



**A-Z of services  
for OLDER PEOPLE  
in Leeds**



october 2003





# PREFACE

We live in a complex and changing world where services and opportunities are developing all the time. Being able to get hold of the right information at the time it's needed is vitally important. We hope that this directory will help as a pointer to guide people in the right direction.

Over a fifth of the population in the UK are over the age of 60. In the Leeds Metropolitan District this means that there are about 150,000 older people – which is equal to the population of a large town! The number of older people is increasing every year, so it is clear why a directory is needed.

Many people have been involved in the production of this directory; including users, carers, and others who might need to use it, as well as staff from voluntary and statutory organisations. Special thanks are due to Age Concern Leeds for doing most of the data collection and editing work.

I am sure the booklet will be well used and appreciated by many thousands of people across Leeds.

**Jack Anderson**

*Chair, Leeds Older People's Community Care Forum*

## INTRODUCTION

This booklet aims to be a brief guide to point people in the right direction. It's not possible to list everything in this small guide but we hope it will be a useful starting point!

The directory has been put together with a steering group of users and staff from many agencies. The people involved included: Frank Edwards, Dave Brunwin, Jack Anderson, Ginny Wilson, Pauline Margiotta, Lewis Brown, David Jenkins, Shannon Curram and Mike Sells.

Particular thanks go to Pauline Margiotta, and Lewis Brown from Age Concern for the data collection work.

**Keeping up to date** – great care has been taken to make sure the information here is accurate. However we cannot take responsibility for mistakes or omissions. If you do find any errors please let us know – there is a reply slip in the back.

**Telephone Numbers** – all Leeds phone numbers appear without the area code, others have the full area code. All numbers were correct at the time of collecting information during early 2003.

**Other formats** – this booklet will be available in large print, on tape and in Braille. If you need one of these please contact the Social Services Main Office ☎ 247 8630. There will be an electronic version on the Leeds City Council website and on the Age Concern website.

**More copies** – if you need more copies they should be available at Council 'One Stop Centres', most libraries, some Health Centres, at Social Services: Merrion House ☎ 247 8924, or from Age Concern ☎ 389 3004.

**Approval** – inclusion in this directory does not mean or imply that we approve of organisations listed here.

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# A–Z of services for OLDER PEOPLE in Leeds

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

# **A-Z of services for OLDER PEOPLE in Leeds**

## **the doorstep code**



- **Always use the door chain**
- **Don't keep large amounts of cash in the house**
- **Callers at your door – no appointment, no entry**
- **It's ok to say 'no'**
- **If in doubt – keep them out**

(From '*Distraction Burglaries*' Produced by The Feeling Good Theatre Company. Contact Lou Ford ☎ 213 7296)



**part 1**

# **A-Z of services**

## ABUSE

Abuse of adults can be mistreatment of any kind: physical, sexual or verbal. It also includes – threats, humiliation, enforced isolation, neglect or withholding food, drink, clothing. There can also be financial abuse: money withheld, bills not paid, property taken etc. Organisations involved in caring can help with serious problems like these.

If you want to talk to someone in confidence first, try :

**Action on Elder Abuse Helpline, Freephone ☎ 0808 808 8141**

Monday–Friday 10am–4.30pm

Or contact a member of staff at any of the organisations involved in caring: **Social Services** (Adult Protection) or the **Health Service**, or **Age Concern Leeds**.

You may feel that you need to go directly to the police.

**Elder Abuse Domestic Violence Coordinator at the Police:**

☎ 0845 606 0606

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## ACCESS BUS

Access Bus is a fully accessible door-to-door bus service which operates in each of the five Districts of West Yorkshire. The buses have wheelchair lifts. The service is free to anyone who cannot use public transport due to a permanent or temporary disability.

For further details telephone the **Dial a Ride Service**

☎ 01274 304 297. It operates from Monday to Friday – 7.30am–4pm, on Saturday from 9am–5.30pm and on Sunday from 9am–5pm

Note also the **Nightlink** women only bus ☎ 275 1289 and **Shopmobility** 246 0125.

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## ACCESS TO BUILDINGS

The *'Leeds Access Guide for disabled people'* is available on the Leeds City Council website – see page 86.

## ADAPTATIONS IN THE HOME

See also *Equipment for Daily Living, Disabled Living Centre*.

Small adaptations to the home, such as handrails to the stairs, can be organised by Occupational Therapy staff from Social Services or in hospitals and by staff in Intermediate Care Teams. This service is provided free of charge.

Larger adaptations, such as stairlifts and showers, need an assessment by a Social Services Occupational Therapist and may be funded by a Disabled Facilities Grant from Housing Services. This is means tested so a contribution towards the work may be needed. From April 2002 there is a maximum grant limit of £25,000 on the overall cost.

For an assessment and information on Grants call the Contact Centre. See *Social Services* – pages 77–78

**Care and Repair** can also help with advice about adaptations – see entry or ☎ 240 6009.

## ADVICE

Advice is available from many different organisations. See the addresses in part 3 at the back of this book – pages 69–88.

## ADVOCATES AND ADVOCACY SERVICES

An advocate is someone who speaks up for you or helps you to deal with large organisations.

The **Advocacy Network** provides a Directory of Advocacy Services in Leeds ☎ 244 9045.

**Age Concern** provide an advocacy service for older people throughout Leeds.

A number of **Neighbourhood Network Schemes** have a similar service for people in their areas.

See *Neighbourhood Network Schemes* – pages 85–89

The **Advocacy and Interpreting Service** provide an advocacy service particularly for people from ethnic minority communities and aims to improve access to the Health and Social Services ☎ 235 1877

The **Leeds Mental Health Advocacy Group** at **Centenary House, 59 North Street, Leeds LS2 8AY** provide advocacy support for people throughout Leeds with mental health issues or dementia.

☎ 247 0452 or ☎ 247 0449 (admin)

The **Leeds Black Elders** also have an advocacy scheme ☎ 237 4332.

There are two advocacy services run specifically for people with learning disabilities and they are both based at **C.H.E.L. 26 Roundhay Road, Leeds LS7 1AB** ☎ 244 0606 e-mail: [office@leedsadvocacy.org.uk](mailto:office@leedsadvocacy.org.uk) website: [www.leedsadvocacy.org.uk](http://www.leedsadvocacy.org.uk)

There is an Advocacy Service for people who are deaf, deafened, deafblind or visually handicapped. Contact the **North Regional Deaf Association** and the **North Regional Association for the Blind** ☎ 01606 330362.

## AGE CONCERN LEEDS

Age Concern Leeds is a registered charity providing a wide range of practical services for older people throughout the Leeds Metropolitan District. Leisure activities are available at a number of venues, and holidays in this country are arranged each year. Meals on wheels, hospital after-care and advocacy are run from the main centre. Information, advice and insurance services are available from the very busy drop-in centre at **The Age Concern Centre, Mark Lane**, (behind Allders) in the centre of Leeds.

Services at the centre are available Monday to Friday as follows: Refreshments 9.30am–3pm; Information and Advice Service – personal callers 10am–2pm and 9.30am–3pm for telephone enquiries – ☎ 389 3004. Insurance – 9.30am–3pm ☎ 389 3009.

For further details and leaflets, contact:

**Age Concern Leeds, 188a Woodhouse Lane, Leeds LS2 9DX** ☎ 245 8579. Website for National Age Concern with downloadable factsheets: [www.ace.org.uk](http://www.ace.org.uk)

## AGE LINK

This is a 24 hour, 7 days a week help line giving guidance and help for older people ☎ 0500 600090.

## ALARMS • Care Ring Leeds

Care Ring Leeds is an emergency contact telephone service (and pendant alarm) so older or disabled people can contact someone who can help, using the the Emergency Control Centre.

It is available to people who live alone, or who are unable to deal with an emergency, or who have difficulty moving about.

The Centre is operated all day every day.

Charges (January 2003) are:

Rent of alarm equipment – £1.10 per week (Council tenants free)

Monitoring service – £1.10 per week

There is a one-off connection fee of £10

You may be able to get help with the cost from Social Services

For further information contact **Care Ring** ☎ 224 3485

There are also private alarm systems. See advertisements in the press etc.

## ALCOHOL

Tolerance to alcohol decreases with age, making older people more vulnerable to its effects. If you are worried about your own or someone else's drinking you can contact: **The Alcohol Information Centre and**

**Community Alcohol Services, 60 Upper Basinghall Street,**

**Leeds LS1 5HR** ☎ 247 0111 e-mail: adsleeds@yahoo.co.uk

They are open Monday to Friday 9.15am–5pm and until 7pm on Tuesday.

**Alcoholics Anonymous** have a local telephone line ☎ 245 4567 open 24 hours, 7 days a week.

There is also a **National Helpline** ☎ 0845 769 7555 open 24 hours, 7 days a week.

Useful website: [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**Drinkline** also have a helpline **Freephone** ☎ 0800 917 8282 open 24 hours, 7 days a week

## ALZHEIMERS SOCIETY

See also *Mental Health*

The Society helps and supports people with any form of dementia and their carers. Advice and information can be provided about the various types of dementia as well as information on relevant services, benefits and local support groups. Home visits can be arranged. The Society also administer a holiday grant scheme and run a day centre for people under 65 who have dementia.

Contact by telephone in the first instance on ☎ 231 1727  
**Alzheimer's Society, Armley Grange, Armley Grange Drive,  
 Leeds LS12 3QH** e-mail: [alzheimers@armleyleeds.fsnet.co.uk](mailto:alzheimers@armleyleeds.fsnet.co.uk)  
 website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## AMBULANCE SERVICE

If you have to attend hospital as an in-patient or out-patient, transport may be arranged for you free of charge. Your doctor can refer you to the Patient Transport Service if they think it is necessary or you can contact the clinic you are attending to make the request.

There are also private ambulance services.

See Yellow Pages or *Age Concern*



## ANTI-SOCIAL BEHAVIOUR UNIT

If you are a victim of harrassment or nuisance ☎ 398 4701 for help

## ARTHRITIS

For telephone advice and local groups contact **Arthritis Care** (Leeds Branch). Telephone the Secretary: Mrs D. Darley ☎ 268 9451

National: **Arthritis Care, 18, Stephenson Way, London NW1 2HD**  
**FREE HELPLINE** ☎ 0808 8004050 website: [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

## ASSESSMENT FOR CARE

When someone needs a service in their own home there will be some form of assessment to see exactly what is needed and how it can best be provided. This is called a 'Social Care Assessment'.

Social Services are responsible for assessing the needs of people living at home. An assessment is also done by Health and Social Services for people being discharged from hospital.

The assessment will take into account the views of the person being assessed and others involved. It may be useful for the person's carer also to have an assessment of their own situation – see *Carers*.

There is a wide variety of services available and most are described in this booklet. There may be charges for some services. Some charges depend on how much money you have, and there is a Financial Assessment for some services.

There is a leaflet '*A Guide to Social Care Assessments*' which gives all the details about assessments. It is available from Social Services or from other organisations such as the Carers Centre, DIAL, or Age Concern etc.

### Financial Assessments

Financial assessments are done for people applying for income related benefits and some services. You may need help from one of the advice agencies when completing the forms eg. Age Concern or CAB.

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

## BEFRIENDING/VISITING

People of all ages can feel lonely, even those who live with other people. For information on visiting/befriending schemes in Leeds contact Age Concern.

See also *Neighbourhood Network Schemes* pages 79–83



## BENEFITS

Part 2 of this Guide gives detailed information about the many benefits for older people. Please see pages 63–68

### Minimum Income Guarantee for Pensioners Helpline

☎ 0800 028 1111.

Note that from October 2003 the Minimum Income Guarantee is replaced by the Pension Credit. The Pension Credit guarantees everyone aged 60 and over an income of at least £102.10 a week if you are single or £155.80 a week if you have a partner. You can phone the **Pension Service** to apply for the Pension Credit

☎ 0800 991234.

See also *Council Tax, the Welfare Rights Unit* or *Housing*.

## BENEFITS AGENCY • BA – NOW THE DEPARTMENT FOR WORK AND PENSIONS

(used to be Dept of Social Security, DSS or the DHSS).

At the back of this booklet there is a list of offices in Leeds, and details about all the main benefits – see page 70

## BEREAVEMENT

If you feel you would like to talk to someone other than a close relative or friend, you can contact: **Cruse Bereavement Care** ☎ 234 4150 or **Widows Advisory Service** ☎ 245 0553 + ansaphone.

An excellent free booklet about Bereavement Services in Leeds is produced by the **Bereavement Forum** ☎ 225 3975.

Useful websites : [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)  
or : [www.bereavement.org.uk](http://www.bereavement.org.uk)

See also **Benefits** – pages 63–68, and **Funerals and Wills**.

A mini directory about bereavement services is available from Wheatfields Hospice – see **Hospice**.

## BLACK AND MINORITY ETHNIC COMMUNITIES

There are many specific services for older people from these communities. Some are listed under **Neighbourhood Network Schemes** pages 79–83. There is also **Leeds Black Elders** ☎ 237 4332 and **Irish Health and Homes** ☎ 240 1130 (for housing help and pensions advice for the Irish community in Leeds)

Some centres cater especially for people from black and minority ethnic communities. These are:

**Apna Day Centre**  
82 Cardigan Road  
Leeds LS6 3BJ  
☎ 274 8272

**Bethel Elderly Day Centre**  
43–45 Victoria Road  
Leeds LS6 1AS  
☎ 230 4472

**Amrit Day Centre**  
(for elderly Sikh members)  
Leeds LS11  
☎ 270 0404

**Chapelton Resource Day Centre**  
c/o West Indian Centre  
10 Laycock Place  
Leeds LS7 3JA  
☎ 262 9496

**Frederick Hurdle Day Centre**  
Reginald Terrace  
Leeds LS7 3EZ  
☎ 262 2861

**Ramagarhia Sikh Day Centre**  
8/10 Chapelton Road  
Leeds LS7 3AP

Sikh Baba Dal Day Centre  
10 Brandon Way  
off Chapletown Road  
Leeds LS7 4HY  
☎ 262 5156

United Caribbean Association  
12, Hall Lane  
Leeds LS7 3HE  
☎ 262 3851

Chinese Community  
Association/Centre  
84–86 North Street,  
Leeds LS2 7PN  
☎ 234 6019

Vietnamese Community  
Association  
53 Louis Street,  
Leeds LS7 4BP  
☎ 262 2389

or telephone *Voluntary Action Leeds*, or *Age Concern* or *Social Services*

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## BLINDNESS

See also *Sight Loss*, and *Talking Books and Newspapers*.

Leeds Centre for Blind and Partially Sighted People, Shireview,  
72 Headingley Lane, Leeds LS6 2DH ☎ 214 4544.

The centre provides advice, information and assistance to people with any sort of sight loss. Services include displays of equipment to encourage independence, rehabilitation support, communication facilities (including braille, large print and cassette services) as well as educational, recreational, social and health services.

There is a free book produced by Social Services called '*Information for Blind and Partially Sighted People*'. The book is available in large print, Braille and on tape from Shireview.

Royal National Institute for the Blind ☎ 0845 766 9999  
website: [www.rnib.org.uk](http://www.rnib.org.uk)

Action for Blind People, Welfare and Benefits Advice service  
☎ 0207 635 4800, website: [www.afbp.org](http://www.afbp.org) (this has a graphical and a text version) it is an excellent and very useful site.

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## BLUE BADGES (used to be Orange Badges)

The Blue Badge Scheme provides parking concessions for blind or disabled people with severe walking difficulties, who travel either as drivers or passengers. It allows badge holders to park closer to their

destination. If you receive Mobility Allowance or high mobility rate within DLA, you will get the badge automatically. Otherwise if you are of pensionable age you will need a doctors letter before a decision is made.

If you think you may be entitled to a badge, contact Social Services by telephoning the **Contact Centre ☎ 398 4700** for more details and an application form – see pages 77–78. There is no charge for the badge.

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## **BOGUS CALLERS – DISTRACTION BURGLARY**

Bogus calling is now known as Distraction Burglary. The Distraction Burglary Co-ordinator at **Age Concern Leeds** can provide advice about bogus callers ☎ 203 1111.

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## **BREAKS**

Needing a short break? – see *Respite Care* and *Family Placement*.

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## **BUS AND RAIL TRAVEL AND PASSES**

See *Access Bus*.

There are special passes for older people:

### **Bus Passes**

Older Peoples' Permits can be obtained free from your local Post Office. You will need to take your pension book or birth certificate and a passport size photograph.

Disabled/Blind Persons Permits contact: the Duty Officer at *Social Services* – see pages 77–78

Metro users concessionary schemes for older people contact **Leeds City Bus Station ☎ 245 7676**

### **Rail Cards**

Senior Railcard and Disabled Persons Railcard entitle you to reductions on rail journeys. ☎ 08457 484 950 for details. All calls charged at local rates.

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

## CALL CENTRES

See *One Stop Centres* and the *Contact Centre*

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### CANCER

The local centre in Bradford covers Leeds and gives advice and information on available services including treatment and counselling. **Cancer Support Centre** ☎ 0127 477 6688

There are also national organisations with freephone lines: **Cancer BACUP** – British Association of Cancer United Patients. Information Service: **Freephone** ☎ 0808 800 1234

Monday–Friday 9am–7pm

They have free booklets: ☎ 020 7696 9003

website: [www.cancerbacup.org.uk](http://www.cancerbacup.org.uk)

#### **CancerLink**

They also have an Information Helpline ☎ 0808 808 0000

website: [www.cancerlink.org.uk](http://www.cancerlink.org.uk)

Asian Helpline in Hindi, Bengali, Urdu, Punjabi ☎ 0800 590415

#### **Robert Ogden Macmillan Cancer Information and Support Centre**

This Centre has been created for people with cancer, their families and carers. It provides comprehensive and appropriate information and support for individuals and families affected by cancer.

Patients or their families may simply 'drop-in' to the Centre or they may ring for an appointment.

**St. James's University Hospital, Beckett Street, Leeds LS9 7TF**

☎ 206 6498 or 206 6499 (for appointments)

Opening hours – Monday to Friday, 10am–4pm (closed bank holidays)

Macmillan and the BBC produce a helpful and comprehensive free booklet *'The Cancer Guide'* – to get a copy ☎ 0845 601 6161 or see website: [www.macmillan.org.uk](http://www.macmillan.org.uk)

## CARE AND REPAIR

See also *Housing (Home Repair)*

If you are over 60 and on a low income and own your own home, Care and Repair may be able to help, either with general advice about maintenance, with small repairs or with applications for Home Repairs Assistance Grants and Disabled Facilities Grants. They can also do home visits.

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

Call or telephone: **Care and Repair, 323, Roundhay Road, Leeds LS8 4HT** ☎ 240 6009 e-mail: [billrollinson@hotmail.com](mailto:billrollinson@hotmail.com).

## CARE RING LEEDS

See *Alarms*

## CARERS

See also *Carers Leeds Centre, Family Placement* and *Crossroads*

Carers may be husbands, wives or partners caring for each other, sons and daughters, or other relatives or they may be friends and neighbours who help look after someone who is frail, ill or disabled. They may also be a child or young person helping to care for or support a parent or other adult with whom they live.

There are many different services that might be useful to carers, including:

- Short respite breaks
- Longer breaks away from home
- Help with caring in the home, or day care for the person being cared for
- Information/advice
- Carers Emergency Card
- Assessments by Social Services of carers needs and provide services as above
- Support Groups – The Carers Centre carries an up-to-date list

Social Services staff have a duty to talk to carers about their relative's situation, give information about services and benefits, and make time to discuss a carers' own needs. Since April 1996 the Carers Act has given

carers who are providing a lot of care a legal right to an assessment of their own needs.

Contact: the local Social Services – see ***How to Contact Social Services*** – pages 77–78

See also: ‘*Choices for Carers*’ an information booklet available from the Carers Leeds Centre or from one of the ***One Stop Services*** – see pages 77–78 or some Libraries.

### **Websites for carers**

**The Princess Royal Trust For Carers**, website: [www.carers.org/leeds](http://www.carers.org/leeds)

**Care fees advisory service** ☎ 0500 767476 Monday–Friday 9am–4pm  
[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

**Care Support** – database of UK care providers  
website: [www.caresupport.com](http://www.caresupport.com)

**Counsel and Care Elderly advice** ☎ 0845 300 7585  
website: [www.counselandcare.org.uk](http://www.counselandcare.org.uk)

## **CARERS LEEDS CENTRE**

The Carers Leeds Centre is based in central Leeds and offers information, advice and support to all carers. Contact the Centre by phone on ☎ 246 8338 Monday–Friday 9.30am–4.30pm, or drop-in to the Centre at **6–8 The Headrow, Leeds LS1 6PT**, Tuesday–Friday 10am–4pm, or ask to be included on their mailing list for a regular, free information bulletin by post.

They have a wealth of other information including: ‘*Carers Support Groups*’ – a booklet listing all the carers groups in the Leeds area.  
website: [www.carers.org/leeds](http://www.carers.org/leeds)

## **CARERS UK (USED TO BE CALLED CARERS NATIONAL ASSOCIATION)**

This is a registered charity supporting carers. They offer telephone support and information to all carers whether members or not.

**20/25 Glasshouse Yard, London EC1A 4JT** ☎ 020 7490 8818

**Carers HelpLine** ☎ 0808 8087777 Monday–Friday 10am–12 noon and 2pm–4pm, website: [www.carersonline.org.uk](http://www.carersonline.org.uk)

There is a Leeds branch. Contact by phone on ☎ 0113 258 5579.

## CENTENARIES AND DIAMOND WEDDINGS

If you are lucky enough to be celebrating your 100th birthday(!) or your 60th Wedding Anniversary and would like an official visit from the Lord Mayor please contact the secretary to the Lord Mayor at the Civic Hall  
 ☎ 247 4055

Telegram from the Queen? – you can write and organise this yourself by writing to **The Anniversaries Officer, Buckingham Palace, London SW1A 1AA** ☎ 020 7930 4832.

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## CHIROPODY OR PODIATRY SERVICES

These are services for looking after people's feet, including people needing nail surgery.

Men and women over sixty-five and people registered disabled may be eligible for chiropody treatment on the NHS. Contact your GP or Health Clinic or telephone Chiropody Services at **St. Mary's Hospital** ☎ 279 0121. A very limited home visiting service is available.

Look in Yellow Pages for a chiropodist who has the letters SRCh after their name showing that they are state registered.

A clinic is also available at *Age Concern* for a small charge.

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## CITIZENS ADVICE BUREAU

See also *Advice*

There are main offices and part-time sessions in many parts of the city. – see pages 71–75 at the back of this book for details.

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## COMMUNITY CARE

Community Care is now more often called Social Care. Community Care describes the help and support given to people so that they can live independently usually in their own homes for as long as possible. A formal assessment is usually done before services are given. See *Assessment for Care*

## COMMUNITY HEALTH COUNCIL (CHC)

Most of the work carried out by CHC is now done by *PALS the Patient Advice and Liaison Service*.

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### COMPLAINTS & COMPLIMENTS

If you have a complaint or compliment about services from Leeds City Council, then call the **Contact Centre** ☎ 398 4702, minicom 224 3792.

There is a separate procedure if you have a complaint, comment or compliment about Social Services, contact: **Complaints Officer** at **Merrion House** ☎ 247 8627

There is also a leaflet about complaints, comments or compliments. It is available from **Social Services** – see pages 77–78.

If you have a complaint, comment or compliment about anything to do with health services you can contact the GP Surgery or hospital complaints department directly or contact the **Complaints Manager** at **West Yorkshire Strategic Health Authority** ☎ 206 7168/9

See entry on *PALS (the Patient Advice and Liaison Service)*.

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### CONTACT CENTRE

The Contact Centre deals with Social Services for the whole city and housing enquiries for the areas of the city linked to the One Stop Centres. It also processes all applications for Disabled Parking Badges. You can contact the Centre on ☎ 398 4702 minicom 224 3792 fax 247 6679 e-mail: onestop@leeds.gov.uk

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### COUNCIL HOUSING

See *Housing*

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### COUNCIL SERVICES

For information about all Leeds City Council services ☎ 234 8080.

## COUNCIL TAX

See also *Benefits, Welfare Rights Unit*.

People living alone get a discount of 25% on their council tax bill and people on low incomes may be entitled to Council Tax Benefit. Other reductions in Council Tax are also available. More information from Leeds City Council's **One Stop Centre, Benefits Advice**, 2 Great George Street, Leeds ☎ 247 7247 minicom 247 6434.

Arrangements can also be made so that people can get all their information, bills, etc. for Council Tax sent to them in a format which is easy for them to understand. For further details contact the **Council Tax Section of the Finance Department** on ☎ 398 4730 minicom 247 5843.

People can pay at any Post Office or Paypoint for free or at One Stop Centres or Neighbourhood Housing Offices. Payment can also be made over the internet by debit card at [www.billpayment.co.uk](http://www.billpayment.co.uk).

## COUNSELLING

See entries for *Mental Health, Crisis Centre and Samaritans Bereavement*

## CREDIT UNIONS

Credit Unions allow you to save and borrow at low rates of interest. Contact **Leeds City Credit Union** ☎ 214 5252 website: [www.leedscitycreditunion.co.uk](http://www.leedscitycreditunion.co.uk)

## CRIME

See *Neighbourhood Network Schemes*

The Crime Prevention Officer at your local police station will advise you about security in and outside the home.

**Community Action and Support Against Crime (CASAC)**

☎ 380 5640 can offer help with security and crime prevention.

Groups, such as **Care and Repair** or **Age Concern Leeds** can also help. Work may be free for people over 60 and on low income.

**Victim Support Leeds** supports people who have been the victims of crime. Trained volunteers will offer free confidential support and advice. Police refer people to Victim Support but you can contact them yourself if you wish.

☎ 395 1260 Monday–Friday 9am–4.30pm fax 242 5288

**Victim Support Leeds, Leeming House, Kirkgate Chambers,  
Leeds LS2 7HH** e-mail: vsnel@dial.pipex.com or  
website: www.victimsupport.demon.co.uk

## CRISIS CENTRE

See entries on *Emergencies, NHS Direct, Family Placement, Samaritans*

**Leeds Crisis Centre** offers confidential, short-term counselling and support for people who are finding it hard to cope at a stressful time in their lives. The Centre is open to everyone regardless of race, age, disability, sexuality or gender. Contact directly or via GP.

**3 Spring Road, Leeds LS6 1AD** ☎ 275 5898

open Monday–Friday 10am–9.30pm, Sat and Sun 11am–7pm every day of the year, answerphone out of hours.

## CROSSROADS (FOR CARERS)

Crossroads is a voluntary support service for carers in Leeds 10, 11, 26 and greater Morley. It supports people who care for a disabled person at home. It provides Care Attendants to relieve stress and to avoid admissions to hospital. It welcomes referrals from elderly carers (over 75) or those looking after someone with dementia.

The service is FREE but donations are welcome.

**Crossroads, Middleton Skills Centre, 110 Middleton Park Avenue,  
Leeds LS10 4HY** ☎ 271 6457

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

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## DAY CENTRES

Day Centres for people over the age of 60 offer activities and help with personal care and hygiene, bathing, and hairdressing. Occupational Therapy and Physiotherapy is also available at some centres. There may be social activities, organised outings, shopping trips, entertainments, dominoes, bingo and art/craft activities. Transport can be arranged. Specialist day care is available for people with dementia.

There are some day centres for older people from ethnic minority communities – see page 13.

It is possible to attend a day centre for a short time only. Some hospitals also run day centres.

There is a small daily attendance charge.

If you want to find out more about going to a Day Centre contact

**Social Services** – see pages 77–78.



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## DEAFNESS

Your GP may be able to help or they will refer you to the hospital for a simple hearing test.

**Leeds Centre for Deaf and Blind People** can advise you about other services and equipment (eg to help you hear the TV, telephone or doorbell).

The **Leeds Hard of Hearing Forum and Club** meet here too and new members are always welcome.

There are also lip reading classes in various areas of Leeds. Phone the teacher for more details on ☎ 258 8691.

There is also a day centre for deaf-blind people at Centenary House. It offers information, support and rehabilitation.

It is open Monday, Wednesday and Friday: **Leeds Centre for Deaf and Blind People, Centenary House, North Street, Leeds LS2 8AY** ☎ 243 8328.

Other useful contacts:

The Deaf Social Club on ☎ 245 2512.

Royal National Institute for Deaf People ☎ 0808 808 0123

website: [www.rnid.org.uk](http://www.rnid.org.uk)

Deaf Blind UK – website: [www.deafblind.org.uk](http://www.deafblind.org.uk)

British Deaf Association 9 Springfield Street, Warrington WA1 1BB

☎ 0192 5652520 website: [www.bda.org.uk](http://www.bda.org.uk) Text phone 0192 565 2525

Wednesday 7–10pm.

See also *Hearing Aids*

## DEATH

See *Bereavement*

## DEBT

If you have problems with debt contact the **CAB** – pages 71–75 – as soon as possible. Or you can contact the **National Debtline**

☎ 0645 500511 website: [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

## DECORATING

There may be some limited help available with decorating through some of the *Neighbourhood Network Schemes*. These are listed at the end of the book – see pages 79–83.



## DEMENTIA

See *Mental Health, Carers, Alheimers Society*

## DENTISTS AND DENTAL CARE

See also *Benefits, Free Dental Treatment*  
– pages 64–68

Repairs to dentures are free on the NHS. If it is impossible for you to get to your dentist, they may be able to visit. If you can get out and about but need to find a dentist with suitable access e.g. for a wheelchair, contact **West Yorkshire**

Strategic Health Authority ☎ 295 2000 (ask for Dental Contracts Dept.) or your local Primary Care Trust see pages 84–85.  
You could also try the Leeds Dental Institute ☎ 244 0111.

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## **D.I.A.L. • DISABILITY INFORMATION AND ADVICE LINE**

DIAL is a voluntary organisation with lots of experience in all aspects of disability including benefits. Information and advice is available by telephone or call in. Open 10.30am–3.30pm Monday–Friday.

**DIAL, The Mary Thornton Suite, Armley Grange Drive,  
Leeds LS12 3QH ☎ 214 3630 fax 214 3628 minicom 214 3627**  
website: [www.dialuk.org.uk](http://www.dialuk.org.uk)

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## **DIRECT PAYMENT SCHEME**

A Direct Payment is money the Social Services Department can give you so you can get the support and care you need instead of Social Services providing the service themselves. You can then manage your own support and so be more independent. To qualify you must be a disabled person, assessed as needing services and able to manage a direct payment. It is now open to people aged 64 and over.

For application forms contact your social worker or if you do not have a social worker ☎ 398 4702 or minicom 224 3792. For help and advice on Direct Payments contact the **Direct Payments Support Service at Leeds Centre for Integrated Living ☎ 214 3594**  
website: [www.leedscil.org.uk](http://www.leedscil.org.uk)

Useful website: [www.yorkshiredisabilitynetwork.org.uk](http://www.yorkshiredisabilitynetwork.org.uk)

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## **DISABILITY**

See *Adaptations in the Home, Benefits, Equipment for Daily Living, DIAL* and *Blue Badges*.

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## **DISABILITY LIVING ALLOWANCE**

See also *Benefits* – pages 63–68

## THE DISABLED LIVING CENTRE (DLC) • THE WILLIAM MERRITT CENTRE

See also *DIAL*

The Centre provides free, impartial assessments, demonstrations and advice on equipment and adaptations for disabled people. It also provides advice on how equipment can be obtained from health or Social Services, or purchased or hired from retailers. Information is available on equipment to help with: bathing and toileting, climbing stairs, cooking and eating, dressing, getting in and out of bed, wheelchairs, walking aids, and chairs.

Telephone, write or call in. Visit by appointment for demonstrations, you don't have to be referred by anyone. There is good access and some parking.

**The William Merritt Disabled Living Centre (DLC),  
St. Mary's Hospital, Green Hill Road, Leeds LS12 3QE ☎ 305 5332**

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## DISTRICT NURSES

See also *Nurses*

District nurses assess people in their own homes, health centres, clinics, GP surgeries or residential care homes and provide skilled nursing treatment, care and support to patients and their carers. They work closely with other community agencies to provide a package of appropriate care. You can contact district nurses through your G.P., or contact them direct at the local surgery/health centre/clinic.

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## DOCTORS

Your local family doctor (GP Practice) will usually be the first person to contact if you need help with health care issues. As well as giving treatment, prescriptions, flu jabs and health check ups, they can also refer you on to other agencies, if necessary. Patients over 75 should be offered an annual health check and a medication check every six months. Your GP Surgery will also explain how to contact a doctor out of normal surgery hours.

See also **NHS Direct** – the telephone helpline ☎ **0845 4647** and **NHS Direct Online** at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

For information about doctors in your area or changing your doctor contact the **West Yorkshire Central Services** ☎ 295 2500.

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## DRUGS

If you are worried about your own or someone else's use of drugs you can contact:

**Multiple Choice** – offer advice, information and help for people with drug problems. Open 10am–5pm, and visitors may drop-in any time during these hours.

14 Queen Square, Leeds LS2 8AJ ☎ 245 6616

**National Drugs Helpline** – a free and confidential service for advice and information about drug use ☎ 0800 776 600

minicom 0800 917 8765 website: [www.ndh.org.uk](http://www.ndh.org.uk)

Other languages ☎ 0800 917 6650

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

## EATING HEALTHILY

See *Healthy Living* and *Healthy Living Centres*

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## EDUCATION

There are many educational opportunities for older people in Leeds. A list of further education institutions is given in the telephone directory under Leeds City Council. You can get a prospectus from each college or your local main library. There may be reduced fees depending on your circumstances.

**The Swarthmore Centre** is a small independent Adult Education Centre with its own programme of day and evening classes. Contact **2-7 Woodhouse Square, LS3 1AD** ☎ **243 2210**

**Age Concern Leeds** has a range of educational classes including languages, discussion groups, creative writing, art and keep fit. They also have information about University of the Third Age Groups in Leeds ☎ **245 8579** for further details.

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## ELECTRICITY

See also *Energy Advice , Winter Fuel Payments and Cold Weather Payments* in *Benefits* pages 63–68

There are several ways to budget for an electricity bill. Details are available from your supplier. If you get into difficulty with payments contact them as soon as possible. Other organisations are listed in *Part 3* – pages 69–88.

Most electricity suppliers offer several special services and a register for older people or disabled customers. Contact your supplier for details.

## EMERGENCIES

See the list on the inside back cover.

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### EMERGENCY CONTACT NUMBERS (energy)

**GAS** ☎ 0800 111 999

**ELECTRICITY** Yorkshire Electricity distribution ☎ 0800 375 675

☎ Npower 0800 668 877

**Energy Conservation Unit** –In the Winter, Leeds City Council's Energy Conservation Unit provide Energy Advice Surgeries to all Leeds residents at locations around the City. They give information about home energy issues including: insulation and heating grants; condensation, damp and mould; fuel supply and fuel debt issues  
☎ 214 5179.

**The Warm Front Team (used to be called HEES Grants)**

The Warm Front Team can provide energy saving grants to people who own their home and who are on a low income, in receipt of DLA or over 60 ☎ 0800 952 1555.

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### ENERGY ADVICE

**The Leeds, Bradford and Hull Energy Efficiency Advice Centre**

Offers impartial advice to Leeds residents who want to make their homes warmer and/or reduce their fuel bills. A Home Energy Questionnaire needs to be completed.

They advise on: home insulation and heating grants; fuel payment methods; gas and electricity prices and special priority services offered by gas and electricity providers. Publications giving advice on staying warm and healthy in winter are available on request.

**Freephone** ☎ 0800 512 012.

To compare fuel prices use [www.uswitch.com](http://www.uswitch.com) or [www.saveonyourbills.co.uk](http://www.saveonyourbills.co.uk) (also covers telephones)

If you have problems contact **CAB** or **Energywatch**, the organisation which represents the interests of all gas and electricity users, to make a complaint ☎ 0845 906 0708 or see website: [www.energywatch.org.uk](http://www.energywatch.org.uk)

## EQUIPMENT FOR DAILY LIVING

See also *Adaptations in the Home, DIAL, Disabled Living Centre*

Equipment can be provided to help people be more independent at home or to make caring for someone easier. Equipment is provided on loan free of charge at the request of a nurse, occupational therapist or physiotherapist.

For equipment to help with providing nursing care at home contact your District Nurse. For equipment to help with independence in everyday activities call the **Contact Centre** to make a request to see an Occupational Therapist.



See **Social Services** – pages 77–78

To look at equipment and get ideas or information on where to buy it contact the **William Merritt Disabled Living and Mobility Centre** – see the **Disabled Living Centre, 'One Stop' Services** or from some **Health Centres** in Leeds.

If you have items which are no longer required they can be collected by **Leeds Equipment Service** ☎ 247 7387

There is a booklet '*Community Equipment Services in Leeds*' available from Social Services, 'One Stop' Services or from some Health Centres in Leeds.

## EYESIGHT

For details about opticians contact **West Yorkshire Central Services** ☎ 295 2605. You qualify for a free sight test if you are over 60. For advice on whether you are able to get further help with health costs ring the **Health Cost Advice Line** ☎ 0800 917 7711.

Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.



## FALLS

See *Emergencies, Healthy Living, Equipment, Disabled Living Centre, Care and Repair*.

Falls are one of the main reasons for hospital admissions and loss of independence for older people. Making your home safer and healthy living will help to avoid a fall or fracture.

If you live in East Leeds further information is available from the **Care and Repair Fall Prevention Project**. Call Amanda Douglas on ☎ 240 6009. See also *Care and Repair*

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## FAMILY PLACEMENT

The Family Placement Scheme (at Leeds Social Services) is a city wide service providing breaks for older people, people who have a physical disability, or a learning disability, people with dementia, and others. This can be either:

- Staying with a family: this could be an occasional break, a regular break, or, if there is an emergency (for example when a carer has been taken into hospital).
- Home based service which provides a carer to stay within people's own homes, giving carers a break either for a few hours, a day, or overnight.

Both services are flexible and aim to meet a range of different needs and circumstances. Carers in the service are carefully selected, receive training and support. They are carefully matched to service users. A small charge is made for this service.

For further information please contact:

**Family Placement, Social Services Department, Merrion House, Merrion Centre, Leeds LS2 8QB** ☎ 247 8659 or 247 8657.

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## FIRE SAFETY

You can have a free fire safety check and free fitting of smoke alarms by contacting the **West Yorkshire Fire Service Fire Safety Hotline** ☎ 01274 685087 or ring your local fire station (number in the phone book under 'FIRE').

## FUNERALS

See also *Bereavement, Benefits and Wills*

### **Making funeral arrangements**

There are leaflets available from the local Benefits Agency office who provide a free leaflet D49 'What to do after a Death', or from Age Concern, or contact an undertaker.

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## **FURNITURE – LEEDS AND MOORTOWN FURNITURE STORE**

Provide good quality second-hand furniture and furnishings to people who cannot afford to buy their own and live in Leeds or the surrounding area. You will need to be referred by an agency, charity or voluntary group.

**Leeds and Moortown Furniture Store Ltd, 46 Burley Street, Leeds**

**☎ 243 5455**

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

## GARDENING

There may be some help available with gardening through the

### **Neighbourhood Network Schemes.**

These are all listed at the end of the book – see pages 79–83

See also ***Groundwork Leeds.***

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## GAS

All representatives of the gas suppliers carry an identity card, but you can arrange a password with them. Most people over 60 qualify for a free gas safety check.

For information about the special services contact your gas supplier. The local CAB, Social Services, or Department of Work and Pensions may be able to advise about payment difficulties.

See also the advice organisations – pages 69–88

See also ***Energy Advice.*** They can also give advice regarding adaptations to equipment.

See also ***Benefits*** – pages 63–68

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## GROUNDWORKS LEEDS

Groundwork is a charitable business working in partnership with the City Council to bring social and economic benefits to local communities by carrying out environmental improvements. One of Groundwork's services is to help older people with overgrown gardens, though at present only in the South Leeds area. Although the scheme is subsidised by Social Services a small contribution is required. Referrals for the scheme are made through the local Social Services Coordinator. Contact ***Social Services,*** – see pages 77–78



## HEALTHY LIVING CENTRES

Leeds has a number of new Healthy Living Centres – five in inner city areas, one city wide centre for minority ethnic communities and one targeted at the communities and people associated with Leeds Prison. The Centres will work with local people, groups, health and local authority staff to promote practical programmes to improve people's health and wellbeing. These focus especially on activities to promote a healthy approach to eating, obesity, exercise, smoking and alcohol consumption. For more information and the details of your nearest HLC, contact **Valerie Mills, Health Living Settings Co-ordinator** on ☎ **0113 275 5456** or e-mail: [vmills@leeds-ha.freeserve.co.uk](mailto:vmills@leeds-ha.freeserve.co.uk)

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## HEALTHY LIVING

See also ***NHS Direct, Alcohol, Doctors, Smoking, Falls, Strokes***

The NHS have 10 simple tips to help you stay healthy

1. Do not smoke
  2. Eat a balanced diet: at least five portions of fruit and vegetables every day.
  3. Aim to be physically active for a total of half an hour a day, five days a week (an hour a day for children)
  4. If you are 65 or over ask for a free flu jab each Autumn
  5. If you drink alcohol, do not drink too much
  6. Cover up in the sun, and protect children from sunburn
  7. Practise safer sex
  8. Take up cancer screening opportunities
  9. Be safe on the roads and follow the Highway Code
  10. Learn the first-aid ABC – Airways, Breathing Circulation
- 

## HEALTH COSTS

For information about help you may get with health costs ring the **Health Cost Advice Line** ☎ **0800 917 7711**.

## HEARING AIDS

See also *Deafness*

The National Health Service now has a wide range of hearing aids. They also provide batteries, repairs, medical examinations and follow-up appointments free of charge. First consult your doctor who will refer you to the hospital for a hearing test. While there are many private hearing aids available, these can be very expensive. If you do decide to buy your own, make sure you are properly tested by a registered hearing aid dispenser, rather than buying through an advertisement or from an exhibition. Digital hearing aids are also available in Leeds.

For other listening equipment contact **Leeds Centre for Deaf and Blind People**. See *Deafness*.

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## HEATING

See *Electricity, Energy Advice, Gas* and *Winter Warmth* – also winter fuel payments and cold weather payments in *Benefits* – pages 65–66

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## HELP THE AGED

**Help the Aged** provide advice and information to older people.

Help the Aged (National) provide a number of services:

Information and advice: **Seniorline Freephone ☎ 0800 800 6565**  
[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

**Seniorlink** – Emergency contact (alarm) for 24 hour assistance in the home ☎ 01709 38 9388.

**Insurance** – ☎ 0800 41 3180.

**Information leaflets** – ☎ 020 7278 1114

They cover finance, benefits, investments, housing, health, bereavement and pensions.

## HOLIDAYS

Information about holidays for older people (including disabled older people) can be obtained from many holiday travel agents, or from **DIAL**, and **Age Concern Leeds**.

Leeds City Council has its own holiday home for older people, The Breece, in Scarborough. Transport to and from Scarborough can be arranged. For a brochure and more information contact **The Breece**, ☎ 0172 3363 945 or from **Social Services** – pages 77–78.

There is also an adapted bungalow **Brook House** at St. Annes on Sea run by Social Services. Contact: **Social Services** on ☎ 247 4657 for details.

See also **Family Placement**




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## HOME-BASED BREAKS

See **Respite Care, Family Placement**

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## HOME CARE

Home Care Services are provided by Social Services and other organisations they work in partnership with. Home Care staff provide help to individuals and their carers, so they can live as independently as possible in their own homes. Home Care can help with 'personal care,' assist with medication, giving social and emotional support, and do domestic jobs. What people get from Home Care will depend on what they need. Social Services will make a home visit to assess what is needed – see **Assessments**.

People coming home from hospital may need a lot of help for a short time and their needs will be assessed in hospital.

Charges are made according to income and savings.

Advice and information is available from **Social Services** – see pages 77–78

There are other home care services provided by private and voluntary organisations. See the press or phone book for details.

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## HOME IMPROVEMENT/REPAIRS

See **Care and Repair, Housing (Home Repair)**

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## HOMELESS

Any older person finding themselves homeless or threatened with homelessness should contact **The Housing Advice Centre, 21–27 The Headrow, Leeds LS1 6PU** ☎ 247 6919 or ☎ 247 6055 or in an emergency outside working hours ☎ 240 9536.

There is a Day Centre (Drop-in) for homeless people at the **St. Anne's Resource Centre, 66, York Street, Leeds** ☎ 243 1894. They can help with advice (including benefits), subsidised meals, laundry, shower facilities and temporary storage for personal belongings.

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## HOMES

See **Residential Homes** and **Nursing Homes**

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## HOSPICES

See also **Nurses**

Hospices provide palliative care for patients with life-threatening illnesses, and help and advice for carers. Care can also be provided in the community, through day services.

Most people receiving hospice services have cancer, but care is also provided for people with HIV-related illness and some advanced, degenerative, neurological disorders such as motor neurone disease. Support is provided for carers before and after the death of a patient.

**MacMillan Nurses** work at the Hospices and can be contacted there.

### Hospices in Leeds:

Serving West Leeds: **Wheatfields Hospice, Grove Road, Headingley, Leeds LS6 2AE** ☎ 278 7249

Serving East Leeds: St. Gemma's Hospice, Harrogate Road, Moortown, Leeds LS17 6QD ☎ 269 3231

All Hospice services are provided free. You can be referred by a G.P. or a Hospital.

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## HOSPITALS AND NHS SERVICES

See list of hospitals and other health services – pages 84–86

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## HOUSING

See also *Residential Homes* and *Nursing Homes*

### Council Houses

**General Housing Enquiries** ☎ 398 4701

Can deal with and give advice about applying for council housing, rent arrears and housing repairs.

**Leeds Homes** is the new way of getting a council or housing association home in Leeds. You need to register by writing to **Leeds Homes, 21–27 The Headrow, Leeds LS1 6PU** or telephone ☎ 247 6313 e-mail: leeds.homes@leeds.gov.uk, and you can pick up weekly lists of available properties from housing offices in the city, or see the website: [www.availablehomes.org.uk](http://www.availablehomes.org.uk)

**Council House Repairs** – call the **Housing Repairs Line** ☎ 398 4704

**The Housing Advice Centre** – gives advice and guidance on a range of housing issues: council tenants, private tenants, landlords, home-owners and Housing Associations in Leeds.

21–27 The Headrow, Leeds LS1 6PU ☎ 247 6919 minicom: 247 6078

### Home repair

See *Care and Repair* and also *Adaptations*

Grants available for people over 60 who are owner occupiers are:

**Home Repair Assistance Grants** (for some general minor repairs) and **Renovation Grants** for work to unfit properties. Both of these are at the discretion of the local authority.

Contact **Leeds City Council, Housing Renewal and Environmental Health Group, 2a Great George Street, Leeds LS2 8BB** ☎ 247 6026

A new advice service is just being developed for home maintenance – ask for the **Home Maintenance Project Officer** at Leeds City Council  
☎ 247 6176.

Sometimes older people on Income Support can get a grant from the **Social Fund** towards the cost of minor repairs, and even for internal decoration. For further details contact the local **Benefits Agency office** – see page 70. There are other ways of financing home repairs, such as loans, raising money on the value of your home, etc. but seek advice first.

There are **Disabled Facilities Grants** for adaptations – see *[Adaptations in the Home](#)*

### **Sheltered Housing**

This is normally a complex of flats or bungalows on one site, designed specifically for older people who need support. The warden attached to the complex calls on tenants most days and can be contacted in an emergency by intercom. When the warden is off duty calls are relayed automatically to the Central Alarm where staff can call in and give assistance at any time of the day or night. If you think you need this type of accommodation contact any local Housing office for advice.

**Extra Care Sheltered Housing** offers a higher degree of support and may be an alternative to going into a residential home.

Contact *[Social Services](#)* – pages 77–78

### **Housing Benefit**

See *[Benefits](#)* – pages 63–68.

If you live in a council house or rent from a private landlord, you may qualify for help with your rent or council tax. If you are buying your own home you may qualify for council tax rebate. For further details contact:

**Leeds Benefits Service, 2 Great George Street, Leeds LS2 8BA**

☎ 247 7247

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Finding your way around:

Anything written in *[blue italics](#)* is an entry that you can find in the book.

## INCONTINENCE

The **Continence Specialist/Advisory Service** provides confidential advice and support on all aspects of continence care and management. Details can be obtained from the **Continence Service, St. Mary's Hospital, Greenhill Road, Leeds LS12**

☎ 279 0121

**Independent Living Fund (I.L.F.)** is government money available to pay for personal support to enable eligible disabled people to live independently. There is an I.L.F. Officer in Social Services who can provide information, advice and support to disabled people and staff regarding I.L.F. ☎ 247 7428 minicom 0113 247 7409 e-mail: zoe.thomas@leeds.gov.uk, 2nd Floor, White Rose House, 8 Otley Road, Leeds LS2 6AN

**The Independent Living Fund, PO Box 7525,**

**Nottingham NG2 4ZT ☎ 0845 601 8815 website: ilf.org.uk**

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## INSURANCE

Specialist insurance for older people is available from a number of places including: **Age Concern** and **Help the Aged** who both have their own insurance services.

See also website: [www.abi.org.uk/consumers](http://www.abi.org.uk/consumers)

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## INTERNET ACCESS

See *Libraries*

Local libraries offer Internet access, free of charge for defined periods.

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## INTERMEDIATE CARE AND JOINT CARE

These are terms used to describe different types of care.

Intermediate care teams work in older people's own homes and support short-term stays in intermediate community care centres to prevent older people being admitted unnecessarily to hospital and to help when people are discharged from hospital. Joint care is provided by teams of NHS and Social Services staff who provide assessment and care management for older people with complex or multi disciplinary care needs. They are based in the new Primary Care Trusts – see *Addresses* – page 84–85.



## LEARNING DISABILITIES

**Through the Maze Information Service** is part of Mencap's Family Advisor Service network. This service gives information to people with learning disabilities of all ages, their families, carers, and to professionals. Latest edition of the Directory – July 2002  
Information can be given in large print, with symbols, on cassette, or in other languages.

**Through the Maze, CHEL, 26 Roundhay Road, Leeds LS7 1AB**

**☎ 243 9919** website: [www.through-the-maze.org.uk](http://www.through-the-maze.org.uk)

See **Advocacy Services** for information about advocacy for people with Learning Disabilities

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## LEEDS INVOLVEMENT PROJECT

Provides information and support to both service users and carers to help them become involved in specific issues and work towards the improvement of community care services.

They provide advice and information to organisations about involving Service Users and Carers in the services they provide.

**Block D, Grove House, Mansion Gates Drive, Chapel Allerton, Leeds LS7 4SU ☎ 307 3280**

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## LEEDS IRISH HEALTH AND HOMES

This organisation provides culturally sensitive housing and support services to single Irish people in Leeds. They provide units of supported accommodation to help tenants regain independence with dignity and confidence. They also have an **Elders Outreach Worker** providing information, advice and support to isolated Irish people aged over 55 – **☎ 240 1130**.

See also **Federation of Irish Societies Community Care Helpline**  
**☎ 0207 916 2733**.

## LEEDS JEWISH WELFARE BOARD

Leeds Jewish Welfare Board provide for the Jewish community, a comprehensive range of professional, social and community support services, including the Queenshill Day Centre, meals-on-wheels, domiciliary care and social work.

311 Stonegate Road, Leeds LS17 6AZ ☎ 268 4211

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## LEEDS OLDER PEOPLE'S FORUM

See *Voluntary Organisations*

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## LEGAL ADVICE

Free legal advice is available through the **CAB** – see pages 71–75, and at the **Law Centre, 263 Roundhay Road, Leeds LS8 4HS** ☎ 249 1100.

To find an appropriate local solicitor contact the **Community Legal Service Call Centre helpline** ☎ 0845 608 1122 or see the website: [www.justask.org.uk](http://www.justask.org.uk)

A few local organisations and groups provide legal advice and in some cases a full legal service for older people. Details from Age Concern Leeds. They have independent solicitors who hold sessions at the **Age Concern Centre, Mark Lane, Leeds LS2 8JA** and specialise in legal work for older people. Initial short consultation is free.

Appointments: ☎ 389 3004 between 10am and 2pm Monday–Friday.

**Getting advice from a solicitor** – as a general rule, most solicitors will charge for their services but do offer a free period of consultation or a fixed fee interview. Ask about their charging policy at the outset and if you are eligible for free legal advice.

**The Disability Law Service** in London helps people with disabilities and their families with legal advice, negotiating and providing representation. Advice is given free by solicitors or specialists.

There is a help line available Monday – Friday 10.30m–1pm and 2–5pm.

**The Disability Law Service, 39–45 Cavell Street, London E1 2BP** ☎ 020 7791 9800

## LEISURE

See also *Day Centres, Education and Age Concern*

**Age Concern Leeds** has details of the wide range of groups offering leisure activities for older people. They include social groups, educational classes, arts and crafts, sports and fitness clubs.

Information about groups and societies in Leeds can also be obtained from libraries or through the **LINX** database on the Leeds City Council website: [www.leeds.gov.uk/library/services/linx.html](http://www.leeds.gov.uk/library/services/linx.html).

Many of the **LCC Leisure Centres** have sessions or activities especially for older people. Contact one of the local Leisure Centres for details. See under **Sport** in the Leeds City Council entry in the phone book.

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## LIBRARIES

Libraries now have information of all kinds as well as the book lending services. The Central Library has a larger collection for study and research, including a thriving family history section. There are some classes on Family History research at a modest fee – enquire at the Central Library.



All libraries have large print books and some have videos and CDs. There is a computer listing of services (LINX), voluntary organisations, local societies, council services, etc.

[www.leeds.gov.uk/library/services/linx.html](http://www.leeds.gov.uk/library/services/linx.html)

**Enquiry Express** is an excellent information and enquiry service run by the Council ☎ 247 6016.

### Special services

**Books on Cassette** – mainly for people with sight difficulties. For information ☎ 214 3331.

**Housebound Library** – a home delivery service for those unable to get to a library and without anyone to go for them. There is a waiting list. For information ☎ 214 3331.

**Mobile Libraries** – for people unable to get to a branch library. For information ☎ 214 3331.

**Transcription Service** – small items of printed material (e.g. letters, leaflets, even knitting patterns, etc.) can be transcribed into braille or large print or recorded onto tape. For information contact the **Transcription Service, Leeds Centre for the Blind and Partially Sighted, Shire View, 72, Headingley Lane, Leeds LS6 2DJ**  
☎ 214 4540.

See also *Blindness*

### **Information Technology**

Free Internet access, e-mail and wordprocessing facilities are available at all service points. Many libraries hold special computer classes for older people (with large computer screens and keyboards) – enquire at your local library.

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### **LUNCH CLUBS**

See also *Day Centres* and *Neighbourhood Network Schemes*

Lunch clubs offer a mid-day meal and a chance to take part in social activities, and to make new friends. The service is limited, so contact your local Social Services office to find out if there are vacancies at any clubs in your area. Further information from *Social Services* – see pages 77–78

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

## MACMILLAN NURSES

See *Nurses* and *Hospices*

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## MARIE CURIE SERVICE

See *Nurses* and *Hospices*

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## MEALS ON WHEELS

Hot meals can be delivered to people who have difficulty preparing their own meals. In some areas, they will also deliver several days supply of frozen meals which only have to be heated up. (A small freezer can also be provided on loan).

English, Asian, Afro-Caribbean, and meals to meet specialist dietary requirements are available. Contact *Social Services* – see pages 77–78

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## MENTAL HEALTH

See also *Advocacy, Age Concern, Alzheimers Society, Crisis Centre, Samaritans*.

Many people experience mental health problems at some times in their lives. If you feel you need help first contact your Doctor. Your Doctor can also put you in touch with other people who can give you further advice and specialist help such as Consultant Psychiatrists for Older People, Community Psychiatric Nurses (CPNs) and Social Workers.

There are day centres which specialise in caring for people with dementia in Leeds – three run by Social Services and one for younger people (Under 65) run by Alzheimers Society.

Specialist day and residential care is available in Day Centres, Community Units for Older People, Specialist Homes for Older People with Dementia, hostels and specialist housing.

Contact: Most of the services above need a referral from a GP or health professional, or via the local **Social Services** office – see pages 77–78

**Information for Mental Health at MIND** publish the '*Leeds Mental Health Directory*' ☎ 275 2417.

See the website version: [www.mentalhealthleeds.info](http://www.mentalhealthleeds.info) which lists over 600 organisations and services in Leeds.

**Mind's Helpline** is a national helpline and can be contacted Monday to Friday 9.15am–5.15pm ☎ 0845 7660 163.

Information on all aspects of Mental Health can be found on Mind's website: [www.mind.org.uk](http://www.mind.org.uk)

The **Alzheimer's Society** also publish a very useful guide/directory '*Living with Dementia*' ☎ 231 1727

There is a general information leaflet about '*Mental Health Services in Leeds*'. This is available at **One Stop Centres** – see pages 77–78 – and some Libraries and Health Centres.

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## MONEY

See *Advice, Age Concern, Benefits, DIAL*

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## MOORCARE

Moortown Community Care Service provides home care and respite care in partnership with Social Services in North Leeds.

311 Stonegate Road, Leeds LS17 6AZ ☎ 268 4211

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

## NEIGHBOURHOOD NETWORK SCHEMES

In most parts of Leeds, there are voluntary care schemes to help and support older people. The schemes have paid staff and volunteers and provide a wide range of services – see pages 79–83 for more details and a list of addresses.

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## NHS DIRECT

NHS Direct is a free telephone service giving information about health matters, including information on conditions and diseases, local support groups, local specialists, complementary medicine and waiting times for treatment. Information and advice can be posted to you.

A translation service is available ☎ 0845 46 47 or there is a website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

See also *PALS – Patient Advice and Liason Service*

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## NIGHT CARE NURSING

See *Nurses* below

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## NURSES

See also *District Nurses*

There are many different types of nursing services available:

### Macmillan Nurses

They specialise in cancer care and other life threatening diseases and offer advice on: treatments, pain and symptom management and psychological support to people and carers living with cancer. Contact them at:

Wheatfields ☎ 278 7249

St.Gemma's ☎ 269 3231

Ward 2 at Killingbeck Hospital ☎ 264 8164

St. James' Hospital ☎ 243 3144 ext 64563

### **Marie Curie Nurses**

They help and support patients with advanced cancer being nursed in the community, and provide support and respite for carers. Contact your District Nurse or Doctor for further details.

### **Night Care Nursing and Twilight District Nursing Service**

Provides skilled nursing care, treatment and support to patients and their carers within their own homes between the hours of 6pm and 10pm and then through the night. Contact your local **District Nurse** or **Doctor** for further details.

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## **NURSING EQUIPMENT**

Can be provided on loan to help nurse people at home following recommendation by District Nurses, and for some items, hospital staff. Contact: **The District Nurse** or **Doctor**

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## **NURSING HOMES**

See also *Residential Homes*

Nursing Homes have qualified nursing staff on duty at all times and are for people who are unable to live independently and whose needs include regular or specialised nursing care.

Financial assistance towards the cost of care may be available from the local authority but some charge may be made depending on an assessment of the person's financial circumstances and care needs.

A small number of specialist homes cater for people with dementia.

Initial enquiries to *Social Services* – see pages 77–78 – or to a hospital social worker if one is involved. Further advice and a list of homes, there is a booklet 'Leeds Care Homes' available from One Stop Services, Social Services and most Libraries. It is reprinted every year.

Complaints or concerns can be raised with the **National Care Standards Commission (NCSC) Leeds/Bradford Area Office, Aire House, Town Street, Rodley, Leeds LS13 1HP ☎ 0113 201 1075** website: [www.counselandcare.org.uk](http://www.counselandcare.org.uk) for advice on nursing care issues.

# O

## ONE STOP CENTRES/SERVICES AND TELEPHONE CENTRE

Leeds City Council has 13 One Stop Centres around the city. The Customer Services Officers deal with enquiries about:

**Housing** – repairs, rent accounts and so on

**Social Services** – for extra help to be independent

**Housing Benefit** – help to pay your rent

**Council Tax Benefit** – help to pay your Council Tax

**Council Tax** – your bill, discounts and exemptions and other Council services

There is a central **One Stop Centre** at **Great George Street LS1** dealing with Housing, Welfare Benefits and Social Services enquiries. See Housing Benefits under *Housing*.

For other One Stop Centres see *How To Contact Social Services* – pages 77–78.

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## ORANGE BADGES

These are now 'Blue Badges' – see page 14

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## OSTEOPOROSIS

There is a local group and Helpline:

**Osteoporosis Society, Leeds and District Group,**

**67 Moorgate Road, Kippax, Leeds LS25 7ET**

**Helpline ☎ 286 8193 website: [www.nos.org.uk](http://www.nos.org.uk)**

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Finding your way around: Anything written in *blue italics* is an entry that you can find in the book.

## PARKING · BADGE/PERMIT

See *Blue (used to be Orange) Badges* – page 14

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## PALS (PATIENT ADVICE AND LIAISON SERVICE)

This new service largely replaces the work done by the Community Health Councils.

The PALS focuses on improving the service to NHS patients and aims to:

- advise and support patients, their families and carers
- provide information on NHS services
- listen to your concerns, suggestions or queries
- help sort problems out quickly & confidentially on your behalf.

For general health care outside of hospitals:

**Freephone** ☎ 0800 052 5270 or minicom 305 9495

**For hospital services in Leeds** – ☎ 206 7168 or 206 7169

**Mental health and learning disability services** – ☎ 295 3116

**Ambulance services** – ☎ 01274 7071132

See also *NHS Direct*

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## PENSIONS

For a general website look at the government pensions guide at their website: [www.pensionsguide.gov.uk](http://www.pensionsguide.gov.uk)

See also *Benefits* – pages 63–68

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## PEST CONTROL

Leeds City Council provides a disinfestation service for all sorts of pests and insects. There is usually a charge. To deal with wasps there is a free service available to elderly people receiving Income Support.

An advisory service about rodent control, treatment/eradication service for rats, mice, pigeons, squirrels, fleas and other insects is provided. Advice is free and action regarding rats is free.

Contact: **Pest Control, Leeds Environmental Department**

☎ 247 5964

## PETS

If you are admitted to hospital or to residential accommodation belonging to Leeds City Council, and you cannot find anyone to look after your pet, Social Services may be able to help or advise you on the temporary care of your pets. You are expected to make a financial contribution if you can. Contact your local **Social Services** office – see pages 77–78

For other problems relating to animal welfare, stray dogs, fouling of pavements etc. telephone the **Animal Welfare Section** ☎ 247 5964.

Animals that have died can be collected. There is no charge for this ☎ 214 4411.

In emergencies contact the RSPCA ☎ 0870 5555 999.

There is an **Emergency Pet Home and Cattery** in Farnley ☎ 257 4425.

## PHYSIOTHERAPY

The Community Physiotherapy service offers treatment and advice to patients and carers. Home visits are possible for anyone who is, for instance housebound, disabled with neurological or mobility problems or has a chest complaint.

Doctors can refer you to some hospital based Physiotherapists or go via a Consultant for Physiotherapy to treat particular medical problems. Contact your Doctor, Occupational Therapist or District Nurse.

## PODIATRY

See ***Chiropody or Podiatry Services***

## PRIMARY CARE TRUSTS

This is the way local health services are now organised.

More details and contact numbers in **Part 3** – pages 85–86.

Or ring the **West Yorkshire Strategic Health Authority** ☎ 295 2000  
website: [www.nhs.leeds.co.uk](http://www.nhs.leeds.co.uk)

Finding your way around:

Anything written in ***blue italics*** is an entry that you can find in the book.

## REHABILITATION SERVICES

If you need help after being ill at home or in hospital then rehabilitation services can be offered by a number of agencies. For further details contact your Doctor or Social Services.

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## THE RELATIVES AND RESIDENTS ASSOCIATION

Offers support and advice to the relatives and friends of older people in residential and nursing homes.

Contact: **Susan Chesters, Secretary, The Relatives and Residents Association, 1 Dyson Houses, Leeds LS4 2QW** ☎ 278 4416.

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## RESIDENTIAL HOMES

See also *Nursing Homes*

### Residential Care Homes

These are for people who are unable to live independently and safely in their own homes. Most homes in Leeds are run independently. There is a booklet '*Leeds Care Homes – Making the Right Choice*', which tells you all about them and how to go about getting a place. The booklet is available from Social Services Offices, some Health Centres and a reference copy will be in each library. An assessment has to be done first to see what is needed and the possible cost to you. Initial enquiries should be made either to **Social Services** – see pages 77–78 – or to the hospital **Social Work Dept** if someone is involved from there.

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## RESPIRE CARE

See also *Residential Homes, Nursing Homes, Family Placement* and *Assessment*

Respite care means giving a break to someone usually looked after in their own home. It may be a short stay (usually one or two weeks) in a residential or nursing care home or somewhere else, for example using the Family Placement Scheme. Hospitals occasionally provide respite care. This can be part of a regular programme or as a one-off. An assessment has to be done first to see what is needed, and the possible cost of the respite care

Initial enquiries should be made either to **Social Services** – see pages 77–78 – or to the hospital **Social Work Dept** if someone is involved from there.

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## **RUBBISH COLLECTION**

If you have one of the big 'Wheelie Bins', there is a wheel-out service for people who are unable to move it themselves. Smaller sized bins can be provided on request. Large items can also be taken away.

Contact: **Refuse Collection Agency** ☎ 247 7477

The removal of any Medical Waste can be arranged for you by your doctor or District Nurse.



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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

## SAMARITANS

The Samaritans provide a 24 hour listening service for people feeling suicidal, depressed and for anyone in crisis ☎ 245 6789.

See also *Crisis Centre*

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## SEXUAL HEALTH

If you are worried about any aspect of your sexual health or well-being, please contact your doctor or NHS Direct.

You can also contact **Leeds Centre for Sexual Health** (Department of Gerio-Urinary Medicine) at **Leeds General Infirmary**

☎ 392 6058 for the **Health Advisor**

☎ 392 6724/5 for **Reception/Appointments**

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## SHELTERED HOUSING

See *Housing*

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## SHOPMOBILITY

This is a free service which loans scooters and powered and manual wheelchairs to people who have difficulty walking, to enable them to travel about the pedestrian zones and shops in central Leeds. Advance bookings required. Regular service with Access Bus and Blue Badge parking nearby. To find out more or to make a booking contact:

**Shopmobility, Unit 92, Merrion Centre, Leeds LS2 8LY**

☎ 246 0125

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## SIGHT LOSS/VISUAL IMPAIRMENT

See also *Blindness*, and *Talking Books and Newspapers*

People with a considerable loss of sight may be able to be registered as blind or partially sighted. See your GP to start the process. Some services are only available if you are registered.

A range of services is available for people who are registered as blind or partially sighted. Equipment and training is provided by Rehabilitation Officers who work for the Social Services Department.

# S

They will also give information about other services available which can include free travel, specialist library services, grants towards the cost of holidays, decorating and advice about social security benefits.

**The Leeds Centre for Blind and Partially Sighted People** is at: **Shireview, 72 Headingley Lane, Leeds LS6 2DH** ☎ 214 4544

See *Blindness*

The **Rehabilitation Officer** for visually impaired people from Social Services, can visit you at home – see local *Social Services* office – pages 77–78.

Some opticians are able to make home visits. The **West Yorkshire Central Services Agency** (Family Practitioner Committee) can help you find one who will. Contact them at: **Brunswick Court, Bridge Street, Leeds LS2 7RL** ☎ 295 2500.

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## SMOKE ALARMS

See *Fire Safety*

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## SMOKING

**Leeds Smoking Services** help and support people who want to stop smoking. All help is free and support programmes are offered on an individual or group basis, in various venues across Leeds. Special advisors give information about treatment as well as support and encouragement.

Contact the Service on **Freephone** ☎ 0800 169 4219

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## SOCIAL SECURITY

See *Part 2* of this guide pages 63–68 and page 70

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## SOCIAL SERVICES

Social Services aim to support people to live as independently and as safely as possible in their own homes and communities. They support older people, children, people with mental health problems, people with a sensory impairment, physically disabled people, people with learning disabilities and other people with special needs.

# S

They also have a responsibility to protect people from abuse and neglect. Many of the services are provided jointly with other organisations and with other City Council Departments.

See list of local offices at the back of this booklet on pages 77–78

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## **SPEECH PROBLEMS/THERAPY**

If you are having problems with your speech then contact your Doctor for information on the best service to help you.

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## **STROKES**

The **Stroke Association Information Centre** provides information, advice or a 'listening ear' for those who have suffered strokes and for their families, carers or friends.

Contact **Stroke Association Information Centre, Seacroft Hospital, York Road, Leeds LS14 6UH** ☎ 260 1167 Monday–Friday usually 9.30am–3.30pm. There is an answering machine at other times.  
Website: [www.stroke.org.uk](http://www.stroke.org.uk)

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

## TALKING BOOKS AND NEWSPAPERS

See also *Blindness*, and *Sight Loss*

**Talking Books** – the RNIB provide a postal delivery service. To make a request for a particular book or to get a copy of their catalogue, write to: **PO Box 173, Peterborough PE2 6WS** ☎ **08457626843**  
e-mail: [cservices@rnib.org.uk](mailto:cservices@rnib.org.uk)

**Books on Cassette** – contact your local library to register for this service. Most libraries also have Talking Book Collections

**Leeds Talking Newspaper Association (LTNA)** – produce a cassette each week of edited extracts from the Yorkshire Evening Post ☎ **2144535** Thursday mornings only.

**Talking Newspaper Association for the United Kingdom (TNAUK)** produce a weekly digest of a lot of the National daily newspapers on tape cassette. **TNAUK, National Recording Centre, Heathfields, East Sussex, TN21 8DB** ☎ **01435 866102**  
e-mail: [info@tnauk.org](mailto:info@tnauk.org) or website: [www.tnauk.org.uk](http://www.tnauk.org.uk)

## TAX

For help on Tax issues contact the **Inland Revenue Helpline** ☎ **0845 9000 444** or the **Leeds Tax Enquiry Point** ☎ **228 3000** website: [www.inlandrevenue.gov.uk](http://www.inlandrevenue.gov.uk). A useful leaflet is *'Income Tax and Pensioners'* January 2000 – IR 121 – obtainable from the tax office.

## TELEPHONES

See also *Alarms*

The Social Services Department can sometimes pay for the installation of a telephone, and/or some of the rental charges.

To qualify you must live alone (or with a person who is unable to deal with an emergency), be unable to get out and need a telephone in a medical emergency.



Each case is considered separately and you should contact **Social Services** for further advice and information – see pages 77–78.

Contact BT for details of special services or products for older people. (All calls are free)

☎ 0800 800150 Residential

☎ 0800 671504 Age and Disability Action Team

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## TELEVISION LICENCES

If you, or someone you live with, is aged 75 or over you will be entitled to a free Over 75 TV licence ☎ 0845 602 3334. Also, if you or anyone you live with is registered blind, you are entitled to 50% off the cost of your TV licence. For details and how to apply ☎ 0845 603 6999. If you are receiving income support or another income related state benefit and need to spread the cost of your TV licence you can make payments through the Cash Easy Entry scheme of about £4.50 a week. To apply

☎ 08457 289 289

website: [www.tv-l.co.uk](http://www.tv-l.co.uk)

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## TOILETS – PUBLIC TOILETS

The **National Key Scheme** (NKS) applies to all public toilets for disabled people which are locked. This includes not only local authority toilets, but also those at railway and coach stations, motorway service areas, country parks and other public places. Throughout the country participating authorities in the NKS have fitted a standard lock to all public toilets designed for use by disabled people. There are a number of these in and around Leeds. Lists and keys are available for a small charge, currently £2 (the keys are sometimes known as 'RADAR' Keys) from the local **Social Services** office – see list of local offices on pages 77–78.

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Finding your way around:

Anything written in **blue italics** is an entry that you can find in the book.

# V

## VICTIM SUPPORT SCHEMES

See *Crime*

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## VOLUNTARY ORGANISATIONS

See also *Neighbourhood Network Schemes*

There are many voluntary organisations concerned with the welfare of older people in Leeds. For more details contact:

**Voluntary Action Leeds, Stringer House, Lupton Street, Hunslet, Leeds LS10 2QW** ☎ 297 7920 or **Age Concern** ☎ 245 8579  
website: [www.val.org.uk](http://www.val.org.uk)

**Leeds Older People's Forum** has a city-wide membership of over 90 voluntary organisations working with older people.

The Forum ensures that the views of older people, their carers and voluntary organisations working with older people, are heard by policy makers at both a local and national level ☎ 276 0999  
website: [www.opforum.org.uk](http://www.opforum.org.uk)

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## VOLUNTARY WORK

There are many voluntary organisations across Leeds and they welcome new volunteers. If you would like to develop new skills, do something different or if you simply have time to give and would like to know more about volunteering, please contact the **Development Worker for Volunteering** at **Voluntary Action Leeds** ☎ 297 7931 or the **Voluntary Resource Co-ordinators** based at *Social Services* – see pages 77–78

See also *Neighbourhood Network Schemes* – pages 79–83

## WATER

Yorkshire Water has a range of free services aimed at older and disabled customers. You may be able to save money on your water bills by having a meter installed. Meters are installed for free. Contact **Yorkshire Water** for further details ☎ **0845 124 2420** minicom 0845 1 242423

If you have difficulties paying your bills because of debts for instance, Yorkshire Water has a **Community Trust** who may be able to help ☎ **0845 124 2426**.

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## WELFARE RIGHTS UNIT

The Welfare Rights Unit is part of Leeds City Council. The Unit offers free, impartial and confidential advice and support on welfare benefits and rights issues. Advice surgeries are held daily and home visits are available for those who may find it difficult to get to a surgery. Talks and training sessions are available.

If you would like more information please contact **Welfare Rights Unit, 116, York Road, Leeds LS9 9AA** ☎ **240 5480** (minicom same number).

Office hours are Monday to Thursday 9am–5pm and Friday 9am–4.30pm

See *[Welfare Rights Advice Surgeries](#)* – page 76

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## WHEELCHAIRS

See also *[DIAL](#)* and *[Equipment for Daily Living, Shopmobility](#)* and *[The Disabled Living Centre](#)*

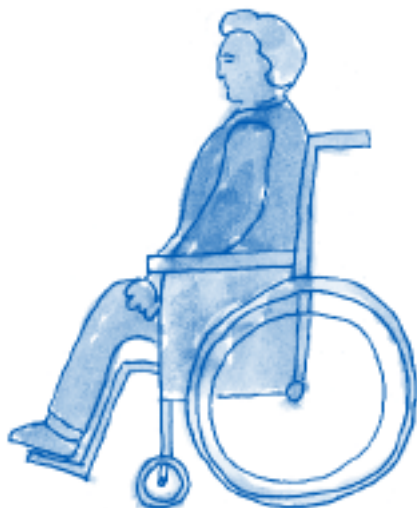
If you feel that you need a wheelchair on a long term basis speak to your Doctor, who can give you a referral to the **Wheelchair Centre** at Chapel Allerton Hospital. There you can be assessed for the most suitable wheelchair from the NHS range. Free ambulance transport can be provided to and from the Centre just ask your doctor.

If you want to buy your own wheelchair, then first get independent advice before going to a retailer. **The William Merritt Disabled Living Centre** is the best place to go ☎ **279 3140** to make an appointment.

If you only need a wheelchair on a short-term (less than 12 weeks) or on a very temporary basis (day/weekend/week) again speak to your G.P. but ask to be referred to the **Leeds Equipment Service**.

See also *[Equipment for Daily Living](#)*

There are also a number of places in and around Leeds that have wheelchairs for loan. Wheelchairs are now available in many supermarkets and you can loan electric scooters from Shopmobility (see entry) if you are shopping in the city centre. There are also a number of tourist sites in the area that have wheelchairs for loan. For details contact **DIAL ☎ 214 3630**.




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## **THE WILLIAM MERRITT DISABLED LIVING CENTRE**

See *[Disabled Living Centre](#)*

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## **WILLS**

See also *[Benefits](#)* – pages 63–68, *[Bereavement, Funerals](#)*, and *[Legal Advice](#)*

Even if you do not own very much you should consider making a will, otherwise your possessions will be distributed according to legal regulations which may not coincide with your wishes. At the same time it may be wise to consider appointing someone to manage your financial affairs should you become unable to do so yourself. You can do this by granting an Enduring Power of Attorney.

For further advice consult a solicitor or bank manager. Some older people, with limited income and capital may qualify for a free will.

It is possible to make out a legal will yourself on a form purchased from a good stationer but great care needs to be taken with the wording and with the legal formalities (witnessing, etc.). If this is not done correctly the will is invalid.

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## WINTER WARMTH

For free information and advice on how to keep warm during the winter contact ☎ 0800 289404.

See *Energy Advice, Heating*

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## WOMEN – SERVICES ESPECIALLY FOR WOMEN

There are many different organisations which can support or advise women or who provide specific activities for them.

**Womens Aid** provide help and support and accomodation for women suffering abuse or violence.

☎ 246 0401 website: [www.womensaid.org.uk](http://www.womensaid.org.uk)

**HALT – Help, Advice and the Law Team** – offer emotional and practical support to women using the courts as a result of domestic violence

☎ 243 2632 (voice and minicom)

**Sahara** – is a black womens refuge for women fleeing violence or needing support ☎ 230 5087.

**Muslim Womens Helpline** – ☎ 0208 908 6715

**Asian Womens Aid** – ☎ 0208 558 1986

**Jewish Womens Aid** – ☎ 0800 591 203

**Womens Counselling and Therapy Service** – provides counselling and support ☎ 245 5725

**Federation of Rape Crisis Centres** – to find the local centre

☎ 0115 934 8474 website: [www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

**Women's Health Matters** – general health information and support for women **Bridge House, Balm Road, Leeds LS10 2TP** ☎ 276 2851

min-com 277 1444 e-mail: [womens.health@virgin.net](mailto:womens.health@virgin.net). Open 9–4pm

**Harehills Housing Aid** – has a womens only session and helps with housing and benefits ☎ 249 2484.



**part 2**

# Benefits

# Benefits Information

See also *Council Tax* and *Housing (Housing Benefit)*. For advice and help about benefits, see *Welfare Rights Advice Surgeries* – page 76. The information given here was correct at the time of writing. Please check with the DWP for any recent changes.

## DEPARTMENT OF WORK AND PENSIONS (DWP)

(Used to be Benefits Agency, Dept of Social Security, DSS or the DHSS) See page 70 for a list of **Department of Work and Pensions** offices in Leeds.

You can get help and information about the main benefits, pensions and allowances at the local office. The DWP booklets FB2 '*Which Benefit*', FB6 '*Retiring*' and FB32 '*Benefits after Retirement*' and PG1 '*Pensioners Guide*' are very helpful. You can get them from the DWP, Post Offices or from some Social Services offices.

The information given here was correct at the time of writing. Please check with the DWP for any recent changes.

## WHEN TO CLAIM

If you think you might be able to get any benefit, apply straight away. There are time limits for applying for many benefits.

## CONTRIBUTORY RETIREMENT PENSION

You can get a retirement pension when you reach retirement age. If you have not received a claim form three months before pension age, contact the local **DWP** office – see page 70. Fill in the form and send it back as soon as possible. Alternatively, you can complete a form over the phone by ringing ☎ **0845 300 1084**.

See DWP leaflet NP46 '*Your Retirement Pension*'.

## MARRIED WOMEN

If you are a married woman you can qualify for a pension either on your own contributions or your husband's. DWP leaflet NP46, '*Retirement*



*Benefits for Married Women'*

### **WIDOWS (AND WIDOWERS FROM 9 APRIL 2001)**

Different rules apply if you were widowed before 60. DWP leaflet NP45, *'A Guide to Widows Benefits'*

### **NON-CONTRIBUTORY RETIREMENT PENSION**

You may get a non-contributory retirement pension if:

1. You are 80 or over.
2. You don't get a basic retirement pension or you get a reduced one.
3. You meet certain residence conditions.

If you want to know more see DWP leaflet NI184 *'Non-contributory Retirement Pension'*

### **MINIMUM INCOME GUARANTEE**

You may be able to get Minimum Income Guarantee on top of your retirement pension if:

1. You don't have enough money to live on.
2. You are not working full-time.
3. You don't have more than a set amount of savings.

You can claim by using the blue page at the back of your retirement pension book, or by contacting your local **DWP office** – see page 70 – or by ringing ☎ **0800 028 1111** and completing a claim form over the phone. In order for a claim to be accepted you will need: a completed claim form (SP1) and the supporting documents asked for on the form. This will be replaced by the Pension Credit from October 2003 and to claim you need to ring ☎ **0800 991234** – see *Benefits*.

### **WINTER FUEL PAYMENTS**

Winter Fuel Payments are made automatically to most people aged 60 or over, for further details please see leaflet WFP1. There is a **Winter Fuel Payments helpline** ☎ **0845 915 1515**.

See also *Winter Warmth Helpline* ☎ **0800 289 404**.

## COLD WEATHER PAYMENTS

A Cold Weather Payment is intended to help towards extra heating costs during very cold weather. See leaflet SB16 'A Guide to the Social Fund' for further information. A claim is not required. The DWP will automatically send payments to those who qualify.

## SOCIAL FUND PAYMENTS

You may be able to get help with exceptional expenses from the Social Fund. There are three types of Social Fund payments.

1. **Budgeting loan** – can be made to help meet large expenses which you have difficulty budgeting for, or, if you or your partner are getting Income Support.
2. **Crisis Loan** – is available to anyone who needs help to meet the expenses of an emergency, whether you are getting Income Support or not.
3. **Community Care Grant** – is a non-repayable grant to help people from certain groups such as elderly or disabled people to lead independent lives in the community. Grants are sometimes awarded to improve living conditions or to help with certain travel costs.

To make a claim from the Social Fund for a **Community Care Grant** or **Budgeting Loan** – request a form SF300 from the DWP office. You apply for a **Crisis Loan** on a form SF401, again from the DWP. Also see leaflet SB16 'A Guide to the Social Fund'. If you are turned down you can ask for a review of the decision. If you are still unhappy seek advice from the **CAB** – see pages 71–75 – or a Welfare Rights agency and you can ask for a further review to the **Independent Review Service**.

## ATTENDANCE ALLOWANCE

This is a benefit for people aged 65 or over who need a lot of looking after because they are severely physically or mentally disabled and have been for at least six months. It is a tax-free allowance, it is not means tested, and you need not have paid national insurance contributions. You can claim it even if you live alone. What counts is your need for care, not whether you are actually getting it now. The allowance is paid to the disabled person, not to a carer or nurse; nor do you have to have one to get it. The allowance is to make it easier for you, the disabled person, to obtain the care you need, but you are free

to decide how to spend it. There is no upper age limit for claiming. To qualify you must need help with washing, bathing, feeding, toileting, dressing, getting in and out of bed, or need supervision to avoid hurting yourself. To find out more about Attendance Allowance ask for leaflet HB5 'A Guide to Non-contributory Benefits for Disabled People'.

If you want to make an Attendance Allowance claim, see form DS2A ☎ **0845 7123456**. If you need help with the forms contact an advice agency such as the **Welfare Rights Unit** – see page 76 – It is useful to keep a diary over 2 weeks to show the amount of help you need as this will help with filling in the forms.

### **DISABILITY LIVING ALLOWANCE**

This is a benefit for people under the age of 65 who need help with personal care, getting around, or both, and have needed this help for at least three months. (If you are between 65 and 66 you can still claim it if you needed help before your 65th birthday). It is a tax free allowance, not means tested and you need not have paid national insurance contributions. You can claim it even if you live alone. What counts is your need for help with personal care and or mobility, not whether you are actually getting it now. The allowance is paid to the disabled person, not to a carer or nurse, nor do you need to have one to get it. The allowance is to make it easier for you the disabled person, to obtain the care you need, or to help you to get around, but you are free to decide how to spend it. To find out more about Disability Living Allowance ask for leaflet HB5 'A Guide to Non-contributory Benefits for Disabled People'.

To claim: complete form DLA1A available from the Customer Care Helpline (see below). You can ask for a home visit if you are unable to get help filling in the form from anywhere else.

There are also helplines:

#### **Disability Living Allowance Customer Care Helpline**

☎ **0845 712 3456** Local rates 7.30am–6.30pm weekdays

**Benefit Enquiry Line for people with Disabilities** ☎ **0800 882200**

Free 8.30am–6.30pm weekdays, 9am–1pm Sat



## FREE DENTAL TREATMENT, GLASSES AND HOSPITAL FARES

You can get NHS dental treatment and dentures and help with glasses and fares to hospital if you receive Income Support or you have a low income. If you want to know more see BA leaflets HC11 and HC12.

## HELP WITH RENT AND COUNCIL TAX (HOUSING BENEFIT)

See *Council Tax*.

You may be able to get help with your rent and Council Tax through the City Council if you find it hard to pay the full amount. You will automatically get help if you receive Income Support. For further information see Housing Benefit under *Housing*.

For general advice contact the **Department of Community Benefits and Rights** ☎ 234 8080.

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.



**part 3**

# **Address Lists**



# DEPARTMENT OF WORK AND PENSIONS OFFICES

All the Leeds DWP offices are listed here. For details of the benefits themselves see the previous pages.

Postal district	Address	Phones etc.
Leeds LS2, LS7, LS8, LS16 (except Bramhope) LS17, Eccup and Harewood	Hume House, Tower House Street Merrion Way Leeds LS2 8NT	phone 214 8000 fax 214 8302 minicom 214 8431
Leeds LS12, LS13, Pudsey, Horsforth	Century House Church Lane Pudsey LS28 7RQ	phone 214 8000 fax 205 8822 minicom 205 8830
Leeds LS1, LS3, LS4, LS5, LS6, LS11	21–22 Park Place Leeds LS1 2SL	phone 214 8000 fax 214 8002 minicom 214 8146
Leeds LS9, LS14, LS15 and all outer eastern areas of the city	Southern House 529 York Road Leeds LS9 6TF	phone 214 8000 fax 285 0001 minicom 285 0002

# CITIZENS ADVICE BUREAUX · CAB'S

## For Free Information, Advice, Advocacy and Representation

There is a CAB website which covers all the CAB services except Chapeltown: [www.leedscab.org.uk](http://www.leedscab.org.uk)

Telephone Advice is available from some CAB offices. The service is popular so these are busy lines. However, you can get pre-recorded advice (24 hours, 7 days) by telephoning the CAB Advice phone-line: ☎ 08701 202 450

*Some of the main offices are open most days, but a number of smaller centres open for only a few hours each week.*

### CITY CENTRE



#### Westminster Buildings

31 New York Street

Leeds LS2 7DT

Asian Language

appointments available

Monday

Tuesday

Wednesday

Friday

9.30am–3.30pm

9.30am–6.30pm

9.30am–3.30pm

9.30am–3.30pm

### COMMUNITY BUREAUX



#### BEESTON

Dewsbury Road

One Stop Centre

190 Dewsbury Road

Leeds LS11 6PF

Wednesday

9.30am–12.30pm



#### BRAMLEY

By appointment only – ring Leeds ☎ 231 9860 and leave a message)

#### CROSSGATES

Methodist Schoolroom

Austhorpe Road

Leeds LS15 8BA

Monday

Friday

10am–1pm

10am–1pm

**COMMUNITY BUREAUX continued**

<b>GARFORTH</b> Welfare Hall Main Street, Garforth Leeds LS25 1AP	Monday Thursday	9.30am–11.30am 1pm–3pm
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<b>MIDDLETON</b> Middleton Family Advice Centre, Middleton Park Avenue, Leeds 10	Tuesday	10am–12 noon
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<b>MORLEY</b> Town Hall Queen Street Leeds LS27 9DY	Monday Wednesday	10am–1pm 12.30pm–3.30pm
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<b>YEADON</b> Southview Community Centre, Rufford Avenue Yeadon	Tuesday	10–12 noon
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<b>OTLEY</b> 2, Manor Square LS21 3AP	Monday Tuesday Thursday Friday	9.30–12 noon 1.30–3.30pm 1.30–3.30pm 9.30am–12 noon
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<b>PUDSEY</b> Trinity Chapel Wesley Square Lowtown Pudsey, LS28 7AB	Monday Tuesday Friday	10am–2pm 10am–2pm 10am–2pm
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<b>SEACROFT LIBRARY</b> Seacroft Crescent Leeds 14	Monday	2pm–4pm
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**ADVICE SESSIONS AT MENTAL HEALTH SERVICES – for people with mental health problems and their carers**

	<b>HUNSLET-THE VALE</b> Pottery Vale Church Street Hunslet, Leeds 10	Fortnightly	1pm–3pm
	<b>MALHAM HOUSE DAY HOSPITAL</b> St James's Hospital Beckett Street Leeds LS2 9LN	Monday	11am–1pm
	<b>BECKLIN CENTRE</b> St James's Hospital Roundhay Wing Beckett Street Leeds LS9 7TF	Wednesday Friday	10am–12 noon appointment only
	<b>ST MARY'S HOSPITAL</b> Resource Centre, Greenhill Road, Leeds LS12 3QE Thursday		2pm–4pm
	<b>TOUCHSTONE DROP-IN</b> 2–4 Middleton Crescent Leeds LS11 6JS	Fortnightly	
	<b>ROUNDHAY ROAD DAY CENTRE</b> 79 Roundhay Road Leeds LS7 4AA	Fortnightly	
	<b>STOCKS HILL DAY CENTRE</b> Chapel Lane Leeds LS12 2AP	Thursday	10am–12 noon
	<b>Leeds MIND</b> De Lacey House Resource Centre, Abbey Road, Leeds LS5 3HS	Fortnightly	

**ASIAN LANGUAGE OUTREACH SERVICES****Also available at the City Centre office****RESOURCING THE COMMUNITY**233, Roundhay Road  
Leeds LS8Wednesday  
(Women only)

9.30am–11.30am

**DOSTI**Stocks Hill Day Centre  
Chapel Lane  
Leeds LS12 2AP

Thursday

12–2pm

**BEESTON**Dewsbury Road One Stop  
Centre  
190 Dewsbury Road  
Leeds LS11 6PF

Monday

10am–12 noon

**TRAVELLERS' ADVICE****COTTINGLEY SPRINGS  
CARAVAN SITE**

Weekly

271 3135



These Bureaux are accessible to people with mobility difficulties  
Home Visiting Services are available – please contact any of the Bureaux**TELEPHONE ADVICE**City Centre 0870 120 2450 Monday – Friday 9.30am–4.30pm. n.b. this line is very busy...you may find the websites useful:  
[www.leedscab.org.uk](http://www.leedscab.org.uk) or [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**FREE INTERVIEWS WITH SOLICITORS**

By appointment only Tuesday 6pm–7pm 245 7679

**FREE INTERVIEWS WITH ACCOUNTANTS**City Centre: by appointment only, Tuesdays 5.30pm–6.30pm  
Pudsey: by arrangement 245 7679



**OTHER CITIZENS ADVICE BUREAUX IN THE LEEDS AREA**

	<b>CHAPELTOWN</b>	Monday	9.30am–3pm
	Willow House, New Roscoe Buildings Cross Francis Street Leeds LS7 4BZ	Tuesday	9.30am–12 noon
		Wednesday	9.30am–12 noon
		Thursday	9.30am–12 noon
		Friday	9.30am–3pm
	<b>LEAFIELD CLINIC</b>	Wednesday	9–12 noon
	109 King Lane Leeds LS17 5BP	Friday	9–12 noon

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Finding your way around:  
Anything written in *blue italics* is an entry that you can find in the book.

# WELFARE RIGHTS UNIT ADVICE SURGERIES

Part of Community Benefits and Rights, Leeds City Council

## MAIN OFFICE • Advice & Benefits Service

The Welfare Rights Unit, Leeds City Council, Selectapost 29

116 York Road, Leeds LS9 9AA ☎ 240 5480

Monday to Thursday 9am–5pm Friday 9am–4.30pm

See also entry under *Welfare Rights Unit* in Part 1 for a description of what they do.

<b>Little London Community Centre</b> Oatland Lane, Leeds LS7 1SP	Thursday 10am–12.30pm
<b>Osmondthorpe One Stop Services</b> 81a Wykebeck Mount Leeds LS9	Thursday 10am–12.30pm by appointment only
<b>Pakistani Community Centre</b> Conway Road, Leeds LS8	Wednesday 10am–12.30pm
<b>Kasmir Muslim Welfare Association</b> 1 Hardy Street, Leeds LS11 6BJ	Friday 1pm–4pm
<b>City of Leeds</b> Selectapost 29, 2 Great George Street, Leeds LS2 8BA ☎ 247 6013	by appointment only Tuesday 9am–4pm
<b>South Leeds Elderly Action Group</b> 73 Lodge Lane, Leeds LS11	Wednesday 10am–12.30pm
<b>South Seacroft One Stop Services</b> 91–95 Moresdale Lane, Leeds LS14 6GG	Monday, Wednesday, Friday 10am–12.30pm by appointment only
<b>Sikh Temple</b> 78 Lady Pit Lane, Leeds LS11	Tuesday 9.30am–12noon & Thursday 9am–12noon
<b>Halton Moor One Stop</b> East Leeds Leisure Centre Leeds LS15 0NW	Tuesday 1.30pm–3.30pm by appointment only

# HOW TO CONTACT SOCIAL SERVICES

## Offices and One Stop Centres

**First point of contact for Social Services:  
please call the Contact Centre on ☎ 398 4702**

Or, for Blue Badges (parking /disability) or a Bus Pass, please call the Contact Centre on: ☎ 398 4700

e-mail address for Contact Centre: OneStop@leeds.gov.uk

If you want to call in and see someone there are Offices and One Stop Centres (OSS) in most areas of the city. One Stop Centres deal with a wide range of Council enquiries and some are attached to Health services on the same site. They are generally open 8.30am – 4pm, but there are local variations including some early evening openings. The Offices not marked 'OSS' deal only with enquiries about Social Services:

<b>Armley/Wortley</b>		Redcourt, Church Road, Leeds LS12 1TY Open PM only Mon –Thurs 1 – 4.30pm and Fri 1 – 4pm
<b>City Centre</b>	OSS	2, Great George Street, Leeds LS2 8BA
<b>Halton Moor</b>	OSS	Neville Road, Halton Moor, Leeds LS15 ONW
<b>Headingley</b>		White Rose House, 8, Otley Road, Leeds LS6 2AN
<b>Garforth</b>	OSS	Council Offices, Main Street, Garforth LS25 1DU
<b>Middleton</b>	OSS	St Georges Centre St George's Road, Leeds LS10 4UZ
<b>Morley</b>	OSS	Morley Town Hall, Morley LS27 9DY
<b>Osmondthorpe</b>	OSS	81a Wykebeck Mount, Leeds LS9 ODW
<b>Otley</b>	OSS	8 Boroughgate, Otley LS21 3AH

continued overleaf

<b>Pudsey</b>	OSS	Pudsey Town Hall, Robin Lane, Pudsey LS28 7BN
<b>Rawdon</b>	OSS	Micklefield House, New Road Side Rawdon LS19 6DF
<b>Rothwell</b>	OSS	Council Offices Main Street, Rothwell LS26 0AE
<b>Roundhay Road</b>		79 Roundhay Road, Leeds LS7 4AA
<b>Seacroft (North)</b>	OSS	Irford House, Seacroft Crescent, Leeds LS14 6PA
<b>Seacroft (South)</b>	OSS	91–95 Moresdale Lane, Leeds LS14 6GG
<b>South Leeds</b>	OSS	190 Dewsbury Road, Leeds LS11 9PF
<b>Wetherby</b>	OSS	Council Offices, 24 Westgate, Wetherby LS22 6NL

OSS = One Stop Centre

### Social Work Offices in hospitals

**Leeds General Infirmary** Social Work Office, 'B' Floor, Main Site, Great George Street  
Leeds LS1 3EX ☎ 392 6851

**St James Hospital** Social Work Office, Medical SW Dept, Beckett Street  
Leeds LS9 7TF ☎ 206 4391

**Mental Health** S.W. Dept., St Mary's House, 1st Floor S. Wing  
St Mary's Road, Leeds LS7 3JX ☎ 295 4454/5

**Emergency Duty Team** (for Social Work emergencies out of hours) ☎ 240 9536

Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.

# NEIGHBOURHOOD NETWORK SCHEMES

In most parts of Leeds there are now voluntary care schemes that receive financial support from Social Services to provide assistance to older people in their communities. The schemes have paid staff and volunteers, and provide a wide range of services including voluntary visiting, day centres, shopping trips, transport, lunch clubs, social activities, and practical support in people's own homes. If there is a scheme near you contact them directly to find out exactly what they can offer.

There are many Neighbourhood Network Schemes in Leeds and there are five leaflets available which give details of the services each of them offers ☎ 247 7396 or 247 6088 to request leaflets.

Scheme	Address
<b>ACTION FOR GIPTON ELDERLY (AGE)</b>	Karen Woloszczak 5-11 Oak Tree Drive, Gipton, Leeds LS8 3LJ ☎ 240 9784 e-mail: age.gipton@lineone.net
<b>AIRBOROUGH VOLUNTARY SERVICES TO THE ELDERLY WITH DISABILITIES (A.V.E.S.E.D)</b>	Tessa Holmes Suffolk Court, Silver Lane, Yeadon, Leeds LS19 7JN ☎ 250 1702 e-mail: AVSED@tesco.net
<b>ARMLEY HELPING HANDS</b>	Dawn Newsome Strawberry Lane Community Centre Strawberry Lane Armley, Leeds LS12 1SF ☎ 279 9292 fax 231 0503 e-mail: armley.hh@tiscali.co.uk
<b>ASSOCIATION OF BLIND ASIANS (A.B.A.)</b>	Swapna McNeil Shire View Centre for Blind and Partially Sighted People 72 Headingley Lane, Leeds LS6 2DJ ☎ 214 4538 fax 214 4543 e-mail: asianblind@the.computercompany.net
<b>BELLE ISLE ELDERLY WINTER AID (B.I.E.W.A.)</b>	Ian Campbell-McLean Belle Isle Neighbourhood Centre, 92 Windmill Road, Leeds LS10 3HJ ☎ 214 1737 fax 214 1770 e-mail: biewa@hotmail.com

Scheme	Address
<b>BRAMLEY ELDERLY ACTION (B.E.A.)</b>	Sheila Mahon 331 Upper Town Street, Bramley, Leeds LS13 3JX ☎ 236 1644 fax 236 1644 e-mail: bramleyea@netscapeonline.co.uk
<b>BURMANTOFTS SENIOR ACTION (B.S.A.)</b>	Wendy Davies 25 Shakespeare Close, Leeds LS9 7UB ☎ 248 9191 e-mail: bsa.leeds@virgin.net
<b>OLDER ACTIVE PEOPLE</b>	Lee Ingham Cardigan Centre, 145–149 Cardigan Road, Leeds LS6 1LJ ☎ 274 9154 fax 274 4759
<b>CARE AND REPAIR (LEEDS)</b>	Bill Rollinson 323 Roundhay Road, Leeds LS8 4HT ☎ 240 6009 fax 249 3349 e-mail: b-rollinson@dial.pipex.com
<b>CARING TOGETHER IN WOODHOUSE AND LITTLE LONDON</b>	Cherril Cliff Woodhouse Community Centre 197 Woodhouse Street, Leeds LS6 2NY ☎ 243 0298 e-mail: caringtogether@dial.pipex.com
<b>COMMUNITY ACTION FOR ROUNDHAY ELDERLY (C.A.R.E.)</b>	Liz Lee St. Andrew's UR Church, Devonshire Crescent Leeds LS8 1EP ☎ 295 6500 fax 295 6321 e-mail: care.roundhay@virgin.net
<b>FRIENDS AND NEIGHBOURS (SEACROFT SOUTH)</b>	Linda Goodhall Alston Lane Centre, Leeds LS14 6BS ☎ 226 4096 fax 228 6153 e-mail: ssfriends.neigh@ukonline.co.uk
<b>AMRIT DAY CENTRE</b>	Vikrant Bhatia 78 Lady Pitt Lane, Beeston, Leeds LS11 6DP ☎ 270 0404 e-mail: Vikrant@slhfa.org.uk
<b>HAMWATTAN ELDERLY GROUP</b>	Mrs Rukhsana Hussain / Parvez Iqbal Montague Burton Resource Centre Banstead Street West, Off Roundhay Road, Leeds LS8 5RU ☎ 249 1954 fax 235 1080



<b>Scheme</b>	<b>Address</b>
<b>HAWKSWORTH OLDER PEOPLE SUPPORT</b>	John Jackson 6 Broadway, Hawksworth Wood, Leeds LS5 3PR ☎ 228 5552 fax 288 5550 e-mail: hawk.ecp@dial.pipex.com
<b>HOLBECK ELDERLY AID</b>	Balvinder (Sonny) Garewal St. Matthew's Community Centre St. Matthew's Street, Holbeck, Leeds LS11 9NR ☎ 245 5553 fax 245 5553 e-mail: info@holbeckelderlyaid.org.uk
<b>THE HOPE PROJECT Halton Moor and Osmondthorpe Project for Elders</b>	Lynda Davies Osmondthorpe One Stop Services, 81a Wykebeck Mount, Leeds LS9 ODW ☎ 247 7665 e-mail: hopeprojectleeds@yahoo.co.uk
<b>HORSFORTH LIVE AT HOME</b>	Barbara McLaren Central Methodist Church, Town Street Horsforth, Leeds LS18 4AH ☎ 259 1511 e-mail: mail@horsforthliveathome.org.uk
<b>LEEDS BLACK ELDERS ASSOCIATION (L.B.E.A.)</b>	Wesley Grant 180 Chapeltown Road, Leeds LS7 4HP ☎ 237 4332 fax 237 4313 e-mail: lbea@genie.co.uk
<b>LEEDS ISLAMIC CENTRE</b>	Mrs. R. Hussain and Mr. M. Aslam Leeds Islamic Centre 46-48 Spencer Place, Leeds LS7 4BR ☎ 246 8640/262 1300/219 4873
<b>MEANWOOD ELDERS NEIGHBOURHOOD ACTION (MENA)</b>	Julie Yates Meanwood Community Centre, Stainbeck Avenue, Leeds LS7 2QU ☎ 230 6545 fax 274 1622
<b>MIDDLETON ELDERLY AID</b>	Julia Kearney The Ingram Centre, 18 Middleton Park Road, Middleton, Leeds LS10 3ST ☎ 272 1050
<b>MONTAGUE BURTON RESOURCE CENTRE</b>	Banstead Street West, Leeds LS8 5RW ☎ 0113/ 249 1954 e-mail: mailasingh@btconnect.com

Scheme	Address
<b>MOOR ALLERTON ELDERLY CARE</b>	Carole Gosden 57, Cranmer Road, Leeds LS17 5JD ☎ 266 0371 e-mail: info@maecare.org.uk
<b>MORLEY ELDERLY ACTION</b>	Sarah Clayton Morley Town Hall, Queen Street, Morley LS27 9DY ☎ 224 3611 fax 224 3612 e-mail: morley.action@dial.piper.com
<b>NEIGHBOURHOOD ELDER'S TEAM (N.E.T.) (GARFORTH AND SURROUNDING AREA)</b>	Ann Rushman 27 Main Street, Garforth, Leeds LS25 1DS ☎ 287 4784 net.garforth@virgin.net
<b>NORTH SEACROFT GOOD NEIGHBOURS SCHEME</b>	Phillip Davies Kentmere Community Centre, Kentmere Avenue, Seacroft, Leeds LS14 1BW ☎ 232 3662
<b>OLDER PEOPLE'S ACTION IN THE LOCALITY (O.P.A.L.)</b>	Joan Wareham Unit 10, Holt Park District Centre, Holt Park Leeds LS16 7SR ☎ 261 9103 e-mail: Opal@on-biz.co.uk
<b>OTLEY ACTION FOR OLDER PEOPLE</b>	Room 3 Otley Civic Centre, Cross Green, Otley LS21 1HD ☎ 0194 346 3965 fax 0194 346 3965 e-mail: otley.action@virgin.net
<b>PUDSEY LIVE AT HOME SCHEME</b>	Sue Cartright St.Andrew's Methodist Church, Robin Lane Pudsey, Leeds LS28 7BR ☎ 256 2717 e-mail: pudseylah@methodisthomes.freeseve.co.uk
<b>RICHMOND HILL ELDERLY AID</b>	Tricia Gradys Richmond Hill Community Centre, Long Close Lane, Leeds LS9 8NP ☎ 248 5200 e-mail. rhea.leeds@virgin.net
<b>ROTHWELL AND DISTRICT LIVE AT HOME SCHEME</b>	Carol Dewhirst Home Lea House, 137 Wood Lane Rothwell, Leeds LS26 0PH ☎ 288 0887 e-mail: rothwell.liveathome@virgin.net

Scheme	Address
<b>SOUTH LEEDS ELDERLY AND COMMUNITY GROUP</b>	Hanif Malik 73 Lodge Lane, Beeston, Leeds LS11 6EP ☎ 277 6404
<b>SOUTH LEEDS LIVE AT HOME SCHEME</b>	St. Andrew's Methodist Church, Old Lane, Leeds LS11 8AG ☎ 271 6201 e-mail: liveathome@btopenworld.com
<b>STANNINGLEY AND SWINNOW LIVE AT HOME</b>	Graham Spencer 117 Norwood Crescent, Stanningley, Leeds LS28 6NG ☎ 255 8461 e-mail. Stan.home@dial.pipex.com
<b>SWARCLIFFE GOOD NEIGHBOURS SCHEME</b>	Philip Makin St Gregory's Centre, Stanks Gardens, Swarcliffe Leeds LS14 5LS ☎ 232 6910
<b>WEST INDIAN FAMILY COUNSELLING SERVICE (W.I.F.C.O.S)</b>	Roscoe Methodist Church, Francis Street Leeds LS7 4BY ☎ 262 5131

### Black and Minority Ethnic Communities

There are a number of organisations providing specialist services some are listed above but see also pages 13–4.

**New Schemes** are being set up all the time. The following are schemes being developed now, we have few details as we go to press:

#### **Belle Isle Over 55 Club**

Nesfield Rd, Leeds, LS10 3LG Co-ordinator: Pat Rowe ☎ 27 3935

#### **Wetherby Organisation for Older Peoples Support**

c/o Neil Bellamy, One Stop Centre, Council Offices, Wetherby, Leeds LS22 ☎ 247 6015

#### **Farsley, Calverly, Rodley & Tyersal**

New schemes are being developed in these areas – contact Bob Adamson, the Social Services Voluntary Resources Co-ordinator ☎ 214 6062

#### **Crossgates**

New schemes are being developed – contact Elaine Ryder, the Social Services Voluntary Resources Co-ordinator ☎ 247 6015

# NHS HOSPITAL SERVICES

## West Yorkshire Strategic Health Authority

Formed in April 2002 and based at Blenheim House, West One, Duncombe Street, Leeds LS1 4PI ☎ 295 2000 website: [www.nhs.gov.uk](http://www.nhs.gov.uk)

### LEEDS TEACHING HOSPITAL TRUST (LTHT)

Trust Headquarters, St James's University Hospital, Beckett Street Leeds LS9 7TF ☎ 0113 243 3144 fax 0113 242 2426496

LTHT website address: [www.leedsteachinghospitals.com](http://www.leedsteachinghospitals.com)

LTHT is made up of the following hospitals:

Chapel Allerton Hospital ☎ 0113 262 3404

Cookridge Hospital ☎ 0113 267 3411

Leeds Chest Clinic ☎ 0113 295 1100

Leeds Dental Institute ☎ 0113 244 0111

Leeds General Infirmary (L.G.I.) ☎ 0113 243 2799

Seacroft Hospital ☎ 0113 264 8164

St James's University Hospital ☎ 0113 243 3144

Wharfedale General Hospital (Otley) ☎ 01943 465 522

See the local telephone directory under Health Services in Leeds for phone numbers of individual departments.

### ACCIDENTS AND EMERGENCIES

There are Accident and Emergency departments at:

Leeds General Infirmary Telephone enquiries

☎ 0113 292 2512

Advice Line

☎ 0113 292 2503

St James's University Hospital ☎ 0113 283 6915

There is a Minor Injuries Unit at

Wharfedale General Hospital (OTLEY) ☎ 0113 292 3177

## LEEDS MENTAL HEALTH TEACHING NHS TRUST

Trust Headquarters, Meanwood Park, Tongue Lane, Leeds LS6 4QB

☎ 0113 295 2800

The Trust provides a wide range of locally based mental health services and learning disability services.

For any of these services you should contact, in the first instance, your GP or other health care professional involved in your care. He or she will refer you to the appropriate service.

### PRIMARY CARE TRUSTS

There are five Primary Care Trusts in Leeds. They are made up of primary care and community care professionals and they will:

- Seek to promote and improve the health of the local population and reduce inequalities in health
- Develop primary care and community care services including the development of clinical governance in primary care
- Develop better integrated primary care and community health services and work more closely with Social Services
- Commission hospital services on behalf of the local population
- Monitor the performance of services provided for patients against service integration
- Involve the public in the work of the Primary Care Trust

Contact Addresses	Localities Covered
<p><b>East Leeds PCT Office</b> 3rd Floor, Oaktree House, 408 Oakwood Lane Leeds LS8 3LG ☎ 0113 305 9521</p>	<p>Garforth/Kippax Seacroft Harehills</p>
<p><b>North East Leeds PCT Office</b> Sycamore Lodge, 7A Woodhouse Cliff, Hyde Park Leeds LS6 2HF ☎ 0113 305 9763</p>	<p>Wetherby Roundhay/Moortown Chapeltown</p>
<p><b>North West Leeds PCT Office</b> 2nd Floor, Mill House, Troy Lane, Horsforth Leeds LS18 5NT ☎ 0113 305 7120</p>	<p>Otley Cookridge Headingley</p>

Contact Addresses	Localities Covered
<b>South Leeds PCT Office</b> 1st Floor, Navigation House, 8 George Mann Road Quayside Business Park, Leeds LS10 1DG ☎ 0113 305 9666	Hunslet/Belle Isle/Middleton Beeston Morley
<b>West Leeds PCT Office</b> Bremner House, John Charles Way Gelderd Business Park, Leeds LS12 6QD ☎ 0113 305 9400	Bramley/ Wortley/Armley Pudsey

## USEFUL WEBSITES

Below are some good examples of local and national websites that we hope you may find useful.

Name and description	Web address
<b>Age Concern</b>	<a href="http://www.ageconcern.org.uk">www.ageconcern.org.uk</a>
<b>Alternative News</b>	<a href="http://www.indymedia.com">www.indymedia.com</a>
<b>BBC</b>	<a href="http://www.bbc.co.uk">www.bbc.co.uk</a> – web guide
<b>British Library</b>	<a href="http://www.bl.uk">www.bl.uk</a>
<b>Citizens Advice Bureau</b>	<a href="http://www.nacab.org.uk">www.nacab.org.uk</a>
<b>Consumer advice on the web</b>	<a href="http://www.which.net">www.which.net</a>
<b>Friends Reunited</b>	<a href="http://www.friendsreunited.co.uk">www.friendsreunited.co.uk</a>
<b>Government Publications</b>	<a href="http://www.open.gov.uk">www.open.gov.uk</a>
<b>Local and National Government</b>	<a href="http://Newswww.info4local.gov.uk">Newswww.info4local.gov.uk</a>
<b>Guardian Newspaper</b>	<a href="http://www.guardian.co.uk">www.guardian.co.uk</a>
<b>Help the Aged</b>	<a href="http://www.helptheaged.org.uk">www.helptheaged.org.uk</a>
<b>Internet Public Library/ world newspapers</b>	<a href="http://www.ipl.org">www.ipl.org</a>
<b>Leeds City Council</b> A useful website providing information on Leeds, the council, leisure and library services, as well as links to other sites	<a href="http://www.leeds.gov.uk">www.leeds.gov.uk</a>



<b>Name and description</b>	<b>Web address</b>
<b>Leeds Net</b> Information and links on practically everything to do with Leeds	<a href="http://www.leedsnet.com">www.leedsnet.com</a>
<b>Leeds Teaching Hospitals Trust</b>	<a href="http://www.leedsteachinghospitals.com">www.leedsteachinghospitals.com</a>
<b>NHS Direct Health</b> information and advice	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>
<b>Older Peoples Information Network</b>	<a href="http://www.opin.org.uk">www.opin.org.uk</a>
<b>Really Useful Leeds</b> Provides a range of useful links, information and online shopping facilities relating to living, working or visiting Leeds	<a href="http://www.usefulinfo.co.uk/leeds/index.html">www.usefulinfo.co.uk/leeds/index.html</a>
<b>Reference Desk</b>	<a href="http://www.referencedesk.org">www.referencedesk.org</a>
<b>The Independent Newspaper</b>	<a href="http://www.independent.co.uk">www.independent.co.uk</a>
<b>The Samaritans</b>	<a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a>
<b>The Times newspaper</b>	<a href="http://www.thetimes.co.uk">www.thetimes.co.uk</a>
<b>This is Leeds</b>	Up-to-date news and information about
<b>Leeds from the Yorkshire Evening Post</b>	<a href="http://www.leedstoday.net">www.leedstoday.net</a>
<b>West Yorkshire Health Authority</b>	<a href="http://www.nhs.org.uk">www.nhs.org.uk</a>
<b>Yorkshire Post</b>	<a href="http://www.ypn.co.uk">www.ypn.co.uk</a>

# SEARCH ENGINES

In addition to using the websites listed above you may want to search for your own. A search engine is an excellent way of searching the Internet when you are not sure of a website's address or you just want to 'surf' for information.

There are many search engines available on the Internet. They all work slightly different, so if you don't find what you are looking for try another.

Name and description	Web address
<b>All the Web (access to 48 languages)</b>	<b><a href="http://www.alltheweb.com">www.alltheweb.com</a></b>
<b>Altavista</b>	<b><a href="http://www.altavista.co.uk">www.altavista.co.uk</a></b>
<b>Ask jeeves</b>	<b><a href="http://www.askjeeves.com">www.askjeeves.com</a></b>
<b>Ask Jeeves for Kids</b>	<b><a href="http://www.ajkids.com">www.ajkids.com</a></b>
<b>Betterbrain</b>	<b><a href="http://www.betterbrain.com">www.betterbrain.com</a></b>
<b>Google</b>	<b><a href="http://www.google.co.uk">www.google.co.uk</a></b>
<b>Lycos</b>	<b><a href="http://www.lycos.co.uk">www.lycos.co.uk</a></b>
<b>Metaplus</b>	<b><a href="http://www.metaplus.com">www.metaplus.com</a></b>
<b>W2trom</b>	<b><a href="http://www.2trom.com">www.2trom.com</a></b>
<b>Yahoo</b>	<b><a href="http://www.yahoo.com">www.yahoo.com</a></b>

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Finding your way around:

Anything written in *blue italics* is an entry that you can find in the book.



# REPLY PAGE

## Please tell us what you think!

Please use this page to reply – photocopy it if you can.

### ABOUT THIS DIRECTORY

We hope to be able to print this directory in the future and it will be very useful to know what things have been helpful in it and what things could be better, have we left anything out or got things wrong?

### Your views / ideas about this directory

### YOUR VIEWS ABOUT SERVICES FOR OLDER PEOPLE

There are a lot of changes being planned at this time October 2003. If you have any views or comments about what has happened so far, or about what services are needed, please let us know. Your ideas could be part of the planning that is going on.

**Your views or comments about services** – continue overleaf if necessary

Please return this form to: **Mike Sells, Communications,**  
**Social Services Department, Merrion House, 110 Merrion Centre,**  
**Leeds LS2 8QB ☎ 247 8676 Or e-mail: Mike.Sells@leeds.gov.uk**



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**notes**

## **USEFUL/QUICK TELEPHONE NUMBERS**

Age Concern	245 8579
Care Ring	224 3485
DIAL– Disability Helpline	214 3630
Leeds City Council	234 8080
Social Services contact centre	398 4702
Shopmobility	246 0125
Winter Warmth Helpline	0800 08570000
My Doctors Number is	
My Next of Kin is	
Tel no	

## **EMERGENCY TELEPHONE NUMBERS**

Gas (Leaks)	0800 111999
Yorkshire Electricity	0800 375675
Norweb	0800 1 954141
Water (Yorkshire Water)	0845 1 242424
Sewage	0845 1 242429
Police Fire or Ambulance	999
Council Tenants Housing emergency repairs (after 5pm)	247 8500
NHS Direct	0845 4647
Samaritans	245 6789
Social Services (Leeds City Council) Out of hours – emergency service after 5pm	240 9536

