Lodge)	Help and advice on a wide range of issues including benefits, debt advice and housing.	42-46, Burley Lodge Road, LS6 1QF Phone: 01133 2754142 https://betterleeds.org.uk/ourservices/debt-and-finances
Benefit Buddies Money Advice Centre	Help with completing benefit forms. Support for benefit assessments and appeals. Checking benefit entitlements and accompanying people to meetings with work coaches. Also help with debts, bailiffs and energy disconnections	Benefit Buddies Advice Centre, 93, Haslewood Drive, LS9 7PS Phone: 0113 235 0276 www.moneybuddies.org.uk
Citizens Advice Leeds	Independent, confidential and impartial advice to everyone on their rights and responsibilities including financial matters.	https://www.citizensadvice.org.uk/local/leeds/
National Debtline	For individuals experiencing debt and financial difficulties	Mon-Fri: 9am-8pm; Sat: 9.30am-1pm Phone: 0808 808 4000 (Webchat, email, factsheets and sample letters available) https://www.nationaldebtline.org/
Money Advice Service	Clear, unbiased advice on budgeting, savings, credit, borrowing, insurance and debt management as well as managing life changes e.g. losing your job.	Mon-Fri: 8am-6pm. Phone: 0800 1381777 (Webchat, WhatsApp and free printed guides available)

		https://www.moneyadviceservice.org.uk/en/categories/budgeting-and-managing-money
Payplan	Debt advice, debt solutions and debt management plans.	Mon-Fri: 8am-8pm; Sat: 9am-3pm Phone: 0800 280 2816
St. Vincent's Support	Debt advice, help with budgeting and fuel poverty	Phone: 0113 248 4126 advice@stvincents-svp-org.uk
Age Concern	Provide people of pension age advice on benefits, money, staying warm, social care, local services, housing options, consumer issues and legal issues	Local helpline: Mon-Fri: 9am-4pm Phone: 0113 389 3004/3003 National helpline: Every day of the year, 8am-7pm
Disability Service Centre helpline	Help, advice and signposting to all benefits related to disability. Helpline available to discuss claims for Attendance Allowance, Disability Living Allowance (DLA) and Personal Independence Payments (PIP)	Mon-Fri: 9am-5pm Phone: 0800 121 4433 www.gov.uk/disability-benefits-helpline

Finding it difficult to afford or pay for fuel bills? – please see above agencies and additional info below.

Home Plus Leeds (for rented and owned property only)	Help with saving money on energy bills, switching or applying for energy related grants.	Phone: 0113 240 6009
Winter fuel payments helpline	For everyone over pension age.	Phone: 0800 731 0160

Housing issues

Housing Options, Leeds City Council	A service provided to people who are homeless, threatened with homelessness or in need of	Mon-Fri: 9am-5pm Merrion House, 110, Merrion Centre, LS2 8BB
-------------------------------------	---	---

	some form of housing need e.g. fleeing domestic violence, leaving prison or young people.	Phone: 0113 222 4412 If you are worried about someone sleeping rough phone: 0113 245 9445
Shelter	Helps people understand their housing rights and options.	Mon-Fri: 9am-6pm Phone: 0300 0330 1234 www.shelter.org.uk

Second hand furniture, household goods and paint

Leeds and Moortown Furniture store	Second hand furniture, free to those in need, white goods and new furniture and household goods at very reasonable prices (Catalogue of new items available on line).	Phone: 0113 273 9727 www.leedsandmoortown.org.uk
Emmaus Leeds	Second hand superstore – furniture, white goods and household goods	St Mary's Street, LS9 7DP Phone: 0113 248 4288 www.emmaus.org.uk
St Judes/St Vincent de Paul	Second hand furniture store and refurbished white goods.	Phone: 0113 245 0800 www.syp.org.uk/furniturestores
Seagulls Re-use	White and magnolia paint at hugely reduced prices. Other colours can be mixed up at a fraction of recognised brands.	Seagulls Re-use, Unit 3-4, Aire Place Mills, Kirkstall Road, LS3 1JL Phone: 0113 246 7510 www.seagullsreuse.org.uk

Support for mental health issues

Adults – See GP or go to	If you, or someone you're worried about needs mental	24 hour service every day. Phone 0300 300 1485
---------------------------------	--	---

Single Point of Access	health care or treatment for a mental health crisis	
Forward Leeds	The place to go for mental health information in Leeds	https://www.mindwell-leeds.org.uk/
Leeds Mental Wellbeing Service (formerly IAPT)	A self-referral service to access therapeutic help for emotional and mental health issues.	Phone: 0113 843 4388 https://www.leedscommunityhealthcare.nhs.uk/our-services-a-z/leeds-mental-wellbeing-service/
Children and young people up to 18 – See GP, Contact Mindmate Single Point of Access (SPA) or if at risk go straight to A and E.	For all emotional, behavioural and mental health issues.	Mindmate SPA : Mon-Fri: 9am-5pm Phone: 0300 555 0324 www.mindmate.org.uk

Addiction issues

Forward Leeds	Alcohol and drug service for young people, adults and their families	Mon and Fri: 9am-5pm Tues, Weds and Thurs: 9am-9pm Phone: 0113 887 2477 www.forwardleeds.co.uk
Gamcare	Support for gambling problems for young people, adults and their families	Mon-Fri: 9am-5pm Phone : 0113 388 6466 www:leedscommunitygamblingservice@gamcare.org.uk