



**Useful services and agencies:**

**April 2020**

Service / Agency	Support offered	Contact details	Useful for
<b>General</b>			
<b>Central Government</b>	General advice and guidance regarding Coronavirus (COVID-19)	<a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>	All
<b>Central Government</b>	Guidance for the public on mental health and wellbeing aspects of Coronavirus (COVID-19)	<a href="https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19">https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19</a>	All
<b>Central Government / WhatsApp</b>	Information and advice about Coronavirus via WhatsApp	To use the free GOV.UK Coronavirus Information Service on WhatsApp, simply add 07860 064422 in your phone contacts and then message the word 'hi' in a WhatsApp message to get started.	All
<b>Local Authority</b>	Update on council services during the Coronavirus pandemic	<a href="https://www.leeds.gov.uk/coronavirus?utm_source=VAL+Master+List&amp;utm_campaign=f4d24f39e9-EMAIL_CAMPAIGN_2020_03_22_02_46&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f4d24f39e9-431652981">https://www.leeds.gov.uk/coronavirus?utm_source=VAL+Master+List&amp;utm_campaign=f4d24f39e9-EMAIL_CAMPAIGN_2020_03_22_02_46&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f4d24f39e9-431652981</a>	All
<b>Emergency Services</b>			
<b>All emergency services</b>	Emergency services	999	All
	Non-emergency	101	
<b>Health</b>			
<b>NHS Helpline</b>	Health advice and guidance	111 <a href="https://www.nhs.uk/">https://www.nhs.uk/</a>	All
<b>Child Protection and Safeguarding</b>			
<b>CSWS</b>	Safeguarding, child protection	Crossgates CSWS – 0113 378 5800 Moresdale Lane CSWS – 0113 378 4689	Staff

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<b>Front Door Safeguarding Hub</b>		Osmondthorpe CSWS – 0113 378 5021  0113 3760336	
<b>Emergency Duty Team</b>		0113 376 0469 ( <i>Out of hours – for professionals</i> )  0113 5350600 (Out of hours – for community/ parents/ carers)	Staff  Community/ Parents/ Carers
<b>Emotional Health and Wellbeing</b>			
<b>Mindmate SPA</b>	Advice / triage	0300 5550324	Staff/ Parents/ Carers
<b>Childline</b>	Support and counselling for young people	0800 1111 (Freephone) Childline.org.uk  <a href="https://www.childline.org.uk/">https://www.childline.org.uk/</a>	Young people aged 19 years and under
<b>NSPCC</b>	Support and counselling for young people	<a href="https://www.nspcc.org.uk/">https://www.nspcc.org.uk/</a>	Young people aged 19 years and under
<b>Samaritans</b>	Confidential and emotional support 24 hours a day	116 123 (24 hours a day, 365 days a year)	All
<b>Teen Connect Help line</b>	Emotional well-being support	0808 8001212 (Call) (6pm-2am) 07715661559 (Text)  <a href="https://www.lslcs.org.uk/services/connect-helpline/teen-connect/">https://www.lslcs.org.uk/services/connect-helpline/teen-connect/</a>	13-18year olds
<b>Mindmate Website</b>	Mental health and emotional wellbeing support	<a href="https://www.mindmate.org.uk/">https://www.mindmate.org.uk/</a>	All
<b>The Marketplace</b>	Counselling, drop in, youth work, group work	<a href="http://www.themarketplaceleeds.org.uk">www.themarketplaceleeds.org.uk</a> 0113 2461659	11-24 year olds
<b>Kooth</b>	Free, safe & anonymous online support - counselling and emotional well-being platform for children and young people	<a href="https://www.kooth.com/">https://www.kooth.com/</a>	Children and young people
<b>Mind</b>	Emotional health and wellbeing advice, guidance, support and activities	<a href="https://www.mind.org.uk/information-support/for-children-and-young-people/coronavirus/coronavirus-and-your-wellbeing/">https://www.mind.org.uk/information-support/for-children-and-young-people/coronavirus/coronavirus-and-your-wellbeing/</a>	Young people

Service / Agency	Support offered	Contact details	Useful for
<b>Mindwell</b>	Emotional health and wellbeing advice, guidance and support for adults, including self care, relaxation techniques and mindfulness	<a href="https://www.mindwell-leeds.org.uk/home/information-on-coronavirus?utm_medium=email&amp;utm_source=govdelivery&amp;utm_source=VAL+Master+List&amp;utm_campaign=f223e37369-EMAIL_CAMPAIGN_2020_03_26_09_45&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f223e37369-431652981">https://www.mindwell-leeds.org.uk/home/information-on-coronavirus?utm_medium=email&amp;utm_source=govdelivery&amp;utm_source=VAL+Master+List&amp;utm_campaign=f223e37369-EMAIL_CAMPAIGN_2020_03_26_09_45&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f223e37369-431652981</a>	Parents/ carers/ members of the community
<b>Adult Mental Health Crisis Team</b>	Adult mental health crisis support	0300 300 1485	Parents/ carers/ members of the community
<b>Education Support</b>	Telephone support and counselling for education staff	<a href="https://www.educationsupport.org.uk/helping-you/telephone-support-counselling">https://www.educationsupport.org.uk/helping-you/telephone-support-counselling</a>  08000 562 561	Education professionals
<b>Domestic Violence Support</b>			
<b>National Domestic Violence Helpline</b>	Domestic violence support	0808 2000 247  (24 hours a day – freephone)	All
<b>Leeds Domestic Violence Service</b>		0113 2460401  administration@leedswomensaid.org.uk  <a href="https://ldvs.uk/">https://ldvs.uk/</a>	
<b>Food and Voucher Schemes</b>			
<b>Food Scheme (Joint venture between LCC &amp; Voluntary Action Leeds during the Coronavirus pandemic)</b>	Food parcels/ supermarket vouchers	<a href="https://www.dropbox.com/s/6mc3sm39jyfhzch/Food%20Scheme%20Poster%20Key%20Organisations%20%28002%29.pdf?dl=0&amp;utm_source=VAL+Master+List&amp;utm_campaign=f223e37369-EMAIL_CAMPAIGN_2020_03_26_09_45&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f223e37369-431652981">https://www.dropbox.com/s/6mc3sm39jyfhzch/Food%20Scheme%20Poster%20Key%20Organisations%20%28002%29.pdf?dl=0&amp;utm_source=VAL+Master+List&amp;utm_campaign=f223e37369-EMAIL_CAMPAIGN_2020_03_26_09_45&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f223e37369-431652981</a>	Referrals can be made by professionals on behalf of members of the community
<b>Food Scheme</b>	Food parcels/ supermarket vouchers	<a href="https://www.dropbox.com/s/nzcn7ofhjettdje/Food%20Scheme%20Poster%20Public%20Use.pdf?dl=0&amp;utm_source=VAL+Master+List&amp;utm_campaign=f223e37369-">https://www.dropbox.com/s/nzcn7ofhjettdje/Food%20Scheme%20Poster%20Public%20Use.pdf?dl=0&amp;utm_source=VAL+Master+List&amp;utm_campaign=f223e37369-</a>	Parents/ carers/ members of the

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(Joint venture between LCC & Voluntary Action Leeds during the Coronavirus pandemic)		<a href="mailto:EMAIL_CAMPAIGN_2020_03_26_09_45&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f223e37369-431652981">EMAIL CAMPAIGN 2020 03 26 09 45&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f223e37369-431652981</a> 0113 3760330	community – Self referral
Leeds Food Aid Network	Food parcels and support	<a href="https://leedsfoodaidnetwork.co.uk/category/news/?utm_source=VAL+Master+List&amp;utm_campaign=5d758faf27-EMAIL_CAMPAIGN_2020_03_21_12_36&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-5d758faf27-431652981">https://leedsfoodaidnetwork.co.uk/category/news/?utm_source=VAL+Master+List&amp;utm_campaign=5d758faf27-EMAIL CAMPAIGN 2020 03 21 12 36&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-5d758faf27-431652981</a>	All
Salvation Army	Food parcels	0113 2445898	Parents/carers
St Vincents	Food parcels, clothing, financial advice, emergency support	0113 248 4126	Parents/carers
<b>Housing and Finance</b>			
Welfare Rights CAB Money Buddies	Benefits advice Legal, money, confidential advice Debt, money, advice	0113 376 0452 0113 223 4400 0113 2350276	Parents/carers
Leeds Housing Options	Housing support and advice	0113 222 4412 07891273939 (out of hours 5pm-8am)	Parents/carers
Groundwork's Green Doctor Scheme	Energy, fuel and water bill issues	<a href="https://www.dropbox.com/s/j7knx727sc0gmon/Groundwork%20Service%20Update.pdf?dl=0&amp;utm_source=VAL+Master+List&amp;utm_campaign=f6c437540c-EMAIL_CAMPAIGN_2020_03_31_02_42&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f6c437540c-431652981">https://www.dropbox.com/s/j7knx727sc0gmon/Groundwork%20Service%20Update.pdf?dl=0&amp;utm_source=VAL+Master+List&amp;utm_campaign=f6c437540c-EMAIL CAMPAIGN 2020 03 31 02 42&amp;utm_medium=email&amp;utm_term=0_6a9a73b378-f6c437540c-431652981</a>	All
<b>Drug and Alcohol Support</b>			
Forward Leeds	Advice and support about drug and alcohol use	0113 8872477 Monday – Friday 9am- 5pm	Parents/carers and young people

Service / Agency	Support offered	Contact details	Useful for
<b>Family Support</b>			
<b>Family Action</b>	Family support	Family Line – 0808 802 6666 Text – 07537404282	Parents/care rs
<b>Online Contact and Support (how to access support online)</b>			
<b>Citizens Online</b>	Digital inclusion during the Coronavirus pandemic  Resources to support online contact, support and reducing isolation	<a href="#">Resources to support online contact and support</a>	All