

The following are helpful resources/services which can support individuals and families during this covid-19 outbreak. During this challenging time the following support services can assist, guide and support families.

This document has been produced by Families First – Early Help Hubs. Any queries or questions about this document please contact [families.first@leeds.gov.uk](mailto:families.first@leeds.gov.uk)

## Families First - Early Help Hubs

If you need help or for more information and advice contact one of the Early Help Hubs;

East Early Help Hub	<b>0113 5351899</b>
South Early Help hub	<b>0113 5350185</b>
West Early Help Hub	<b>0113 5351924</b>

## Food Banks

Leeds Welfare Support Team For people finding it difficult to access food due to financial issues, self-isolation measures or accessibility of food provision, help is available to all Leeds residents (including those without recourse to public funds).	<b>Free phone - 0113 3760330</b>
Fareshare	<a href="https://fareshare.org.uk/news-media/press-releases/">https://fareshare.org.uk/news-media/press-releases/</a> and <a href="https://www.fareshareyorkshire.org/">https://www.fareshareyorkshire.org/</a>
Trussell Trust	<a href="https://www.trusselltrust.org/news-and-blog/">https://www.trusselltrust.org/news-and-blog/</a>
Leeds North West Foodbank	<a href="https://leedsnorthandwest.foodbank.org.uk/news/">https://leedsnorthandwest.foodbank.org.uk/news/</a>
Leeds South and East Foodbank	<a href="https://leedssouthandeast.foodbank.org.uk/news/">https://leedssouthandeast.foodbank.org.uk/news/</a>
Community Hubs	<a href="https://www.leeds.gov.uk/residents/neighbourhoods-and-community/community-hubs">https://www.leeds.gov.uk/residents/neighbourhoods-and-community/community-hubs</a>
Catering Leeds	<a href="https://www.leeds.gov.uk/civicEnterprise/Our%20services/catering-leeds">https://www.leeds.gov.uk/civicEnterprise/Our%20services/catering-leeds</a>

## Useful Information

Self-employment and Universal Credit	<a href="https://www.gov.uk/self-employment-and-universal-credit">https://www.gov.uk/self-employment-and-universal-credit</a>
Housing /Rent	<a href="https://www.gov.uk/housing-and-universal-credit">https://www.gov.uk/housing-and-universal-credit</a>
Citizens Advice, provide free, confidential & impartial advice & campaigns on big issues affecting people's lives. Advisors in Leeds are available by phone, email and webchat facilities on weekdays, 9am-5pm	<a href="https://www.citizensadvice.org.uk/local/leeds/">https://www.citizensadvice.org.uk/local/leeds/</a> <a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a> <b>Call 0113 223 4400 for advice or 0800 144 8444 for the Help to Claim team.</b> It has been confirmed that the 'Help to Claim' service for Universal Credit will continue until April 2021.
Coronavirus (COVID-19) advice and Information	Leeds City Council's dedicated Corona Virus page <a href="https://www.leeds.gov.uk/coronavirus">https://www.leeds.gov.uk/coronavirus</a>
NHS Coronavirus (COVID-19)	<a href="https://www.nhs.uk/conditions/coronavirus-covid-19/">https://www.nhs.uk/conditions/coronavirus-covid-19/</a>
MyWellbeing College	<a href="http://bmywellbeingcollege.nhs.uk/">http://bmywellbeingcollege.nhs.uk/</a>

	MyWellbeing College is a free NHS service to help people manage everyday problems such
Leeds Domestic Violence service	<a href="https://ldvs.uk/">https://ldvs.uk/</a> <b>24hr helpline 0113 246 0401</b>
Forward Leeds	<a href="https://www.forwardleeds.co.uk/">https://www.forwardleeds.co.uk/</a> <b>0113 8872477</b>
The Leeds MIC website is being updated to include relevant information regarding Coronavirus and many support agencies in the city	<a href="https://www.leeds.gov.uk/leedsmic">https://www.leeds.gov.uk/leedsmic</a>
Information direct from the DWP regarding benefits can be found <b>Please note vulnerable customers can still attend the job centre for face to face appointments</b>	<a href="https://commonslibrary.parliament.uk/insights/coronavirus-claiming-welfare-benefits/">https://commonslibrary.parliament.uk/insights/coronavirus-claiming-welfare-benefits/</a> and <a href="https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses">https://www.gov.uk/government/news/coronavirus-support-for-employees-benefit-claimants-and-businesses</a> <b>_DWP: 0845 6060 234.</b>
Turn2Us website has a section of its website dedicated to benefits & the impact of Corona Virus	<a href="https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus-new">https://www.turn2us.org.uk/get-support/Benefits-and-Coronavirus-new</a>
Leeds Credit Union	<a href="mailto:services@leedscitycreditunion.co.uk">services@leedscitycreditunion.co.uk</a> <b>0113 242 3343</b>
Ebor Gardens Advice Centre and Money Buddies provide free advice on money, debt and benefits.	<a href="http://www.moneybuddies.org.uk">www.moneybuddies.org.uk</a> , Facebook: /VirtualMoneyBuddy Twitter: /LeedsMoneyBuddy, <a href="mailto:admin@egac.org">admin@egac.org</a>  <b>07936 368 045.</b> This number can also be used for WhatsApp messages.
Stepchange: national debt charity	<a href="http://www.stepchange.org">www.stepchange.org</a> <b>0800 138 1111</b>

## Support services

Family Action	<a href="https://www.family-action.org.uk">https://www.family-action.org.uk</a> <b>Telephone: 0808 802 6666</b> Text message: 07537 404 282 Email: familyline@family-action.org.uk
Working Families	<a href="https://workingfamilies.org.uk/">https://workingfamilies.org.uk/</a> Information for working parents and carers on their employment rights, Tax Credits and in-work benefits, maternity and paternity leave, flexible working options and maternity discrimination. This includes a section especially for parents of disabled children. <b>Helpline: 0300 012 0312</b>
Young Minds	<a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a> Parents' Information Service gives advice to parents or carers who may be concerned about the mental health or emotional well-being of a child or young person. <b>Helpline: 0808 802 5544</b>

## Support for our young people

Give us a shout	<a href="https://www.giveusashout.org/">https://www.giveusashout.org/</a> 24/7 Anonymous Text Support for When You Feel You Can't Cope. Text Us Today For support in a crisis, <b>Text Shout to 85258</b>
Childline	<a href="https://www.childline.org.uk">https://www.childline.org.uk</a> - Whatever your worry we can help you. Call Childline for help and advice! <b>Tel: 0800 1111</b>
The Market Place	Our services are free, confidential and available for 11-25 year olds in Leeds. We offer a range of services including one to one support, counselling, group-work and our drop-in. <b>Tel: 0113 246 1659</b>
Teen Connect (13 to 18 years)	Teen Connect is a helpline for 13-18 year-olds living in the Leeds area. They offer up to an hour of support either by phone or online chat. The helpline is open 6pm-2am every night. <b>Tel: 0808 800 1212</b>
Kooth	<a href="https://www.kooth.com/">https://www.kooth.com/</a> Kooth is a web based confidential support service available to young people. Kooth provides a safe and secure means of accessing mental health and wellbeing support designed specifically for young people.

## Mobile Phone Apps

App	What is it?
Bright Sky	Bright Sky is a free to download mobile app providing support and information for anyone who may be in an abusive relationship or those concerned about someone they know
Big White Wall	Big White Wall is an online community for people who are stressed, anxious or feeling low. The service has an active forum with round-the-clock support from trained professionals. You can talk anonymously to other members and take part in group or one-to-one therapy with therapists
Blue Ice	Blue Ice is an evidenced-based app to help young people manage their emotions and reduce urges to self-harm. It includes a mood diary, a toolbox of evidence-based techniques to reduce distress and automatic routing to emergency numbers if urges to harm continue.
Calm Harm	Calm Harm is an app designed to help people resist or manage the urge to self-harm. It's private and password protected.
Catch It	Learn how to manage feelings like anxiety and depression with Catch It. The app will teach you how to look at problems in a different way, turn negative thoughts into positive ones and improve your mental wellbeing.
Chill Panda	Learn to relax, manage your worries and improve your wellbeing with Chill Panda. The app measures your heart rate and suggests tasks to suit your state of mind. Tasks include simple breathing techniques and light exercises to take your mind off your worries.
Cove	Create music to capture your mood and express how you feel with the Cove app. Instead of words, create music to reflect emotions like joy, sadness, calm and anger. You can store your music in a personal journal, or send them to someone and let the music do the talking

CYPHER	Cypher (formerly Silent Secret) is an anonymous peer-to-peer social network. It's a space to share your feelings and secrets, give and receive support, and connect to other support organisations.
distrACT	The distrACT app gives you easy, quick and discreet access to information and advice about self-harm and suicidal thoughts. The content has been created by doctors and experts in self-harming and suicide prevention.
Feeling Good – positive mind-set	Relax your body and mind with a series of audio tracks designed to help you build confidence, energy and a positive mind-set.
Health Unlocked	Use Health Unlocked to find and connect with people with mental health conditions, including low mood, panic and anxiety.
IPREVAIL	IPrevail connects you with people who face similar situations and know what you're going through, with communities on stress, anxiety depression and more
My Possible Self	Take control of your thoughts, feelings and behaviour with the My Possible Self mental health app. Use the simple learning modules to manage fear, anxiety and stress and tackle unhelpful thinking. Record your experiences and track symptoms to better understand your mental health.
PZIZZ	The Pzizz app aims to help you stop your mind racing, get to sleep, stay asleep and wake up refreshed.
Silvercloud	SilverCloud is an online course to help you manage stress, anxiety and depression. You work through a series of topics selected by a therapist to address specific needs. The eight-week course is designed to be completed in your own time and at your own pace.
Smiling Mind	Mindfulness is proven to lead to better attention, memory, regulation of emotions and self-awareness. In turn, improvements in these areas can lead to reduced stress, anxiety and depression, better academic skills, social skills and self-esteem.
Stress and Anxiety Companion	Stress & Anxiety Companion helps you handle stress and anxiety on-the-go. Using breathing exercises, relaxing music and games designed to calm the mind, the app helps you change negative thoughts to help you better cope with life's ups and downs

**Online Parenting Programmes:**

<http://www.freedomprogramme.co.uk/online.php>

**Family Links Nurturing programme can be completed free of charge online:**

<https://www.netmums.com/support/netmums-parenting-course>

**Family Links Resources:**

<https://familylinks.org.uk/parents#free-downloads-for-parents>

<https://www.handinhandparenting.org/free-downloads/>

<https://www.thepark.org.uk/relationship-support-parents-families/free-parenting-resources/>

**PACE – info for parents whose children are at risk of sexual exploitation:**

<https://paceuk.info/for-parents/>

Please bear with agencies if they take longer than usual to respond to your enquiries, this is due to the challenges of the unprecedented coronavirus COVID-19 crisis.