

# The A to Z

Health and social care information in Leeds

Mini guide for older people  
and disabled people

*the*

**to**



July 2008



## Telephone quicklist

If you can't find the information you need in this directory, try contacting one of these organisations:

Age Concern	245 8579
DIAL (Disability Information and Advice Line)	214 3630
Social Care	0845 125 4113 or 398 4702
NHS Direct	0845 46 47

### Emergency telephone numbers

Gas leaks	0800 111 999
Electricity	0800 375 675
Water	0845 1 24 24 24
Police, Fire or Ambulance – emergencies	999
Council tenants housing – emergency repairs	247 8500
Samaritans	245 6789
Social Care out of hours (after 5pm) emergency service	240 9536

Also see websites on page 79

My GP's number is.....

My next of kin is .....

Telephone.....



# Welcome to the A–Z of Health and social care information in Leeds

## Introduction

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

This has replaced two previous directories: The Directory of Information for Disabled People and the A–Z of Services for Older People.

A lot of information was duplicated in these two directories and people have told us that they often needed both. We hope this new idea works and we are very interested to hear what you think – there is a short reply slip at the back of this directory and the chance to win a voucher if you send the slip back.

**New website for older people:** the information at [www.olderpeopleleeds.info](http://www.olderpeopleleeds.info) is constantly updated and covers all the information in here and a lot more. If you have any views about information and how you would like to receive it please let us know using the reply slip; we would be really interested to hear from you.

The original of this edition was put together with the advice of many people including: Kath Harrison, Jill Foalks, Abigail Reuben, Lewis Brown, Bronwen Holden, Kathryn Ingold, Martin Kennard, Mike Sells, Sally Boyes and Kate Wellham. And this edition: Vicky Johnson and Jen Featch.

*Introduction continued ...*

### **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.

There is also a lot of information on the Internet and this directory includes web addresses for you to use. There are computer classes and free internet available at many libraries.

**Telephone numbers** All Leeds phone numbers appear without the area code. Other phone numbers have the full area code. All numbers were correct when information was collected during early 2008.

**Other formats** This booklet is available in large print, on tape or in Braille and relevant entries can be translated into other languages. If you need one of these please contact Social Care on 247 8630. There will be an electronic version on the Leeds City Council website.

**More copies** If you need more copies they should be available at Council One Stop Centres, most libraries, some health centres, or by telephoning Social Care 247 8630 or Age Concern 245 8579.

**Approval** Inclusion in this directory does not mean or imply that we approve of the organisations listed.

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## 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



# Part 1

## A–Z of services

*the*

**to**

## A

▶ **ABUSE**

You may have seen or heard something that makes you feel uneasy about the care of an adult. Or you may be being abused and need help to stop it. Contact **Social Care** on 0845 125 4113 or 398 4702 to talk things over or the **Leeds Adult Protection Unit** on 224 3511. Your concerns will be taken seriously. If you need to report a non-urgent crime telephone the police (0845 60 60 606).

▶ **ACCESS BUS**

Fully accessible door-to-door transport for anyone unable to use public transport. Buses operate 9am–5.30pm Monday–Saturday and 9am–5pm on Sundays. Fully trained drivers provide assistance. The bus cannot be used to attend hospital appointments or council-run day centres. 348 1900.

See also *TRANSPORT*.

▶ **ADVOCACY SERVICES**

An advocate is someone who speaks up for you or helps you speak up for yourself.

The **Advocacy Network** has a directory of advocacy services in Leeds. Phone 244 9045, fax 244 9046, email [office@advocacy-network-leeds.org.uk](mailto:office@advocacy-network-leeds.org.uk)

**Age Concern** for older people in Leeds. 245 8579.

**Advocacy Support** for people from ethnic minority communities, mainly around health and social care issues. 235 1877.

**Leeds Advocacy** for people with learning disabilities, and Articulate Advocacy.

Phone 244 0606, email [office@leedsadvocacy.org.uk](mailto:office@leedsadvocacy.org.uk), [www.leedsadvocacy.org.uk](http://www.leedsadvocacy.org.uk)

## A

**Leeds Black Elders** has an advocacy scheme. 237 4332.

**Advocacy for Mental Health and Dementia** for people in Leeds with mental health issues or dementia. 247 0452 or 247 0449.

**North Regional Association for Sensory Support** offers advocacy for visually or hearing impaired people. Phone and Textphone 274 3404, email [office@northregions.org.uk](mailto:office@northregions.org.uk)

See also *Part 2 NEIGHBOURHOOD NETWORKS SCHEMES* (page 69).

► **AGE CONCERN LEEDS**

A registered charity providing a wide range of practical services for older people. Services include information and advice, advocacy, hospital after care, elder abuse, meals at home, older carers' support as well as insurance services. Leisure activities are available at some venues. See *LEISURE AND SPORTS* (page 38).

Services at the city centre-based Age Concern Centre, Mark Lane (next to the Headrow side of the St John's Centre) are available Monday to Friday:

*Refreshments and meals* 9.30am–2.30pm.

*Information and advice* 9.30am–2.30pm for personal callers (no appointment necessary) and 9am–4pm for telephone enquiries on 389 3003/4.

*Insurance services* 9.30am–2.30pm 389 3005/6.

For further details phone 245 8579, or visit [www.ace.org.uk](http://www.ace.org.uk) (national Age Concern website)

► **ALARMS – CARE RING LEEDS**

Emergency contact service and pendant alarm for older or disabled people. The service is operated 24 hours a day, seven days a week and is available to people who live alone, are unable to deal with an emergency, or have difficulty moving about.

## A

Contact Care Ring Leeds for details of charges on 224 3485. You may be able to get help with the cost from *Social Care* (see page 66).

There are also private alarm systems. Look out for advertisements in the press.

### ▶ **ALZHEIMER'S SOCIETY**

*Living with Dementia* is a directory of services for people with dementia and their carers available from the Alzheimer's Society.

See *MENTAL HEALTH* and *Part 2 Societies and groups* (page 76).

### ▶ **ARTHRITIS (Leeds Branch)**

See *Part 2 Societies and groups* (page 76).

### ▶ **ASSESSMENTS**

The Single Assessment Process aims to make sure that older people and other adults get the right kind of help at the right time. An assessment aims to identify health and social care problems that most concern you.

If you think you would benefit from an assessment, but you haven't been offered one, contact *Social Care* (see page 66), your GP, or other health care professional.

You may have to contribute towards services and will be assessed financially.

*The Single Assessment Process* leaflet contains all the details about assessments and is available from Social Care.

### ▶ **ATTENDANCE ALLOWANCE**

See *Part 2* (Page 61).

**B****► BENEFITS**

See *Part 2* (page 58).

**► BEREAVEMENT**

If you would like to talk to someone contact **Cruse Bereavement Care** on 234 4150, or visit [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

A directory about bereavement services in Leeds is produced by the Bereavement Forum – 225 3975, email [info@lbforum.org.uk](mailto:info@lbforum.org.uk), [www.lbforum.org.uk](http://www.lbforum.org.uk)

You could also contact **Wheatfields Hospice** on 278 7249.

See also *Part 2 Benefits* (page 62).

**► BLACK AND MINORITY ETHNIC COMMUNITIES**

There are many specific services for people from these communities. These include the following organisations, but this is not a complete list. Contact **Voluntary Action Leeds** for more information on 297 7920.

**Leeds Black Elders** 237 4332, email [info@lbea.co.uk](mailto:info@lbea.co.uk), [www.lbea.co.uk](http://www.lbea.co.uk)

**Leeds Chinese Community Association** 84–86 North Street, Leeds LS2 7PN, 234 6019.

**Leeds Irish Health and Homes** provides culturally sensitive housing and support services to single Irish people in Leeds. 262 5614, [www.lihh.org.uk](http://www.lihh.org.uk)

**Leeds Islamic Centre/Hamwattan** 48 Spencer Place, Leeds LS8 4BR, 262 1300.

**Leeds Jewish Care Services** has a comprehensive range of professional, social and community support services for the Jewish community.

311 Stonegate Road, Leeds LS17 6A, 268 4211.

**B**

**Leeds Kashmiri Elders Association** 244 2684, email kashmirielders@msn.com

The following **day centres** cater especially for people from black and minority ethnic communities.

**Apna Day Centre** 274 8272.

**Bethel Elderly Day Centre** 230 4472.

**Chapelton Resource Day Centre** c/o West Indian Centre 262 9496.

**Frederick Hurdle Day Centre** 262 2861.

**Ramagarhia Sikh Day Centre** 8/10 Chapelton Road, Leeds LS7 3AP. 262 5657.

**Sikh Baba Dal Day Centre** 262 5156.

**United Caribbean Association** 262 3851.

**Chinese Community Association/Centre** 234 6019.

See also *AGE CONCERN LEEDS, VOLUNTARY ORGANISATIONS, or Part 2 Neighbourhood Network Schemes, Social Care.*

► **BLINDNESS AND VISUAL IMPAIRMENT**

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.

**Leeds Centre for Blind and Partially Sighted People** provides a city-wide service, run by and for blind and partially sighted people, with a focus on promoting independence and choice. Offers information and advice, support, education and training, social and leisure activities and access to appropriate services. The building is fully accessible.

Shire View, 72 Headingley Lane, Leeds LS6 2DJ, 214 4544, fax 214 4543.

**B**

**Action for Blind People** is a welfare and benefits advice service. 0800 915 4666, [www.afbp.org](http://www.afbp.org) – this is a very useful site.

**Association of Blind Asians** offers group and individual support. 214 4540. Based at Shire View.

**The Leeds City Council Braille and Large Print Unit** can transcribe information into accessible formats. Free for individuals; small charge for some organisations. Based at Shire View. 214 4540.

**Henshaws College** offers further education to young people with a visual impairment who have additional difficulties or disabilities.

Bogs Lane, Harrogate HG1 4ED, 01423 886451, email [college@hsbp.co.uk](mailto:college@hsbp.co.uk), [www.hsbp.co.uk](http://www.hsbp.co.uk)

**Royal National Institute for the Blind** 0845 766 999, Leeds branch 274 8855, [www.rnib.org.uk](http://www.rnib.org.uk)

**Social Care rehabilitation officers** can visit you at home and tell you what kind of help you may be able to get. Contact *Social Care* (see page 66).

**Talking books and newspapers**

**Talking Books** – 08457 626843, Leeds branch 247 6016, email [cservices@rnib.org.uk](mailto:cservices@rnib.org.uk)

**Books on cassette** – contact your local library.

**Leeds Talking Newspaper Association (LTNA)** – 214 4535 (Thursday mornings only).

**Talking Newspaper Association for the United Kingdom (TNAUK)** 01435 866102, email [info@tnauk.org](mailto:info@tnauk.org), [www.tnauk.org.uk](http://www.tnauk.org.uk)

**B****► BLUE BADGES SCHEME**

Parking concessions for blind people 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 are under 65 and get the high rate of the mobility component of Disability Living Allowance, a War Pensioners Mobility Supplement, or are registered blind you will get the badge automatically. Other people under 65 and anyone over 65 who has a permanent and substantial disability can apply for a badge.

For more details and an application form call the Contact Centre on 0845 125 4113 or 398 4702, Textphone 0845 127 1113.

**► BREAKS**

Need a short break? See *CARERS, RESPITE CARE*.



## C

▶ **CANCER**

**Robert Ogden Macmillan Cancer Information Centre** – information and support for cancer patients, their families and carers. Drop in 10am–4pm Monday to Friday. St James’s University Hospital, Beckett Street, Leeds LS9 7TF, 206 6498/9.

**Yorkshire Cancer Help Centre**, Harrogate. Range of complimentary therapies. Services free after an initial registration fee. 274 9014, email [john.scott@ychc.org.uk](mailto:john.scott@ychc.org.uk), [www.ychc.org.uk](http://www.ychc.org.uk)

▶ **CARE & REPAIR**

Care & Repair Leeds is a home improvement agency for Leeds providing a wide range of services to promote independent living for older people and disabled people. Services include information and advice, disabled adaptations, home maintenance and minor repairs, falls prevention, handy people, minor adaptations, shopping and gardening. 240 6009, email [care-repair@totalise.co.uk](mailto:care-repair@totalise.co.uk), [www.care-repair-leeds.org.uk](http://www.care-repair-leeds.org.uk)

See also *HOUSING*.

▶ **CARE HOMES**

**Care homes** are for people who are unable to live at home, even with help. Most homes in Leeds are run independently.

**Care homes with nursing** have qualified nursing staff on duty at all times. They are for people whose needs include regular or specialised nursing care. A small number of specialist homes cater for people with dementia.

Initial enquiries about care homes or nursing homes should be made to *Social Care* (see page 66), or to a hospital social worker if one is involved. An assessment is done first to see what is

## C

needed and what the cost to you may be. You could also contact Age Concern or DIAL for information.

Leeds Care Homes Directory – Making the Right Choice lists homes in Leeds and has information on funding. Contact Social Care for a copy. 247 8630 or see the website: [www.leeds.gov.uk](http://www.leeds.gov.uk)

Complaints or concerns can be raised with the National Care Standards Commission (NCSC). 0191 233 3300.

► **CARE RING LEEDS**

See *ALARMS*.

► **CARERS**

Carers may be husbands, wives or partners, sons and daughters or other relatives, or 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 a parent or other adult they live with.

Social Care has a duty to talk to carers about their relative's situation, give information about services and benefits, and discuss a carer's own needs. Carers providing a lot of care have a legal right to an assessment of their own needs. Contact *Social Care* (see page 66).

A range of practical support in the home is available for carers.

Workers can also enable carers to have a break. Services are free to carers. Contact the organisation for your area for more information:

**East – Springfield Care Services** 287 6789.

**North East – Moorcare** 268 4211, **Together Working For Well-being** 242 7707.

**North West – Czajka Care Services** 274 1900.

## C

**South – Crossroads Leeds Caring for Carers** 271 6457.

**West – Carewatch** 242 8822.

### **Other organisations for carers**

**Carers Leeds** – advice, information and opportunities to take part in social events, consultation and training.

6–8 The Headrow, Leeds LS1 6PP, 246 8338, fax 234 6255, email [info@carersleeds.org.uk](mailto:info@carersleeds.org.uk), [www.carersleeds.co.uk](http://www.carersleeds.co.uk)

**Carers UK** – advises on welfare rights, benefits and community care issues. 0808 808 7777 (Wednesday and Thursday 10am–12 noon and 2pm–4pm), [www.carersonline.org.uk](http://www.carersonline.org.uk)

**Primary Care Trust (PCT)** – each PCT in Leeds also runs a carers' reference group. See *HEALTH* for contact details.

**Willow Young Carers Project** – supports children and young people 5–18 years who are carers. 240 8368 or 277 3010, email [willow.youngcarers@banardos.org.uk](mailto:willow.youngcarers@banardos.org.uk)

### **Useful information for carers**

*Choices for Carers* is a comprehensive directory of information for carers in Leeds available from Social Care. 247 8630, [www.helptheaged.co.uk](http://www.helptheaged.co.uk) (go to Health and Care, and then Carers), [www.councilandcare.org.uk](http://www.councilandcare.org.uk)

### ► **CENTENARIES AND DIAMOND WEDDINGS**

To arrange an official visit from the Lord Mayor please contact the secretary to the Lord Mayor at Civic Hall. 247 4055.

Telegrams from the Queen – organise this by contacting the Anniversaries Officer, Buckingham Palace, London SW1A 1AA, 020 7930 4832.

## C

▶ **CHILDREN AND YOUNG PEOPLE****Children**

**Leeds Childcare Information Service** has details of nurseries, registered childminders, school clubs and play schemes.

247 4386, email [cis@leeds.gov.uk](mailto:cis@leeds.gov.uk), [www.leeds.gov.uk/childcare](http://www.leeds.gov.uk/childcare)

The Family Services Directory is provided by The Family Hub Leeds. Phone 0800 731 0640 for a copy or view it online at [www.thefamilyhubleeds.org](http://www.thefamilyhubleeds.org)

Children and Families Resource Directory. Phone 247 5487 for a copy or view it online at [www.leedschildren.info](http://www.leedschildren.info)

**Education Leeds** works with families whose children have special needs and supports children in early years settings such as nurseries. 395 1100, Textphone 395 1066, fax 395 1099.

**Parent Partnership Service** provides neutral advice, information and support for families on issues for any special educational needs of school age children. 395 1200.

**Sure Start** aims to ensure that children aged 0–4 years and their families have access to services which improve their health and well-being and that children have a good start in life.

0870 000 2277 or visit [www.surestart.gov.uk](http://www.surestart.gov.uk) for details about Sure Start in your area.

**Young people**

**Archway Housing and Resource for Young People** – housing support group for young people 16–25 years in Harehills, University, Burmantofts, Chapel Allerton, Chapeltown, Woodhouse, Little London and Hyde Park. 95 Roundhay Road, Leeds LS8 5AQ, phone 383 3900, fax 383 3909, email [arc@archway-leeds.org.uk](mailto:arc@archway-leeds.org.uk)

## C

**The Market Place** – information and support (for young people 13–25 years) about housing, sexual health, mental health and more. 28 Kirkgate, LS2 7DR, phone 246 1659, fax 245 3250, email [themarketplace@virgin.net](mailto:themarketplace@virgin.net), [www.tmpweb.org.uk](http://www.tmpweb.org.uk)

**The Transitions Team** works with 14–18 year olds who have complex health needs or multiple impairments. Phone 305 5284, fax 305 5389, email [ss.transitions.team@leeds.gov.uk](mailto:ss.transitions.team@leeds.gov.uk)

**The Young Adult Team** works with disabled young people with physical impairments aged 16–25 years, phone 305 5388, fax 305 5389, email [leeds.yat@nhs.net](mailto:leeds.yat@nhs.net), [www.leedsyat.nhs.uk](http://www.leedsyat.nhs.uk)

See also *DIAL*.

► **CHIROPODY**

See *PODIATRY*.

► **CITIZENS ADVICE BUREAU**

See *Part 2 Information and advice* (page 65).

► **COMMUNITY SUPPORT SERVICE (home care)**

Provided by Social Care and independent organisations working in partnership. Can help with personal care such as getting up, going to bed, getting dressed, washing and using the toilet. There is a charge which depends on your circumstances. Contact *Social Care* (see page 66).

The service does not normally help with cleaning and shopping; some local organisations offer limited help to older people.

See also *AGE CONCERN LEEDS, DIAL, KEEPING HOUSE, NEIGHBOURHOOD NETWORK SCHEMES*.



## ► **COMPLAINTS AND COMPLIMENTS**

If you have a complaint or compliment about services from:

**Leeds City Council** – call the Contact Centre 0845 129 0113, Textphone 0845 127 1113.

Social Care in particular, contact the complaints officer at Merrion House, 247 8627, Textphone 247 5963. There is also a Complaints, Comments or Compliments leaflet available from Social Care, 247 8630.

Health services – contact either your GP’s surgery, the hospital complaints department directly or the complaints manager at your local Primary Care Trust. See Part 2 *Hospital services* for contact details.

See also *PALS*.

## ► **CONSULTATION**

**Access Advisory Group** consists of 30 disabled people Leeds City Council consults about making services more accessible. Contact the Equality Team on 247 4190, Textphone 224 3589, email [equalityteam@leeds.gov.uk](mailto:equalityteam@leeds.gov.uk)

**Leeds Involvement Project** – information and support to 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. Phone 237 4508, email [info@leedsinvolvement.org.uk](mailto:info@leedsinvolvement.org.uk)

See also *VOLUNTARY ORGANISATIONS*.

**Health** – each PCT employs a patient and public involvement officer and runs an involvement group which gives local people the chance to become involved in the improvement and

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development of local health services.

See *Part 2 Hospital services* (page 68) for contact details.

► **COUNCIL – how to contact Leeds City Council**

The Contact Centre deals with a wide variety of council services. It is open from 8am–6pm Monday to Friday.

**For benefits services** 0845 127 0113.

**For council tax** 0845 126 0113.

**For customer relations** (including complaints and compliments) 0845 129 0113.

**For social care** (including disabled parking badges and bus passes) 0845 125 4113 or 398 4702.

The council's **Textphone** number is 0845 127 111.

Email [onestop@leeds.gov.uk](mailto:onestop@leeds.gov.uk), [www.leeds.gov.uk](http://www.leeds.gov.uk)

For a list of local *One Stop Centres* see page 66.

► **COUNCIL TAX/COUNCIL TAX BENEFIT**

People living alone get a discount of 25 per cent on their council tax bill and people on low incomes may be entitled to Council Tax Benefit (people getting the guarantee element of Pension Credit, Income Support or income-based Jobseeker's Allowance will usually qualify). Other reductions in council tax are also available. More information from Leeds Benefits Service, 2 Great George Street, Leeds LS2 8BA, phone 247 7247, Textphone 0845 127 1113.

See also *Part 2 Benefits* (page 58).

## C

► **COUNSELLING**

**Leeds Crisis Centre** offers confidential, short-term counselling and support for individuals who have experienced a crisis within the last three months. There is also a specialist deaf counselling service. It is part of Leeds Social Care and free of charge.

Phone 275 5898, Textphone 274 8880, sms text 07891 271 514.

**Samaritans** is a 24 hour listening service for people feeling suicidal, depressed and for anyone in crisis. Phone 245 6789 or 08457 909090 (24 hours).

You can also speak to your GP or contact DIAL.

See also *MENTAL HEALTH, BEREAVEMENT*.



## D

▶ **DAY CENTRES and RESOURCE CENTRES**

**Day centres** are for people over 60 and offer activities and help with personal care and hygiene, bathing, and hairdressing. Occupational therapy and physiotherapy are available at some centres. There are some day centres for older people from ethnic minority communities (see page 9 for details). Specialist day care is available for people with dementia.

**Resource centres** are for people with a physical or sensory impairment. These centres offer daytime activities and support.

**Transport** can be arranged. It is possible to attend a centre for a short time only. Some hospitals also run day centres. There is a small daily attendance charge. For more information contact *Social Care* (see pages 66).

▶ **DEAF AND HEARING IMPAIRMENT**

Hearing tests are done by your GP, or you can be referred to an audiology clinic at a hospital for testing. If you need a hearing aid you may be able to get one through the NHS.

**Leeds Centre for Deaf and Blind People** runs a large community centre. It offers services for deaf people who are sign language users; services for hard of hearing people who have lost their hearing later in life, including advice about special equipment such as flashing light doorbells; support and facilities for people who are both deaf and blind; and support for deaf people with learning disabilities. There is also a wide variety of sports and social activities provided by the **Leeds Deaf Social Club**, Centenary House, North Street, Leeds LS2 8AY, phone and Textphone 243 8328, Minicom 245 2512, fax 243 3553, email [info@leedsdeafandblind.org.uk](mailto:info@leedsdeafandblind.org.uk), [www.leedsdeafandblind.org.uk](http://www.leedsdeafandblind.org.uk)

## D

**Lip reading classes** are held in various areas of Leeds. For details phone 258 8691.

**British Deaf Association** phone 01925 414649,  
Textphone 01925 642659, [www.bda.org.uk](http://www.bda.org.uk)

**RNID** phone 0808 8080123, Textphone 0808 8089000,  
email [information@rnid.org.uk](mailto:information@rnid.org.uk), [www.rnid.org.uk](http://www.rnid.org.uk)

**The Sensory Service** supports deaf, hearing impaired, blind and visually impaired children in mainstream and special schools. Deaf start team support students at college and coordinates deaf awareness and sign language training. Phone 395 1084, Textphone 395 1088, fax 395 1087.

**The Sign Language and Interpreting Service** has qualified interpreters available for deaf and deaf-blind people in Leeds. Phone 246 9990, Textphone 246 9900, fax 246 9227.

The NHS has a wide range of hearing aids; they also provide batteries, repairs, medical examinations and follow-up appointments free of charge. First consult your GP. Digital hearing aids are also available in Leeds. See also *FIRE SAFETY*.

▶ **DEATH**

*What to do when someone dies* is a useful leaflet available from **Age Concern** and **Department for Work and Pension (DWP)** offices, phone 214 8000.

See *BEREAVEMENT*.

▶ **DEBT**

Contact the *Citizen Advice Bureau* (see page 65) as soon as possible or contact the National Debtline on 0808 808 4000, [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

## D

▶ **DECORATING**

See *DOMESTIC HELP*.

▶ **DEMENTIA**

*Living with Dementia* is a directory of services for people with dementia and their carers. Available from the **Alzheimer's Society** on 231 1727, fax 263 3340.

See *MENTAL HEALTH, CARERS*, and *Part 2 Societies and groups* (page 76).

▶ **DENTISTS AND DENTAL CARE**

If you would like to be registered with an NHS dentist, or if you need emergency dental treatment and are not registered with a dentist, contact **NHS Direct** (0845 4647). Some dentists may offer home visits for people who are unable to get to the surgery.

You could also try the **Leeds Dental Institute** on 244 0111.

See also *Part 2 Benefits* (page 58).

▶ **DIAL (Disability Information and Advice Line)**

Telephone information and advice for disabled people, carers, professionals and students in the Leeds area. Free confidential, independent and impartial advice about benefits, services, facilities and opportunities for disabled people. Assistance with claiming benefits, challenging unfavourable decisions and tribunal representation. Help with securing statutory rights. Library and database facilities for research. Charitable fundraising for individuals in need. Supply of RADAR toilet keys. Talks by request. The Mary Thornton Suite, Armley Grange Drive, Leeds LS12 3QH, phone 214 3630, Textphone 214 3627, fax 214 3628, email: dial.leeds@ukgateway.net

## D

Opening hours: Monday, Tuesday, Thursday and Friday  
10.30am–3.30pm. Closed Wednesdays.

### ▶ **DIRECT PAYMENTS SCHEME**

Instead of actually providing care services Social Care can give you the money so that you can pay for services yourself, in the way and at the times that suit you best. Direct Payments are for people who are eligible for care services from Leeds Social Care and able to manage a direct payment. It is now open to people of all ages.

For application forms contact your social worker or *Social Care* (see page 66).

For help and advice about Direct Payments contact **ASIST**, the Direct Payments Support Service at Leeds Centre for Integrated Living on 214 3594, Textphone 214 3598, [www.leedscil.org.uk](http://www.leedscil.org.uk)

There is also a leaflet and a DVD about Direct Payments available from Social Care – phone 247 8630.

### ▶ **DISABILITY LIVING ALLOWANCE**

See *Part 2 Benefits* (page 58).

### ▶ **DISABLED LIVING CENTRE – The William Merritt Centre**

Provides demonstrations, advice on equipment and adaptations for disabled people, and free, impartial assessments. It advises on how and where to get equipment.

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.

St. Mary's Hospital, Green Hill Road, Leeds LS12 3QE,  
phone 305 5332, email [thewilliammerritt.dlc@nhs.net](mailto:thewilliammerritt.dlc@nhs.net),  
[www.williammerrittleeds.org](http://www.williammerrittleeds.org)

See also *DIAL*.

## D

## ▶ DOMESTIC HELP

Decorating and gardening – there may be limited help available for over 60s through the *Neighbourhood Network Schemes* (see part 2 page 69) and *KEEPING HOUSE*. There are a few local schemes for disabled people under 60 – contact *DIAL*.



## E

▶ **EDUCATION AND TRAINING**

**Skill National Bureau for Students with Disabilities** gives information and advice about money matters, access, moving into employment and more. Phone 0800 328 5050, Textphone 0800 068 2422, email [info@skill.org.uk](mailto:info@skill.org.uk), [www.skill.org.uk](http://www.skill.org.uk)

**Colleges and universities** welcome enquiries from prospective students with physical or sensory impairments. You can get a prospectus from each college or your local main library. There may be reduced fees depending on your circumstances.

See *Part 2 Colleges and universities* (page 75).

**The Swarthmore Centre** is a small independent Adult Education Centre with its own programme of day and evening classes.

2/7 Woodhouse Square, LS3 1AD, phone 243 2210.

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

See also *CHILDREN AND YOUNG PEOPLE*.

▶ **ELECTRICITY, GAS AND WATER**

Most companies operate several services for disabled people. Contact the customer service number for your supplier (look on the back of your bill).

The **Energy Advice Team** provides free advice on cost effective methods of insulating your home. They can also give advice about adaptations to equipment. Phone 0800 512 012, email [env.health@leeds.gov.uk](mailto:env.health@leeds.gov.uk)

**Winter Warmth Advice Line** 0800 085 7000 (October–March).

## E

### Electricity

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

### Gas

All representatives of the gas suppliers carry an identity card, and you can also arrange a password with them for your security. Most people over 60 qualify for a free gas safety check. For information about special services contact your gas supplier.

### 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 on 0845 124 2420, Textphone 0845 1 242423.

### Emergency contact numbers

**Gas** 0800 111 999.

**Electricity** Yorkshire electricity distribution 0800 375 675.

If you get into difficulties paying any of your bills, the **CAB** (page 65) or **Social Care** (see page 66) may be able to advise you. Contact your supplier as soon as possible.

To compare fuel prices see [www.energywatch.org.uk](http://www.energywatch.org.uk)

To make a complaint call 08459 06 07 08 or see [www.energywatch.org.uk](http://www.energywatch.org.uk)

### ► EMERGENCIES

See the list on the inside front cover.

## E

▶ **EMPLOYMENT and TRAINING**

**Advisory, Conciliation and Arbitration Service (ACAS)** – information and guidance on employment legislation. Phone 08457 474747, Textphone 0845 6061600, [www.acas.org.uk](http://www.acas.org.uk)

**Access to Work** – practical assistance and support to disabled people and their employers. Phone 214 2345, Textphone 271 4785, fax 214 2331, [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

**Disability employment advisers** are also based in job centres.

**Leeds Employment Opportunities DISability (LEODIS)** – administers Leeds City Council's supported employment programme for disabled people working within the council. Phone 214 5856, Textphone 214 5807, fax 214 5808.

**Pay and Employment Rights Service** for individuals and employers in Yorkshire. Phone 01924 428 033, email [advice@pers.org.uk](mailto:advice@pers.org.uk), [www.pers.org.uk](http://www.pers.org.uk)

**Remploy Interwork** – promotes economic independence for disabled people through work. Phone 0800 138 7656, Textphone 024 7651 5869, fax 0800 138 7657, email [info@remploy.co.uk](mailto:info@remploy.co.uk), [www.remploy.co.uk](http://www.remploy.co.uk)

**Roseville Enterprises** – employment opportunities for disabled people through Workstep, supported by Leeds City Council. Phone 214 3144, fax 214 3154.

**Trade unions** – the Trades Union Congress know your rights line 0870 600 4882, [www.tuc.org.uk](http://www.tuc.org.uk)

**Training** – Leeds Careers for young people aged 13–19, and for disabled people up to 25 years. Information and advice about post-16 options such as further education and training. The Connexions Centre, Eastgate LS2 7LY, phone 0800 106699, Textphone 266 2111, [www.wyzup.net](http://www.wyzup.net)

## E

**Leeds Network** – information, advice and guidance for work and learning. Phone 0845 052 1040, [www.nextstep.org.uk](http://www.nextstep.org.uk)

See also *Part 2 Benefits* (page 58).

### ► **EQUIPMENT and ADAPTATIONS**

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

You can also contact *Social Care* (see page 66).

For equipment to help with providing nursing care at home contact your district nurse or GP.

If you have items which you no longer need they can be collected. Please phone 247 7387.

*Community Equipment and Adaptations Services in Leeds* is a booklet about the main equipment services for disabled people. It is available from *Social Care* and *One Stop Centres* (see page 66), and some health centres in Leeds.

**Leeds Equipment Store** offers equipment to assist with daily living and nursing care at home. Contact via your GP, district nurse or physiotherapist, or visit your One Stop Centre.

**VAT relief** is available on certain goods and services specifically for a disabled person's needs. Enquiries to 0845 010 9000, Textphone 0845 000 0200, [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

### **Adaptations in the home**

Small adaptations to the home such as handrails can be organised by **occupational therapy** staff from Social Care or by Intermediate Care Teams in hospitals. This service is free.

## E

Larger adaptations such as stair lifts and showers need an assessment by a **Social Care occupational therapist** and may be funded by a Disabled Facilities Grant. A contribution towards the work may be needed.

For an assessment and information on grants contact *Social Care* (see page 66).

See also *DIAL, DISABLED LIVING CENTRE, CARE & REPAIR, ALARMS*.

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## F

### ► FIRE SAFETY

You can have a free home fire safety check and free fitting of smoke alarms. They also fit free flashing smoke detectors connected to the local fire station for people who are profoundly deaf and either live alone or are left alone for significant periods. Call the West Yorkshire Fire Service Fire Safety Hotline on 0800 587 4536.

# H

## ▶ HEALTH

**NHS Direct** is a 24 hour nurse-led helpline giving advice and information about all health matters. A confidential translation service is available. Phone 0845 46 47, [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**NHS website** (electronic quality information for patients)  
[www.equip.nhs.uk](http://www.equip.nhs.uk)

See also *PALS, Part 2 Hospital services* (page 68).

## ▶ HEALTHY LIVING

There are a number of **Healthy Living Centres** – five in inner city areas, one city-wide centre for minority ethnic communities and one for the communities and people associated with Leeds Prison. The centres promote practical programmes to improve health and well-being. For more information and the details of your nearest HLC contact *AGE CONCERN* or *DIAL*.

## ▶ HEATING

See *ELECTRICITY, GAS and WATER*.

## ▶ HELP THE AGED

Help the Aged provides advice and information to older people. 0808 800 6565, [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

## ▶ HOLIDAYS

(please see overleaf).

## H

**Tourism for All** (Holiday Care) – holiday and travel information for disabled people. Phone 0845 124 9971, fax 0845 124 9972, Textphone 0845 124 9976.

**RADAR** publishes *Holidays in Britain and Ireland* with information on accessible accommodation. The 2006 edition costs £13.50 from RADAR. Phone 020 7250 3222, Textphone 020 7250 4119, email [radar@radar.org.uk](mailto:radar@radar.org.uk), [www.radar.org.uk](http://www.radar.org.uk)

See also *RESPIRE CARE*.

### ▶ HOME HELP/HOME CARE

Now known as the *Community Support Service*, see page 17.

### ▶ HOSPICES

There are three hospices in the Leeds area: **Wheatfields** and **St Gemma's** for adults and **Martin House** for children, providing palliative care for people with a life threatening illness or an advanced, degenerative condition. Support is provided for carers before and after the death of a patient. All hospice services are provided free. Referral is via your GP or consultant.

See also *NURSES*.

### ▶ HOUSING

#### **Homelessness advice and prevention**

**Contact Leeds** provides advice to tenants and landlords on housing related matters including tenancies, welfare benefits, rent and repairs. Also provides advice and help if you are homeless or likely to become homeless. 2 Great George Street, Leeds LS2 8BA, 247 6919.

**Leeds Homes** is the name Leeds City Council and some housing associations use to advertise their homes. Pick up a registration

## H

form from your local housing officer or One Stop Centre. Phone 247 6313, email [leeds.homes@leeds.gov.uk](mailto:leeds.homes@leeds.gov.uk), [www.leedshomes.org.uk](http://www.leedshomes.org.uk)

**Medical Housing Team** – if your present home is harming your health, you may be able to get medical priority to move home. See your local housing officer first or go to your *One Stop Centre* (see page 66). See also *CARE HOMES*.

### Home repair

See also *CARE AND REPAIR, EQUIPMENT AND ADAPTATIONS*.

Housing work for owner-occupiers may be funded by Home Improvement Assistance loans or grants. Details from your local Environmental Health Services Office.

**First Check Point** has details of reputable trades people. 0870 013 2727.

**Home Maintenance Pack** – contains advice and help to home owners about maintaining and repairing their property. 247 6252.

**Social Fund** – helps people on low incomes with expenses that cannot be met out of regular income. Grants and loans available. For more information see *Part 2 Benefits*.

There are also **Disabled Facilities Grants** for adaptations. See *EQUIPMENT AND ADAPTATIONS*.

**Sheltered housing** is normally a complex of flats or bungalows on one site, designed specifically for older people who need support. 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 care home. Contact *Social Care* (see page 66). See also *Part 2 Benefits* (page 58).

# H

## ▶ HOUSING BENEFIT

Housing Benefit is financial help for people who pay rent. The amount of Housing Benefit a person can get depends upon their income, their level of assessed need and the amount of rent they pay. If you get Pension Credit (Guarantee Credit), Income Support or income-based Jobseeker's Allowance you would usually qualify for the maximum available Housing Benefit for your circumstances.

Leeds Benefits Service, 2 Great George Street, Leeds LS2 8BA, phone 247 7247, Textphone 0845 127 1113.



## I

**▶ INCAPACITY BENEFIT**

See *Part 2 Benefits*.

**▶ INCOME SUPPORT**

See *Part 2 Benefits*.

**▶ INCONTINENCE**

**Leeds Continence Service** provides confidential advice and support on all aspects of continence care and management. For details phone 305 5124. You can also speak to your GP.

**▶ INDEPENDENT LIVING FUND (ILF)**

Supports long-term independent living for severely disabled people. For information about support available for people using the ILF, contact Leeds City Council's ILF contact officer on 214 3654, or the Independent Living Fund itself on 0845 601 8815, [www.ilf.org.uk](http://www.ilf.org.uk)

**▶ INFOSTORE**

Infostore is a comprehensive online information bank for older people (aged 50-plus) living in Leeds. It is for the use of older people with access to the Internet and for their relatives, carers and relevant professionals. Infostore contains details of hundreds of organisations and services, as well as direct links to a large range of documents such as leaflets and guides as well as to external websites.

You can search for information in a number of ways, including by theme, and alphabetically.

Infostore is highly accessible to people with visual and motor impairments, and includes documents in a range of community languages. *continued* →

## I

Don't forget that if you do not have access to the Internet at home, you can go online for free at any library in Leeds.

[www.olderpeopleleeds.info](http://www.olderpeopleleeds.info)

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## K

► **KEEPING HOUSE**

Keeping House is a new way of developing and supporting local organisations to provide domestic services in Leeds. It is a partnership scheme based in Social Care. Keeping House maintains a list of organisations providing domestic services such as shopping, cleaning or gardening.

**Greenfingers** Leeds is a city-wide initiative to develop affordable, safe and reliable gardening services for older people and disabled people.

For more information about Keeping House and Greenfingers Leeds phone 247 7095, or visit [www.keepinghouse.org.uk](http://www.keepinghouse.org.uk)

## L

**▶ LEARNING DISABILITIES**

**Through the Maze** is an information service providing information and facilities for children and adults with learning disabilities. They also have access symbols available on their website. 243 9919, fax 244 6350, [www.through-the-maze.org.uk](http://www.through-the-maze.org.uk)  
See also *ADVOCACY SERVICES*.

**▶ LEEDS CENTRE FOR INTEGRATED LIVING**

See *Part 2 Organisations of and for disabled people* (page 78).

**▶ LEGAL ADVICE**

Free legal advice is available through the *CAB* (see page 65), and at the **Harehills and Chapeltown Law Centre**, 263 Roundhay Road, Leeds LS8 4HS, 249 1100. As a general rule, most solicitors will charge for their services but can offer a free period of consultation or a fixed fee interview. Ask about their charging policy and whether you are eligible for free legal advice at the outset.

**The Community Legal Service** will try to find the best person to sort out your problem and advise on whether you can get free legal advice. 0845 345 4345, Textphone 0845 609 6677, [www.clsdirect.org.uk](http://www.clsdirect.org.uk)

**The Disability Law Service** helps people with disabilities and their families with legal advice, negotiating and providing representation. Advice is given free by solicitors or specialists. 020 7791 9800, Textphone 020 7791 9801, fax 020 7791 9802 (Monday–Friday 10am–1pm and 2–5pm), email [advice@dls.org.uk](mailto:advice@dls.org.uk), [www.dls.org.uk](http://www.dls.org.uk)



## ▶ LEISURE AND SPORTS

Local libraries hold detailed information on sport and leisure groups in Leeds. You can also find many of them through **Voluntary Action Leeds** 297 7920, Textphone 297 7941 or contact DIAL.

### **Leisure**

**Age Concern** has details of the wide range of groups offering leisure activities for older people. They include social groups, educational classes, arts and crafts, dancing and fitness groups, and silver surfer computer classes (see page 7).

**Artlink West Yorkshire** – community arts organisation.  
Phone and fax 243 1005.

**Cinema Exhibitors' Association Card** admits your carer free of charge to participating cinemas. Cards cost £5 and are valid for three years. For details and eligibility criteria call 0151 348 8020, email [info@ceacard.co.uk](mailto:info@ceacard.co.uk), [www.ceacard.co.uk](http://www.ceacard.co.uk)

**Heydays** is an arts project for people over 55. Phone 213 7296, Textphone 213 7299, fax 213 7250, email [nicky.taylor@wyp.org.uk](mailto:nicky.taylor@wyp.org.uk), [www.wyp.co.uk](http://www.wyp.co.uk)

**LeedsCard** – disabled people receiving certain benefits such as Disability Living Allowance may get a LeedsCardExtra for £2 which offers bigger discounts. Phone 224 3636.

**The Local Groups database** has details of over 2000 voluntary, community and faith organisations in Leeds. Go to [www.leeds.gov](http://www.leeds.gov), and follow the links to learning, libraries, voluntary, community and faith organisations database.

See also *DAY CENTRES, EDUCATION and TRAINING*.

## L

**Libraries**

In addition to book lending services the central library has a large collection of material for study and research. Libraries have large print books, books on cassette, videos and CDs.

**The At Home Service** is for people unable to get to a library and without anyone to go for them. There is a waiting list. For information call 214 3334.

**Computers and the Internet** – free Internet access, email and word processing facilities are available at all libraries. Many libraries hold computer classes for older people – enquire at your local library.

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

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

**Transcription service** – small items (e.g. letters, leaflets, even knitting patterns) can be transcribed into Braille or large print, or recorded onto tape. Contact Leeds Centre for the Blind and Partially Sighted, 214 4540.

**Lunch clubs**

Lunch clubs offer a midday meal for older people and a chance to take part in social activities and make new friends. The service is limited, so contact *Social Care* (see page 66) to find out if there are any vacancies at clubs in your area.

See also *DAY CENTRES*, and *Part 2 Neighbourhood Network Schemes* (page 69).

## L

**Sports**

Many Leeds City Council Leisure Centres have sessions or activities especially for older people. Contact your local leisure centre for details. See under Sport in the Leeds City Council entry in the phone book. **Disability sports development officer** Katy Elliott, South Leeds Stadium, phone and Textphone 395 0159, fax 395 0200, email [katy.elliott@leeds.gov.uk](mailto:katy.elliott@leeds.gov.uk)

**Horse riding centres** offer facilities for disabled people.

*Leeds Riding for the Disabled Centre* 0845 450 7037.

*Middleton Park Equestrian Centre* 277 1962.

*Acrecliffe Equestrian Centre, Otley* 01943 873 912.

**Leeds United Disabled Organisation (LUDO)** – assists disabled fans to access matches and much more. Free admission for accompanying carers, subject to availability. Headphones for visually impaired people. 293 3917.

**PHAB** – leisure and social activities for disabled and non-disabled people of all ages from 9+ at the Prince Philip Centre, Scott Hall Avenue, Leeds 7, 01937 573722, email [ann.hart@lineone.net](mailto:ann.hart@lineone.net)

**Yorkshire Dance** – very varied programme for all. 243 9867, fax 259 5700, email [admin@everybodydances.com](mailto:admin@everybodydances.com), [www.everybodydances.com](http://www.everybodydances.com)

## M

▶ **MEALS AT HOME SERVICE**

Hot or frozen meals can be delivered to people who have difficulty preparing their own meals.

English, Asian, Afro-Caribbean, Kosher and meals to meet specialist dietary requirements are available.

Contact *Social Care* (see page 66).

▶ **MENTAL HEALTH**

Many people experience mental health problems at some time in their lives. If you feel you need help, first contact your GP. Your GP can put you in touch with other people who can give you further support, advice or specialist help. You can also get help from social workers and voluntary organisations.

There are specialist day centres and residential care for people with dementia, including one for younger people (under 65) run by the Alzheimer's Society. For more information contact your GP or *Social Care* (see page 66).

**Connect Helpline** – listening and information service.

Open every evening 6–10.30pm. Freephone 0808 800 1212, Textphone 0808 800 2323.

**Dementia Cafés** – there are several around the city. People with dementia and their carers come to socialise, have cups of tea together, make friends, and offer each other support. For more information contact your nearest group:

- *De Caf* – Alwoodley Community Centre, The Avenue (LS17) 242 7707.
- *Forgetfulness Club* – Austin Burke Community Centre, 197 Chapeltown Road, 237 4332.
- *De Caf East* – Garforth 287 4784.
- *Memory Lane Group* – Armley Helping Hands, St. Bartholomew Centre, Strawberry Lane LS12, 305 5490/1.

## M

*Living with Dementia* is a directory of services for people with dementia and their carers. Available from the Alzheimer's Society 231 1727, fax 263 3340.

**Leeds Mind** has several projects in the Leeds area for people with mental health problems. Projects include employment and training, day centres, Self Help Initiatives Project (which runs self-help groups), counselling and housing services. Grove Villa, 82 Cardigan Road Leeds LS6 3BJ, phone 230 7608, fax 230 7621, email leeds.mind@leedsmind.org.uk, www.leedsmind.org.uk  
Information about all aspects of mental health can be found on Mind's website www.mind.org.uk

**Information for Mental Health** produces the excellent *Leeds Mental Health Directory* – www.mentalhealthleeds.info, which contains contacts for hundreds of organisations. There is also a *Quick Guide* paper edition available from Social Care, 247 8630.

**Leeds Mental Health NHS Trust** provides a wide range of locally based services. Talk to your GP or other health professional.

**Leeds Survivor-Led Crisis Service** is a safe comfortable place to go when you can't cope on your own. Phone 260 9328 or 0808 800 1212, Textphone 0808 800 2323. You can also drop in to Dial House, 12 Chapel Street, Halton (Friday 6–10.30pm, Saturday and Sunday 11.30am–10.30pm).

*How are you feeling?* is a general information leaflet about mental health services, available from *One Stop Centres* (see page 66) or from Social Care, 247 8630.

**Social Care** runs specialist day and residential care and other support services. Contact your GP or *Social Care* (see page 66).  
See also *ADVOCACY SERVICES, COUNSELLING*

► **MONEY**

See *AGE CONCERN, DIAL* and *Part 2 Benefits, Information and advice* (see page 58).

## N

**▶ NEIGHBOURHOOD NETWORK SCHEMES**

These are voluntary care schemes to help and support older people in most parts of Leeds. They provide an excellent and very wide range of services. See *Part 2* (page 69) for details.

**▶ NHS**

See *HEALTH*.

**▶ NIGHT CARE NURSING**

See *NURSES* below.

**▶ NURSES**

Leeds Primary Care Trusts provide a range of specialist nursing services. Ask your GP for more information or visit your local PCT website.

**Community matrons** care for people with long-term conditions, helping them to stay as well as possible and obtain the care and treatment they need.

**Rapid Response Services** provide short-term care for elderly people who become ill to allow them to stay in their own homes whenever appropriate/possible.

**District nurses** provide skilled nursing treatment, care and support to patients and their carers in their homes.

**Night Care Nursing Services** and **Twilight District Nursing Services** provide care out of normal working hours.

**The Leeds Continence Service** offers help with incontinence, bladder or bowel problems. See page 35.

# N

**Health visitors** work across the city to promote health and prevent disease in the community. This includes sexual health, children's behavioural issues, accident prevention, post natal depression, parenting skills and mental health matters.

**Macmillan Nurses** provide help and support to patients with cancer and other life threatening illnesses.

## ► NUTRITION AND DIETETICS SERVICE

Provides advice to patients and carers on healthy eating, special diets, weight management and eating problems. Contact via your GP.



## O

▶ **OCCUPATIONAL THERAPY**

Social Care occupational therapists can advise about equipment for daily living and on adaptations, such as showers or stair lifts. Contact *Social Care* (see page 66).

**Hospital occupational therapists** provide rehabilitation for patients who are in hospital and also assess patients on a home visit with them before they are discharged.

▶ **ONE STOP CENTRES**

Council services, all in one place. For a list of *One Stop Centres* see page 66.

▶ **OPTICIANS**

Some opticians can do home visits. Contact your local optician or contact **DIAL** on 214 3630, Textphone 214 3627 for a list. **Healthcall Optical Services** provides free sight tests and supplies spectacles for people who are housebound and in sheltered, nursing or residential accommodation. 0800 220 573.

▶ **OSTEOPOROSIS**

See *Part 2 Societies and Groups* (page 76).

## P

**▶ PALS (Patients Advice and Liaison Service)**

Provides support and information for NHS patients, their families and carers, listening to concerns and sorting out problems on their behalf. Interpreters and translations available.

For **general health care services** such as GPs or dentists phone 0800 052 5270, Textphone 305 9495.

For **hospital services** in Leeds – 2067168/2067169.

For **mental health services** – 0800 052 5790.

For **ambulance services** – 0845 122 0535.

**▶ PARKING BADGE/PERMIT**

See *BLUE BADGES SCHEME*.

**▶ PENSIONS**

See *Part 2 Benefits* (page 58).

**▶ PEST CONTROL**

Leeds City Council offers specialist pest removal treatments and advice. If you have a problem with pests, report it as soon as you can to 0845 124 0113 or [pests@leeds.gov.uk](mailto:pests@leeds.gov.uk)

**▶ PETS**

If you are admitted to hospital or to residential accommodation belonging to Leeds City Council, Social Care may be able to help or advise you about the temporary care of your pets. You are expected to make a financial contribution if you can. Contact *Social Care* (see page 66).

Animals that have died can be collected. There is no charge for this. 398 4760.

RSPCA 0870 33 35 999.

Emergency Pet Home and Cattery in Farnley 257 4425.

## P

### ► **PODIATRY**

Available in local clinics and health centres across Leeds for specified groups of people. Contact via your GP or district nurse.

For private chiropodists, look in the phone book for a chiropodist who has the letters SRCh after their name showing that they are state registered.

### ► **POLICE**

Non-emergency number 0845 606 0606.

### ► **PRIMARY CARE TRUSTS**

See *Part 2 Hospital services* (page 68).



## R

### ▶ Residential homes

See *Care homes* page 13.

### ▶ RESPITE CARE

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 care home or care home with nursing or somewhere else, for example using the Family Placement Scheme. Hospitals occasionally provide respite care. This can be part of a regular programme or a one-off. An assessment has to be done first.

Initial enquiries: contact *Social Care* (see page 66) or the hospital social work department if someone is involved from there.

**Family placement** – home-based day or overnight care for carers, children and adults with physical or learning disabilities, older people and people with dementia; there are also schemes giving short breaks in a Family Placement Carer's home. For the adults' scheme phone 247 8659, children's scheme 247 8655.

See also *CARE HOMES, ASSESSMENTS*.

## S

**▶ SEXUAL HEALTH**

If you are worried contact your GP or NHS Direct. You can also contact Leeds Centre for Sexual Health (Department of Genito-Urinary Medicine) at Leeds General Infirmary. Phone 392 6724 (males) or 392 6725 (females).

**▶ SHOPMOBILITY**

Loans powered scooters, manual wheelchairs and electric wheelchairs free of charge to people with limited mobility to go shopping. Please ring the day before your visit to check availability. Access Bus and Blue Badge parking nearby.

**Leeds City Centre:** Unit 92 Merrion Centre, Leeds LS2 8LY. Phone and Textphone 246 0125.

**White Rose Centre:** Ross Care, Dewsbury Road, Leeds LS11 8LY. 277 8858.

Scooters can be borrowed from One Stop Centres in Garforth, Morley, Otley, Pudsey and Wetherby.

**▶ SOCIAL SECURITY**

See *Part 2 Benefits* (page 58).

**▶ SOCIAL SERVICES** (now called Social Care)

See *Part 2* (page 66).

**▶ STROKE ASSOCIATION**

See *Part 2 Societies and groups* (page 78).

## T

▶ **TELEPHONES**

If you are unable to get out and need a telephone in a medical emergency Social Care can sometimes pay for the installation of a telephone, and/or some of the rental charges. Contact *Social Care* (see page 66) for further advice and information.

BT gives information about their products and services for older and disabled people. 0800 800150, email [disability@bt.com](mailto:disability@bt.com), [www.bt.com/age\\_disability](http://www.bt.com/age_disability)

Stay in touch is a guide to telephones and telephone services produced by Ricability. 020 7427 2460, Textphone 020 7427 2469, email [mail@ricability.org.uk](mailto:mail@ricability.org.uk), [www.ricability.org.uk](http://www.ricability.org.uk)

See also *ALARMS*.

▶ **TELEVISION LICENCES**

If you or someone you live with is aged 75 or over you are entitled to a free over-75 TV licence. If you or anyone you live with is registered blind, you are entitled to 50 per cent off the cost of your TV licence. 0870 241 6468.

If you receive income support or another income related state benefit you can apply to spread the cost of your TV licence. 0845 601 552, [www.tv-l.co.uk](http://www.tv-l.co.uk)

▶ **TOILETS – public toilets**

There are special public toilets for disabled people which need a key. You can get a key (sometimes called a RADAR key) and a list of local toilets from your local *One Stop Centre* – (see page 66) or from *DIAL*.

## T

► **TRANSPORT**

**Bus and rail travel and passes** – Metro has concessionary permits for older people, disabled people and blind people. Permits allow free off-peak local bus travel and off-peak local train travel for 35p. Contact MetroLine for details. Phone 245 7676, Textphone 242 8888.

To apply for **disabled and blind person's permits** you need a certificate of eligibility from *Social Care* (see page 66).

**FreeCityBus** – runs every few minutes with stops around the city centre, including at the bus and train stations and Leeds General Infirmary.

**GPSP** sell a wide selection of stickers and signs for disabled motorists and personal aids. Phone 01522 688 388, email [info@disabledstickers.co.uk](mailto:info@disabledstickers.co.uk)

**Learning to drive** – some driving schools have adapted cars. Contact DIAL for a list of local instructors on 214 3630, Textphone 214 3627.

**Leeds Alternative Travel** has four accessible minibuses that can be hired out to community groups. They can also provide taxis and offer training for minibus drivers. 240 6060.

**Leeds Travel Trainers** – for people with mobility difficulties. Volunteers work with individuals to help them use public transport. Contact via Kellet Outreach Centre, 247 7350.

**MetroLine** – information and help for planning journeys. Large print or Braille, audiotapes or disk available. Easy Access Leeds lists the bus services with easy access buses. Phone 245 7676, Textphone 242 8888, [www.wymetro.com](http://www.wymetro.com)

## T

**Motability** enables a disabled person to use his/her High Rate Mobility Component of Disability Living Allowance or War Pensioner's Mobility Supplement to lease or buy a car, powered wheelchair or scooter. Phone 0845 6076260, Textphone 01279 632273, fax 0207 928 1818, [www.motability.co.uk](http://www.motability.co.uk)

**Taxis** – all taxi associations have accessible vehicles and cover the whole of the city. These are:

- *City Cabs* 246 9999
- *Streamline* 244 3322
- *Telecabs* 263 0404 / 263 7777 / 263 6666

There are many locally based private hire firms, some of which have accessible vehicles. These firms currently have accessible vehicles:

- *Easy Travel* 255 3555
- *Justbus* 217 2560
- *Stanningley Cars* 256 2121

**Windmill Community Travel** has an accessible coach that can be hired out to community groups. Phone 07904 556857.

**The Department of Transport, Policy and Planning** can, where possible, provide designated parking bays for disabled people and dropped kerbs on routes to services. Phone 247 6312, Textphone 247 5733, fax 247 8715, email [robert.richmond@leeds.gov.uk](mailto:robert.richmond@leeds.gov.uk), [www.leeds.gov.uk](http://www.leeds.gov.uk)

See also *ACCESS BUS, DISABLED LIVING CENTRE, BLUE BADGES SCHEME*, and *Part 2 Neighbourhood Network Schemes* (page 69).



## ► VOLUNTARY ORGANISATIONS

**Voluntary Action Leeds** provides support services to voluntary and community organisations in Leeds. They also have details of a wide range of voluntary organisations. Phone 297 7920, Textphone 297 7941, email [info@val.org.uk](mailto:info@val.org.uk), [www.val.org.uk](http://www.val.org.uk)

Also contact **Leeds Older People's Forum** on 276 0999, [info@opforum.org.uk](mailto:info@opforum.org.uk), [www.opforum.org.uk](http://www.opforum.org.uk)

**Leeds Voice** promotes and represents the interests of the voluntary and community sector. Call 277 2227, email [info@leedsvoice.org.uk](mailto:info@leedsvoice.org.uk), [www.leedsvoice.org.uk](http://www.leedsvoice.org.uk)

*Small grants to voluntary organisations* is a Leeds City Council booklet about funding for voluntary organisations (not for individual people). Contact **Neighbourhoods and Housing** on 247 4575.

See also *Part 2 Neighbourhood Network Schemes* (page 69).

## ► VOLUNTEERING

If you are interested in volunteering there are many organisations that would be grateful for your time. In the first instance contact **Voluntary Action Leeds** on 297 7920, **Age Concern** on 245 8579, or **DIAL** on 214 3630.

## W

► **WHEELCHAIRS**

If you need a wheelchair on a long term basis your GP can refer you to the **Wheelchair Centre** at Chapel Allerton Hospital. You can be assessed for the most suitable wheelchair from the NHS range. Free ambulance transport can be provided to and from the centre.

If you need a wheelchair for less than 12 weeks or on a temporary basis, your GP can refer you to the **Leeds Equipment Store**, or contact **DIAL** on 214 3630.

If you want to buy your own wheelchair get independent advice first. **The William Merritt Disabled Living Centre** is the best place to go. Phone 305 5332 to make an appointment.

Wheelchairs are now available for use in many supermarkets. You can loan electric scooters from Shopmobility for shopping. Many local attractions including Lotherton Hall, Chevin Forest Park, Golden Acre Park, Temple Newsham Park and Tropical World, Roundhay now have wheelchairs or scooters for loan. It is often necessary to book in advance: phone the attraction directly.

See also *DIAL, DISABLED LIVING CENTRE, EQUIPMENT AND ADAPTATIONS, SHOPMOBILITY, TRANSPORT (MOTABILITY)*.

► **WINTER WARMTH**

See *ELECTRICITY, GAS AND WATER*.

► **WOMEN – SERVICES ESPECIALLY FOR WOMEN**

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

**Women's Aid** – help, support and accommodation for women suffering abuse or violence. 246 0401, 24 hour helpline 0808 2000 247, [www.womensaid.org.uk](http://www.womensaid.org.uk)

## W

**Help, Advice and the Law Team (HALT)** – emotional and practical support for women using the courts as a result of domestic violence. Phone and Textphone 243 2632.

**Sahara** – black women’s refuge for women fleeing violence or needing support. 230 5087.

**Muslim Women’s Helpline** 0208 908 6715.

**Kiran Asian Women’s Aid** 0208 558 1986.

**Jewish Women’s Aid** 0800 591 203.

**Women’s Counselling and Therapy Service** – counselling and support, 245 5725.

**Federation of Rape Crisis Centres** – *Bradford Centre* 01274 308 270. *Kirklees Centre* 01484 450040. Email [info@rapecrisis.co.uk](mailto:info@rapecrisis.co.uk), [www.rapecrisis.co.uk](http://www.rapecrisis.co.uk)

**Women’s Health Matters** – general health information and support for women. Open 9am–4pm. Bridge House, Balm Road, Leeds LS10 2TP. Phone 276 2851, Textphone 277 1444, email [admin@womenshealthmatters.org.uk](mailto:admin@womenshealthmatters.org.uk)

► **WORKING TAX CREDIT**

See *Part 2 Benefits*.

## YOUNG PEOPLE

See *CHILDREN AND YOUNG PEOPLE*.



## Part 2

# Longer entries and listings

*the*

**to**

## INTRODUCTION TO PART 2

In this section we have brought together longer entries that contain a lot of information or lists of different organisations.

## BENEFITS INFORMATION

It is difficult to include much information about benefits in a publication of this size. Here we have detailed some of the benefits that are more specifically related to disabled and older people.

The information given here was correct at the time of writing, May '08. Please check with the Department for Work and Pensions (DWP) for any recent changes – see page 35 for contact details.

### Getting information about benefits

**The Benefit Enquiry Line** can also offer general advice and information on social security benefits. Phone 0800 88 22 00, Textphone 0800 24 33 55.

### Welfare Rights Unit Advice Surgeries

Part of Leeds City Council, these surgeries offer free, impartial and confidential advice and support about welfare benefits and rights issues. Advice surgeries are held daily and home visits are available for some people. Advice surgeries are at One Stop Centres across the city. Contact the main office – phone and Textphone 214 9006 to make an appointment. Most surgeries run 10am–12.30pm.

*Age Concern*, Mark Lane (see page 6) can help people over 60 with benefits. They can also take all the necessary details for Pension Credit, council tax and housing benefit to forward on to the the DWP.

## Benefits for disabled people

### 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. Entitlement does not depend on your income or 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. You do not need to have a carer or nurse to qualify for DLA. To order a claim form telephone 0845 712 3456 or 230 9000.

*Council Tax Benefit* – see page 19.

### Carers Allowance

This is a benefit for carers over the age of 16 (not in full time education), who spend more than 35 hours a week looking after a person who is paid either disability living allowance, at the middle or high rate care component or who is paid any rate of attendance allowance. A carer can be receiving a disability benefit and also qualify for a carer's allowance. The carer can work but there are restrictions on the amount of money they can earn. Since October 2007 this is £95 and this amount changes annually. **If a carer is paid carer's allowance it may affect the benefit income of the person being cared for.** Seek further advice from the Welfare Rights Unit, CAB or the relevant DWP office. If the carer is under 60 a claim can be made by contacting the Jobcentre Plus telephone helpline on 0800 055 66 88.

If the carer is over 60 telephone 01772 899 655. Or a claim may be made via the Internet – [www.dwp.govuk/carersallowance](http://www.dwp.govuk/carersallowance)

### **Disability Living Allowance**

This benefit is owned by the disabled person, not their carer or nurse. To qualify for Disability Living Allowance a person does not need to have a carer or nurse looking after them. To order a claim form telephone 0845 712 3456 or 230 9000 or make a claim on the Internet – [www.dwp.gov.uk](http://www.dwp.gov.uk)

*Housing benefit* – see page 34.

### **Incapacity Benefit**

This benefit will no longer be available from October 27, 2008. To make a claim for the employment and support allowance after this date, contact the Jobcentre Plus helpline on 0800 055 66 88.

### **Income Support**

This is an income-related benefit for people under 60. It provides income intended to cover basic living needs. A carer may also qualify for income support. Entitlement to income support can be a passport to other benefits like housing benefit, council tax benefit or health benefits. For enquiries or to make a claim contact the Jobcentre Plus telephone helpline on 0800 055 66 88.

### **Working Tax Credit (WTC)**

This is a benefit based on income for people in low paid work and is administered by Her Majesty's Revenue and Customs. It is tax free and the amount a person gets will depend on their income and family circumstances. A person with a disability may qualify for extra financial help through Working Tax Credit. The tax credit helpline is 0845 300 3900.

### **Benefits for older people**

If you are aged 60 or over the **Pension Disability and Carer Service** can give you further advice, leaflets and help you to apply for most of the benefits outlined here. The Pension Service is part of the Department for Work and Pensions.

## State Retirement Pension

Retirement Pension is paid to people who have reached their retirement age and who have paid or been credited with National Insurance. The amount of Retirement Pension a person can get usually depends upon the number of years a person has been working and the amount of National Insurance they have paid. To make a claim telephone 0845 300 1084.

## Pension Credit

This is an income-related benefit for people aged 60 and over. There are two different parts to Pension Credit: **Guarantee Credit** and **Savings Credit**.

- *Guarantee Credit* is money paid to people to ensure they have a guaranteed minimum income for their particular circumstances.
- *Savings Credit* is extra money paid as a 'reward' to people who are aged 65 and over who have paid towards a state, occupational or private pension or savings. People can get both the guarantee credit and the savings credit. To make a claim telephone 0800 991 234.

## Winter Fuel Payments

These are lump sum payments paid every winter to people aged 60 and over. Helpline 08459 151 515.

## 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. Entitlement does not depend on income or National Insurance contributions. 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. 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 order a claim form telephone 08457 123 456 or 230 9000.

### **Other benefits for both older and disabled people**

You may be entitled to free or reduced cost NHS 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 the Guarantee Credit part of Pension Credit, Income Support, income-based Jobseeker's Allowance or have a low income. For a claim form telephone 0845 850 0030.

### **Bereavement benefits**

These include a funeral payment from the Social Fund, a bereavement payment, widowed parent's allowance and a bereavement allowance.

### **Funeral payment**

If you are taking responsibility for a funeral and have been awarded Income Support, Pension Credit, income-based Jobseeker's Allowance, Housing Benefit or Council Tax Benefit, and in certain circumstances if you are awarded Child Tax Credit and/or Working Tax Credit, you may qualify for some help towards the cost of a funeral. An application can be made within three months of the date of the funeral. A claim form can be requested from Jobcentre Plus on 0845 608 8671 or can be downloaded from [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### **Bereavement payment**

This is a tax free lump sum of £2000 for spouses bereaved on or after 09/04/01 and for civil partners bereaved after 05/12/05. Entitlement to this payment does depend on National Insurance contributions made by the deceased. For more information contact Jobcentre Plus on 0800 055 66 88, or download a claim form from [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### **Widowed Parent's Allowance**

Entitlement to this allowance and the amount paid depends on National Insurance contributions made by the deceased. It can be paid to men or women with at least one dependent child. For more information contact Jobcentre Plus on 0800 055 66 88, or download a claim form from [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### **Bereavement Allowance**

This benefit has replaced the Widow's Pension and Widowed Mother's Allowance since April 9, 2001. The bereaved spouse or civil partner must be aged 45 or over. Entitlement to this allowance and the amount paid depends on National Insurance contributions made by the deceased. Contact Jobcentre Plus on 0800 055 66 88, or download a claim form from [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

### **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:

- *Community Care Grant*: this grant does not have to be repaid. An application can be made by older people, by a member of a family with a disabled child or by disabled people who get income support, income-based Jobseeker's Allowance or pension credit. Grants are awarded to help people live independently in the community. They are sometimes made to improve a person's living conditions or to help them with certain travel costs. To make a claim telephone 0845 60 88 671.
- *Budgeting Loan*: this is an interest-free loan for people who have been getting income support, income-based Jobseeker's Allowance or pension credit for at least 26 weeks. The loan is to meet expenses for specified items that may be difficult to budget for. To make a claim telephone 0845 60 88 671.

- Crisis Loan:** this is an interest-free loan available to anyone, whether they receive welfare benefits or not. A loan can be given for living expenses only, where a person is unable to meet their immediate short term needs in an emergency or as a result of a disaster. Or, a loan can be made for other items such as rent in advance (in certain circumstances). To make a claim for living expenses only, telephone 0800 032 7950. to make a claim for other items, telephone 0845 60 88 671.

### Department of Work and Pensions offices

The DWP used to be called the Benefits Agency, Department of Social Security, DSS or the DHSS.

You can get help and information about the main benefits, pensions and allowances at your local office. Telephone for all offices is 214 8000.

POSTAL DISTRICT	ADDRESS
Leeds LS2, LS7, LS8, LS16 (except Bramhope) LS17, Eccup and Harewood	Hume House, Tower House Street Merrion Way, Leeds LS2 8NT Textphone 214 8431
Leeds LS1, LS3, LS4, LS5, LS6, LS11	This office is currently closed for re-furbishment. Please contact Hulme House above.
Leeds LS12, LS13, Pudsey, Horsforth	Century House, Church Lane Pudsey LS28 7RQ Textphone 205 8822
Leeds LS9, LS14, LS15 and all outer eastern areas of the city	Southern House, 529 York Road, Leeds LS9 6TF Textphone 285 0002

## INFORMATION AND ADVICE

A number of organisations in Leeds provide advice and information. Some are listed here but you will find many others under specific headings such as *DIAL* or *BLINDNESS AND VISUAL IMPAIRMENT*. See also *LEGAL ADVICE*.

### Citizens Advice Bureaux – CABs

CABs advise on benefits, rights, consumer affairs, family matters, housing, immigration, the legal system and money matters. The main bureau is in the city centre, but wheelchair accessible outreach sessions held weekly in many areas including Armley, Chapeltown, Crossgates, Garforth, Morley, Otley and Pudsey.

For a leaflet with more details contact the city centre bureau. Home visiting services are available.

**City centre bureau** is open Monday, Tuesday, Wednesday and Friday 9.30am–2pm. Westminster Buildings, 31 New York Street, Leeds LS2 7DT, phone 245 7679, [www.leedscab.org.uk](http://www.leedscab.org.uk)

Advice line Monday, Tuesday, Wednesday and Friday 10am–1pm, 0870 120 2450.

### Local Advice Centres

**Ebor Gardens Advice Centre** open Monday, Wednesday and Friday, 9.30am–1.30pm. PO Box YR6, Leeds LS9 7UT (based at 173 Haselwood Drive), phone 235 0276, fax 249 1435, email [egac@dial.pipex.com](mailto:egac@dial.pipex.com)

**Hunslet Advice Centre** Monday–Friday 10am–12pm. Parish Church, Church Street, Hunslet, Leeds LS10 2QY, 270 4659.

**Harehills and Chapeltown Law Centre**, 263 Roundhay Road, Leeds LS8 4HS, phone 249 1100, fax 235 1185, email [admin@leedslawcentre.org.uk](mailto:admin@leedslawcentre.org.uk)

## SOCIAL CARE AND ONE STOP CENTRES

### Contacting Social Care at Leeds City Council

Unless you are already in contact with Social Care you will need to start by calling the Contact Centre for Social Care:

**Telephone** 0845 125 4113 or 398 4702

**Textphone** 0845 127 1113

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

**Emergency Duty Team** – for social work emergencies out of normal office hours 240 9536

There are also **One Stop Centres** in most areas of the city if you would prefer to speak to someone in person. They deal with a wide range of council enquiries including Social Care, and some are attached to health services on the same site. They are generally open 8.30am–4pm, but there are local variations to these times. Offices marked SC only deal with Social Care enquiries.

<b>Aireborough</b>	Micklefield House, New Road Side, Rawdon, LS19 6DF
<b>Armley</b>	2 Stocks Hill, Armley, LS12 1UQ
<b>City Centre</b>	2 Great George Street, Leeds LS2 8BA
<b>Dewsbury Road</b>	190 Dewsbury Road, LS11 6PF
<b>Halton Moor</b>	Neville Road, Halton Moor, LS15 0NW
<b>Garforth</b>	1–5 Main Street, Garforth, LS25 1DU
<b>Middleton</b>	St Georges Centre, St George's Road, LS10 4UZ
<b>Morley</b>	Morley Town Hall, LS27 9DY
<b>Osmondthorpe</b>	81a Wykebeck Mount, Leeds LS9 0JE
<b>Otley</b>	8 Boroughgate, Otley LS213AH →

<b>Pudsey</b>	Pudsey Town Hall, Robin Lane, LS28 7BL
<b>Rothwell</b>	Marsh Street, Rothwell LS26 0AD
<b>Seacroft (North)</b>	Irford House, Seacroft Cres, LS14 6PA
<b>Seacroft (South)</b>	91–95 Moresdale Lane, Leeds LS14 6GG
<b>Wetherby</b>	24 Westgate, Wetherby, LS22 6NL
<b>Headingley</b>	SC White Rose House, 8 Otley Road, Leeds LS6 2AN
<b>Roundhay Road*</b>	SC 79 Roundhay Road, Leeds LS7 4AA

### **Social work offices in hospitals**

<b>Leeds General Infirmary</b>	Social Work Office, 'B' Floor, Main Site, Gt George Street LS1 3EX 392 6851
<b>St James Hospital</b>	Social Work Office Medical S.W. Department, Beckett Street, LS9 7TF 206 4391
<b>Mental Health</b>	S.W. Department, St Mary's House, 1st Floor S. Wing, St. Mary's Road, Leeds LS7 3JX 295 4454/5

\*Roundhay Road office will be closing in 2008/09. See the council Internet for more information, [www.leeds.gov.uk](http://www.leeds.gov.uk)

## HOSPITAL SERVICES (NHS)

### Primary Care Trusts (PCTs)

Responsible for your local health service, promoting and improving your health and making sure hospital care is available when you need it. Main site – Northwest House, Westpark Ring Road, Leeds LS16 6QG, 305 7370.

Information about your local GP, pharmacy or optician is available through **West Yorkshire Central Services Agency**, 295 2500.

Each PCT has a **patient and public involvement officer**. Please get in touch with them if you would like to become involved with the work of your PCT or have a view about how services should be provided.

### Leeds Teaching Hospital Trust (LTHT)

Trust Headquarters at St James's University Hospital, phone 243 3144, fax 242 6496, [www.leedsteachinghospitals.com](http://www.leedsteachinghospitals.com)

LTHT is made up of the following hospitals:

<b>Chapel Allerton Hospital</b>	262 3404
<b>Cookridge Hospital</b>	267 3411
<b>Leeds Chest Clinic</b>	295 1100
<b>Leeds Dental Institute</b>	244 0111
<b>Leeds General Infirmary (LGI)</b>	243 2799
<b>Seacroft Hospital</b>	264 8164
<b>St James's University Hospital</b>	243 3144
<b>Wharfedale General Hospital (Otley)</b>	01943 465 522

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

### **Leeds Mental Health Teaching NHS Trust**

Trust Headquarters 305 5900, [www.leedsmentalhealth.nhs.uk](http://www.leedsmentalhealth.nhs.uk).

The Trust provides a wide range of locally based mental health services and learning disability services. For any of these services contact your GP or other health care professional involved in your care.

**St. Mary's Hospital** is part of the Leeds Community and Mental Health Trust. 279 0121.

### **Accident and Emergency departments**

**Leeds General Infirmary**, enquiries 292 2512.

**St James's University Hospital**, 283 6915.

There are **minor injuries units** at Wharfedale General Hospital 01943 292 3177, and St Georges Centre (Middleton) 392 9800.

### **NEIGHBOURHOOD NETWORK SCHEMES**

These schemes provide a range of activities that promote independence, health and well-being. These include advice and information, help around the home, healthy living activities, leisure and recreation, transport and general support.

For more information see [www.leedsnns.org.uk](http://www.leedsnns.org.uk)

Neighbourhood Network Schemes leaflets give details about the services offered. Phone 247 8630 to request leaflets.

If there is a scheme near you, contact them directly to find out exactly what they can offer.

See also Part 1 *BLACK AND MINORITY ETHNIC COMMUNITIES*.



## East Leeds Neighbourhood Network Schemes

Action for Gipton Elderly (AGE)  
5–11 Oak Tree Drive, Gipton LS8 3LJ  
240 9784, email [age.gipton@lineone.net](mailto:age.gipton@lineone.net)

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Burmantofts Senior Action  
St Agnes' Church Hall, 25 Shakespeare Close, Leeds LS9 7UQ  
248 9191, email [bsa60.leeds@talktalk.net](mailto:bsa60.leeds@talktalk.net)

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Crossgates Good Neighbours Scheme  
Tony Pickles, Station Road, Cross Gates, Leeds LS15 7JY  
260 6565, email [admin@crossgatesgns.org.uk](mailto:admin@crossgatesgns.org.uk),  
[www.crossgates.gns.org.uk](http://www.crossgates.gns.org.uk)

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Halton Moor and Osmondthorpe Project for Elders (HOPE)  
Osmondthorpe One Stop Centre, 81a Wykebeck Mount, Leeds LS9 0DW  
247 7665, fax 247 8872, email [hopeprojectleeds@yahoo.co.uk](mailto:hopeprojectleeds@yahoo.co.uk)

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Hamwattan Elderly Group  
c/o Montague Resource Centre, Banstead Street West, Leeds LS8 5RV  
240 8796

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Montague Burton Resource Centre  
Banstead Street West, Leeds LS8 5RV  
249 1954, email [asinghmbrc@hotmail.com](mailto:asinghmbrc@hotmail.com)

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Neighbourhood Elders Team  
62C Main Street, Garforth LS25 1AA  
287 4784, email [info@netgarforth.org](mailto:info@netgarforth.org)

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North Seacroft Good Neighbours Scheme  
Kentmere Community Centre, Kentmere Avenue, Seacroft LS14 1BW  
273 4979, fax 232 366, email [nsgns@aol.com](mailto:nsgns@aol.com)

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Richmond Hill Elderly Aid  
Richmond Hill Community Centre, Long Close Lane, Leeds LS9 8NP  
248 5200, email [rhea-leeds.org.uk](mailto:rhea-leeds.org.uk)

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South Seacroft Friends and Neighbours Scheme  
1081 York Road, Seacroft, Leeds LS14 6JB, 273 4979,  
email [ssfn@btconnect.com](mailto:ssfn@btconnect.com)

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Swarcliffe Good Neighbours Scheme  
St Gregory's Youth and Adult Centre, Stanks Gardens, Swarcliffe,  
Leeds LS14 5LS  
232 6910, email [mail@sgns.wanadoo.co.uk](mailto:mail@sgns.wanadoo.co.uk)

### North East Leeds Neighbourhood Network Schemes

Community Action for Roundhay Elderly  
St Edmunds Parochial Hall, Lidgett Park Road, Roundhay, Leeds LS8 1JN  
295 6500, fax 0871 433 2250, email [roundhaycare@btconnect.com](mailto:roundhaycare@btconnect.com)

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Leeds Black Elders  
180 Chapeltown Road, Leeds LS7 4HP  
237 4332, fax 237 4313, email [info@lbea.co.uk](mailto:info@lbea.co.uk)

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Leeds Irish Health and Homes  
Unit 5, Gemini Park, Sheepscar Way, Leeds LS7 3JB  
262 5614

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Leeds Jewish Welfare Board  
Marjorie and Arnold Ziff Community Centre, 311 Stonegate Road,  
Leeds LS17 6AZ  
268 4211, email [enquiries@ljwb.co.uk](mailto:enquiries@ljwb.co.uk)

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Moor Allerton Elderly Care (MAECare)  
57 Cranmer Bank, Leeds LS17 5JD, 266 0371, fax 218 5320  
email [info@maecare.org.uk](mailto:info@maecare.org.uk), [www.maecare.org.uk](http://www.maecare.org.uk)

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Sikh Elders Service  
Touchstone House, 2-4 Middleton Crescent, Beeston, Leeds LS11 6JU  
216 3143/216 315, email [office@touchstone-leeds.co.uk](mailto:office@touchstone-leeds.co.uk),  
[www.touchstone-leeds.co.uk](http://www.touchstone-leeds.co.uk)

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West Indian Family Counselling Service and Roscoe Luncheon Club  
for the Elderly  
Roscoe Methodist Church, Francis Street, Leeds LS7 4BY  
262 5131, email [wifcos@btinternet.com](mailto:wifcos@btinternet.com)

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Wetherby in Support of the Elderly (WISE)  
One Stop Centre, Westgate, Wetherby LS22 6NL  
01937 588994, email [info@w-ise.org.uk](mailto:info@w-ise.org.uk), [www.w-ise.org.uk](http://www.w-ise.org.uk)



## North West Leeds Neighbourhood Network Schemes

Aireborough Voluntary Services to the Elderly with Disabilities (AVSED)  
Suffolk Court, Silver Lane, Yeadon LS19 7JN  
250 1702, email [avsed@btconnect.com](mailto:avsed@btconnect.com)

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Caring Together in Woodhouse and Little London (CTiWLL)  
Woodhouse Community Centre, 197 Woodhouse Street, Leeds LS6 2NY  
243 0298, fax 244 3926, email [caring.together@dial.pipex.com](mailto:caring.together@dial.pipex.com)

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Hawksworth Older People's Support (HOPS)  
6 Broadway, Hawksworth Wood, Leeds LS5 3PR  
228 5552, email [hops.2001@yahoo.co.uk](mailto:hops.2001@yahoo.co.uk)

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Horsforth Live at Home Scheme  
The Central Methodist Church, Town Street, Horsforth LS18 4AH  
259 151, fax 259 1511, email [mail@horsforthliveathome.org.uk](mailto:mail@horsforthliveathome.org.uk)

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Meanwood Elders Neighbourhood Action  
Meanwood Community Centre, Stainbeck Avenue, Leeds LS7 2QU  
230 6545, fax 278 0978, email [mena@meanwoodelders.fsnet.co.uk](mailto:mena@meanwoodelders.fsnet.co.uk)

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Older Active People  
The Cardigan Centre, 145–149 Cardigan Road, Leeds LS6 1LJ  
274 915, email [info@olderactivepeople.org.uk](mailto:info@olderactivepeople.org.uk)  
[www.olderactivepeople.org.uk](http://www.olderactivepeople.org.uk)

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Older People's Action in the Locality (OPAL)  
Unit 10, Holt Park District Centre, Leeds LS16 7SR  
261 9103, fax 261 912, email [admin@opal-project.org.uk](mailto:admin@opal-project.org.uk)  
[www.opal-project.org.uk](http://www.opal-project.org.uk)

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Otley Action for Older People  
Otley Civic Centre, Cross Green, Otley LS21 1HD  
01943 463965, fax 01943 467106  
email [info@otleyactionforolderpeople.org.uk](mailto:info@otleyactionforolderpeople.org.uk)

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Supporting the Elderly People (STEP)  
St Andrews Church, Butcher Hill, West Park, Leeds LS16 5BG  
275 7988, email [step.2.step@btconnect.com](mailto:step.2.step@btconnect.com)

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## South Leeds Neighbourhood Network Schemes

### Belle Isle Elderly Winter Aid

Low Grange House, 6–8 Low Grange Crescent, Leeds LS10  
277 8208, fax 0871 5045667, email [ian@belleisle.org.uk](mailto:ian@belleisle.org.uk)

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### Belle Isle Over 55 Club

Nestfield Road, Belle Isle, Leeds LS10 3LG  
270 3935, email [lynda@over55.wanadoo.co.uk](mailto:lynda@over55.wanadoo.co.uk)

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### Dewsbury Road Over 55 Club

1 Oakley View, Leeds LS11 5HR  
270 7458, email [lynda@over55.wanadoo.co.uk](mailto:lynda@over55.wanadoo.co.uk)

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### Holbeck Elderly Aid

St Matthews Community Centre, St Matthews Street, Holbeck,  
Leeds LS11 9NR, 245 5553, fax 245 5553,  
email [info@holbeckelderlyaid.org.uk](mailto:info@holbeckelderlyaid.org.uk), [www.holbeckelderlyaid.org.uk](http://www.holbeckelderlyaid.org.uk)

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### Middleton Elderly Aid

18 Middleton Park Road, Leeds LS10 3ST  
272 1050, email [karen@mea2000.fsnet.co.uk](mailto:karen@mea2000.fsnet.co.uk)

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### Morley Elderly Action

Wesley House, 32 Wesley Street, Morley, LS27 9ED  
253 4484, fax 253 4253, email [info@morleyelderlyaction.org.uk](mailto:info@morleyelderlyaction.org.uk)  
[www.morleyelderlyaction.org.uk](http://www.morleyelderlyaction.org.uk)

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### Rothwell and District Live at Home Scheme

Rothwell Baptist Church Hall, Wood Lane, Rothwell, Leeds LS27 0PG  
288 0887, fax 288 0887, email [rothwell.liveathome@virgin.net](mailto:rothwell.liveathome@virgin.net)

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### Hamara Healthy Living Centre

Tempest Road, Leeds LS11  
277 3330, email [info@hamara.co.uk](mailto:info@hamara.co.uk)

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### South Leeds Live at Home Scheme

St Andrews Methodist Church, Old Lane, Beeston, Leeds LS11 8AG  
271 6201, email [liveathome@btopenworld.com](mailto:liveathome@btopenworld.com)

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## West Leeds Neighbourhood Network Schemes

### Armley Helping Hands

Strawberry Lane Community Centre, Strawberry Lane, Leeds LS12 1SF  
279 9292, fax 231 0503, email [armley.hh@tiscali.co.uk](mailto:armley.hh@tiscali.co.uk)

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### Bramley Elderly Action

331 Upper Town street, Bramley, Leeds LS13 3JX  
236 1644, fax 1003 236 1644, email [info@bramleyea.org.uk](mailto:info@bramleyea.org.uk)

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### Farsley Live at Home Scheme

Farsley Parish Church Hall, New Street, Farsley LS28 5DJ.  
Phone and fax 290 9340, email [farsleyliveathome@btinternet.com](mailto:farsleyliveathome@btinternet.com)

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### Neighbourhood Action for Older People in Farnley, New Farnley and Moor Top

PO Box 150, Hillside Hall, Cross Lane, Farnley, Leeds LS12 5AA  
263 2945, email [neighbourhoodaction@hotmail.com](mailto:neighbourhoodaction@hotmail.com)

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### Pudsey Live at Home Scheme

St Andrew's Methodist Church, Robin Lane, Pudsey LS28 7BR  
256 2717, email [pudsey@lahs.wanadoo.co.uk](mailto:pudsey@lahs.wanadoo.co.uk)

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### Stanningley and Swinnow Live at Home Scheme

117 Norwood Crescent, Stanningley, Leeds LS28 6NG  
255 8461, email [Stan.home@btopenworld.com](mailto:Stan.home@btopenworld.com)

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## LEGISLATION

It is difficult to include much detailed information on legislation in a publication of this size. But here are some of the major laws of interest to disabled people and where you can find out more:

- **Disability Discrimination Act 1995 and 2005** contact Disability Rights Commission (see *Organisations of and for disabled people*).
- **Carers (Recognition and Services) Act 1995; Carers and Disabled Children Act 2000; Carers (Equal Opportunities) Act 2004**. Contact Leeds Carers Centre or Carers UK (see *CARERS*).
- **National Assistance Act 1948; Chronically Sick and Disabled Persons Act 1970; Disabled Persons (Services, Consultation and Representation ) Act 1986; NHS and Community Care Act 1990**. Contact DIAL.
- **Human Rights Act 1998** – contact Community Legal Service (see *LEGAL ADVICE*).

See also *Information and advice, LEGAL ADVICE*.

## COLLEGES AND UNIVERSITIES

**Joseph Priestley College** 307 6111, [www.joseph-priestley.ac.uk](http://www.joseph-priestley.ac.uk)

**Leeds College of Art and Design** 202 8000, [www.leeds-art.ac.uk](http://www.leeds-art.ac.uk)

**Leeds College of Building** 222 6000, [www.lcb.ac.uk](http://www.lcb.ac.uk)

**Leeds College of Music** 222 3400, fax 243 8798, [www.lcm.ac.uk](http://www.lcm.ac.uk)

**Leeds College of Technology** 297 6300, Textphone 297 6470, [www.lct.ac.uk](http://www.lct.ac.uk)

**Northern School of Contemporary Dance** 219 3000, [www.nscd.ac](http://www.nscd.ac)

## NEWSLETTERS AND PUBLICATIONS

*Able* magazine published every month with news, views and features. Craven Publishing Ltd, 0141 419 0044, fax 0141 419 0077, email [enquiries@cravenpublishing.co.uk](mailto:enquiries@cravenpublishing.co.uk), [www.ablemagazine.co.uk](http://www.ablemagazine.co.uk)

*Coalition* is a quarterly magazine by disabled people, about disabled people's issues. Postal subscription. 0161 273 5137.

**The Community Legal Service** has a range of leaflets on issues including community care, rights for people with disabilities, equal opportunities, employment rights and mental health. 0845 345 4345, fax 020 8867 3225, [webadmin@clsdirect.org.uk](mailto:webadmin@clsdirect.org.uk), [www.clsdirect.org.uk](http://www.clsdirect.org.uk)

## SOCIETIES AND GROUPS

Contact details for a small number of local and national groups are given here. For more information and other groups, contact *Age Concern* or *DIAL*.

### Action for ME and Chronic Fatigue

0845 123 2380, email [admin@afme.org.uk](mailto:admin@afme.org.uk), [www.afme.org.uk](http://www.afme.org.uk)

### Alzheimer's Society Leeds

Helps and supports people with any form of dementia and their carers. Home visits can be arranged. The society runs a day centre for people under 65 who have dementia. They also publish 'Living with Dementia'. Contact by telephone in the first instance on 231 1727, email [alzheimers@armleyleeds.fsnet.co.uk](mailto:alzheimers@armleyleeds.fsnet.co.uk), [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Arthritis Care

For telephone advice and details of local groups 268 9451. National Arthritis Care – free helpline 0808 8004050, fax 01924 882151, [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

**ASBAH – Association for Spina Bifida and Hydrocephalus**

255 6767, fax 236 3747, email [nro@asbah.org.uk](mailto:nro@asbah.org.uk),  
[www.asbah.org.uk](http://www.asbah.org.uk)

**Asthma UK**

020 7786 5000, fax 020 7256 6075, email [info@asthma.org.uk](mailto:info@asthma.org.uk),  
[www.asthma.org.uk](http://www.asthma.org.uk)

**British Heart Foundation**

0870 600 6566, fax 01604 673801, [www.bhf.org.uk](http://www.bhf.org.uk)

**British Lung Foundation**

Leeds and District Breathe Easy Group for people with chest problems, meets monthly. Local helpline 277 7701.

**Community MS Team**

Helps people find ways of coping with the problems presented by severe MS. CRU, St Mary's Hospital, Green Hill Road, Leeds LS12 3QE, 305 5185, fax 305 5081, email [leedscommunityms.team@nhs.net](mailto:leedscommunityms.team@nhs.net)

**Leeds Inter Agency Project**

Produces a leaflet of information for disabled women experiencing violence from men they know. 395 2140, email [liap@leeds.gov.uk](mailto:liap@leeds.gov.uk)

**Leeds Older People's Forum**

380 4911, Textphone 297 7941, fax 297 7921, email [info@opforum.org.uk](mailto:info@opforum.org.uk), [www.opforum.webeden.co.uk](http://www.opforum.webeden.co.uk)

**Osteoporosis Society**

Leeds and District Group, 286 8193, [www.nos.org.uk](http://www.nos.org.uk)

**Scope/Cerebral Palsy Helpline**

0808 800 3333, email [cphelpline@scope.org.uk](mailto:cphelpline@scope.org.uk),  
[www.scope.org.uk](http://www.scope.org.uk)

### **Stroke Association Centre at Seacroft Hospital**

Comprehensive information service and listening ear for people who have had a stroke, their families and carers.

204 4885, fax 264 0284, email [yorkshire@stroke.org.uk](mailto:yorkshire@stroke.org.uk),  
[www.stroke.org.uk](http://www.stroke.org.uk)

### **Terrence Higgins Trust**

Services for people living with or concerned by HIV/AIDS in Leeds. Phone and Textphone 246 9272, fax 236 4721, email [info@thtyorkshire.org.uk](mailto:info@thtyorkshire.org.uk), [www.tht.org.uk](http://www.tht.org.uk)

## **ORGANISATIONS OF AND FOR DISABLED PEOPLE**

**Access Committee for Leeds** campaigns to raise awareness, provides a free advice and information service, supports local groups and offers training. Telephone/fax 228 8110, Textphone 228 9652.

**British Council of Disabled People** acts to unite the voice of disabled people in the UK. Email [general@bcodp.org.uk](mailto:general@bcodp.org.uk), [www.bcodp.org.uk](http://www.bcodp.org.uk)

**DIAL** (Disability Information and Advice Line) see *Part 1* page 23.

**Disability Rights Commission** offers advice, information and support to help disabled people secure their rights under the Disability Discrimination Act (DDA). The helpline provides advice and information to both individuals and organisations. Helpline 08457 622 633, Textphone 08457 622 644, fax 08457 778 878, [www.drc-gb.org](http://www.drc-gb.org)

**Leeds Centre for Integrated Living** was developed by disabled people for disabled people, services include the following: Asist (Direct Payments Support Service), service development work, short courses and one-off events, accessible meeting room. Armley Grange Drive, Leeds LS12 3QH, 214 3599, Textphone 214 3598, fax 214 3595, email [info@leedscil.org.uk](mailto:info@leedscil.org.uk), [www.leedscil.org.uk](http://www.leedscil.org.uk)

**RADAR** – the Royal Association for Disability and Rehabilitation. 020 7250 3222, Textphone 020 7250 4119, fax 020 7250 0212, email radar@radar.org.uk, www.radar.org.uk

**Rainbow Ripples** group for lesbian, gay and bisexual disabled people who want to improve health and social care in Leeds. c/o *LEEDS INVOLVEMENT PROJECT* – see page 18.

**SEEN** (Seen, Enabled, Empowered, Noticed) works with women in Leeds who have a physical or sensory impairment. Women’s Health Matters (project worker Maggie McCool), Bridge House, Balm Road, Hunslet, Leeds LS10, 276 2851, Textphone 277 1444, fax 201 6040, email admin@womenshealthmatters.org.uk

See also *DIAL, CONSULTATION*.

## USEFUL WEBSITES

Below are some good examples of local and national websites that we hope you may find useful. There are lots of other websites included in the directory under individual entries.

Computer classes and free Internet access is available at many local libraries.

<a href="http://www.olderpeopleleeds.info">www.olderpeopleleeds.info</a>	LCC Infostore
<a href="http://www.ageconcern.org.uk">www.ageconcern.org.uk</a>	Age Concern
<a href="http://www.nacab.org.uk">www.nacab.org.uk</a>	Citizens’ Advice Bureau (national address)
<a href="http://www.direct.gov.uk">www.direct.gov.uk</a>	Government and public services
<a href="http://www.helptheaged.org.uk">www.helptheaged.org.uk</a>	Help the Aged
<a href="http://www.leeds.gov.uk">www.leeds.gov.uk</a>	Leeds City Council – information about Leeds, the council, leisure and library services, as well as links to other sites

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<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>	NHS Direct – health information and advice
<a href="http://www.samaritans.org.uk">www.samaritans.org.uk</a>	The Samaritans
<a href="http://www.nhs.org.uk">www.nhs.org.uk</a>	West Yorkshire Health Authority
<a href="http://www.ypn.co.uk">www.ypn.co.uk</a>	Yorkshire Post
<a href="http://www.consumerdirect.gov.uk">www.consumerdirect.gov.uk</a>	Consumer support network
<a href="http://www.which.net">www.which.net</a>	Consumers Association advice on a website
<a href="http://www.focusondisability.co.uk">www.focusondisability.co.uk</a>	Comprehensive website with information about all aspects of disability from benefits to support groups
<a href="http://www.youareable.com">www.youareable.com</a>	Information, products and services for disabled people. Money, motoring, work, travel, health, housing, equipment and more
<a href="http://www.disabledgo.info">www.disabledgo.info</a>	Access information about restaurants, shops, bars, council offices, libraries, leisure centres and many more places
<a href="http://www.clsdirect.org.uk">www.clsdirect.org.uk</a>	Community legal services

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### TELETEXT

**Dis-ability** is on Channel 4 Teletext, page 176, and contains information about disability issues. It is updated regularly.

There is a similar page on BBC2 – Disability, page 654.

# 3 minute survey

Please let us know what you think!

This is a recent, updated edition of the directory.  
We hope that you will take a few minutes to fill in this  
survey and let us know what you think.

Fold here, moisten edges to stick down and send.

---

No stamp  
needed

**DIRECTOR OF SOCIAL CARE  
C/O COMMUNICATIONS  
FREEPOST LS675  
110 MERRION CENTRE  
LEEDS  
LS2 3YY**

# 3 minute survey

**Please let us know what you think!**

Ten **£5 prize vouchers** available for the most helpful answers!

Have you found this directory useful?

- Very useful     Useful     OK     Not useful

Was it easy to use?

- Easy     Quite easy     Quite difficult     Difficult

Was there any information you could not find?

.....

How could we make it better?

.....

Do you regularly use a computer or the Internet?

- Computer     Internet     Neither

Would it be useful to you if all this information were kept up to date on the Internet?

- Yes     No

Where do you prefer to find information?

- Post Office     Local shops     Library     One Stop Centres  
 Internet     By talking to other people     Other

Would you prefer to have this information in a smaller booklet that was more area-based (e.g. North West Leeds, East Leeds)?

- Area-based ?     As it is

Other suggestions.....

THANK YOU! If you would be interested in helping us to develop this directory for the future, please leave us your details:

Name .....

Address/email .....

.....

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*the*

**to**