



AIRE VALLEY
SURGERY

The Cost Of Living Support for Aire Valley Patients



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At Aire Valley Surgery, we often see patients who have money worries since the costs of living has increased. We understand. We hope that the following leaflet will be a helpful guide to patients about the sorts of financial support available and how to start seeking help, this includes local services as well as national.

Here at Aire Valley Surgery we have our Care Coordinator who can provide support and referral for those who are concerned about the cost of living. Should you feel you would like to speak / book an appointment with them to discuss this then please do not hesitate to contact the surgery.



Linking Leeds

Please note that if you feel you would benefit from this service you will need to ask your GP surgery to complete the referral. You can also request this referral through the GP practice Care Coordinator.

Aims of the service is to connect people to services and activities in their community in order to benefit overall health and wellbeing. Feeling linked to your community has lots of health and wellbeing benefits that support resilience, independence and good physical and mental health. So, if practical or emotional problems are stopping you feeling your best, Linking Leeds can help you get them sorted. Linking Leeds Wellbeing Coordinators are based within GP practices providing one-to-one support over the phone and face to face. Community outreach from GP surgeries and other community locations is undertaken as appropriate.

Leeds Mental Wellbeing Service (LMWS)

We can all experience problems in everyday life and we understand that the cost of living is a cause of stress and anxiety for some. LMWS can offer support and resources to help you through these ups and downs. They can support you to manage everyday problems such as feeling low, anxious or stressed, or struggling with sleep through our wide range of psychological support options, including phone support, instant-access online resources (Omnitherapy), group classes, and one-to-one 'talking therapies'.

Tel: **0113 843 4388**

Email: leeds.mws@nhs.net

A valid email address is required to submit an online referral. If you don't have a current email address, please call 0113 843 4388 to refer yourself over the phone.

We are fortunate at Aire Valley that we have two LMWS staff members who currently work from both Rawdon Surgery and Yeadon Silver Lane Surgery.

Please note that LMWS does not provide an urgent or crisis response service. If you are concerned about your current wellbeing, please contact your GP, access help via 111 or contact the 24 hour Crisis Assessment Service on 0800 183 1485.

Over the next few pages we have collated a list of services that can provide support, advice and information with dealing with the cost of living. These have been broken down in to different support sections. Please note that this is not an exhaustive list of support services but ones that are known to the practice. We are unable to recommend one service over another and have listed all known for our patients to contact the most appropriate to them.

CAP—Christians Against Poverty

Services across Leeds delivering debt counselling, money management, job clubs, life skills groups and support for people breaking addictions

Telephone: **0800 328 006**

Council Tax

You can get £150 back from the council to help pay your energy bills - this is called a 'rebate'. You'll get the rebate if you pay council tax and your home is in council tax bands A to D. You can find your band on your council tax bill or [check your council tax band on GOV.UK](#)

If you can not afford to top up your prepayment meter, you might be able to get a fuel voucher. This is a code given to you in a letter or in a text message or email. You can use it to add credit to your gas card or electricity key. If you don't have one of these, contact your supplier to get one.



Your local council might be able to help you get a fuel voucher: Leeds City Council
Tel: **0113 222 4404**

Cold Weather Payments are one-off payments to help you pay for extra heating costs when it's very cold. You'll get a payment each time the temperature drops below a specific temperature for a set period of time.

You'll only be eligible for a Cold Weather Payment if you already get:

- Pension Credit
 - Income Support
 - income-based Jobseeker's Allowance
 - income-related Employment and Support Allowance
 - Universal Credit
- support for mortgage interest

If you're eligible, you'll get paid automatically.

You might be able to [get extra help and support from your energy supplier](#) by signing up to the Priority Services Register. You can sign up if you've reached state pension age, you're disabled or sick, or if your energy network considers you 'vulnerable'.

Your energy supplier can help you with things like:

- reading your energy meter
 - moving your energy meter free of charge
- getting your bills sent or copied to someone else - for example, a carer

For further advice and support please contact your local council: Leeds on **0113 222 4404**

Help with Debt

If you're in debt to your energy supplier, you might be able to get a grant to help pay it off.

The following energy suppliers offer grants to their customers:

- British Gas Energy Support Fund - <https://britishgasenergytrust.org.uk/grants-available>
- Scottish Power Hardship Fund - <https://www.scottishpower.co.uk/>
- Ovo Energy Fund - <https://www.ovoenergy.com/help/debt-and-energy-assistance>
- E.ON Energy Fund - <https://www.eonnext.com>
- E.ON Next Energy Fund - <https://www.eonnextenergyfund.com>
- EDF Energy Customer Support Fund - <https://www.edfenergy.com/help-support/PSR>
- Bulb Energy Fund - <https://citizensadviceplymouth.org.uk/>
- Octopus 'Octo Assist Fund' - <https://octopus.energy/blog/struggling-to-pay>

For further help and support to pay your bills / Debts please visit https://helpforhouseholds.campaign.gov.uk/?utm_campaign



Better Homes Yorkshire

Better Homes Leeds on **0808 1592909** has been created to help residents across Yorkshire pay less for energy and live in healthier, warmer homes. Residents in Leeds will be able to take advantage of the latest Government funded options to make efficiency improvement works to their homes, this is open to homeowners, private tenants and landlords. <http://www.betterhomesyorkshire.co.uk/leeds>

Better Leeds Communities

This service offers Face to face appointments, telephone, outreach, drop-in sessions providing advice for those who are struggling with debt, money, and finances.

For further information or support please telephone **0113 275 4142** or

Email: advice@betterleeds.org.uk

If your area is liable to floods, sign up for free flood warnings from **Floodline** 0345 988 1188.



Fuel Relief

If you were born on or before 25 September 1956 you could get between £250 and £600 to help you pay your heating bills. This is known as a '**Winter Fuel Payment**'.

The amount you'll get includes a '**Pensioner Cost of Living Payment**'. This is between £150 and £300. You'll only get this extra amount in winter 2022 to 2023. This is in addition to any **Cost of Living Payment** you get with your benefit or tax credits.

You will get your **Winter Fuel Payment** automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not including Adult Disability Payment from the Scottish Government, Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

For more information on how to reduce your bills and make your home more energy efficient, go to [GOV.UK Find ways to save energy in your home](https://www.gov.uk/find-ways-to-save-energy-in-your-home), or call the government helpline on **0800 444 202**.

If you cannot afford to pay for essentials such as food, gas and electric, call the **Welfare Support Team** (Leeds City Council) **0113 376 0330** (*Weekdays, 9am to 5pm, except Wednesdays when they are open from 10am*)

Home Plus also known as Care and Repair Leeds (Leeds city council)

Home Plus is a service aimed at enabling and maintaining independent living through improving health at home, helping to prevent falls and cold related health conditions.

Who qualifies for the service?

Anyone paying their council tax to Leeds City Council **Criteria:** 60 years or older who own their own home and be in receipt of Council Tax Benefit

OR Under 60 years who own their own home and be in receipt of both: Council Tax Benefit and either PIP or DLA

Plumbing

Repairs to leaking / blocked toilets

Fitting Lever Taps

Repairs to down pipes

Seals around baths/ sinks

Electrics

Fit extra sockets

Repair/ replace damaged / broken lighting

Raise sockets

Fitting New Pull cord above the bed



Joinery

Repairs to loose or uneven floorboards

Repairs and clearing of guttering's

Repairs to Internal and External doors

Moving or fitting new shelves

Home Plus Falls Prevention service provides practical support to reduce the risk of falls in the home through minor adaptations that are specifically designed to assist with a service user's individual situation, regarding health and mobility. Supporting people to regain confidence within and outside of the home.

Dementia support is embedded in the heart of the services. They support families, carers, and people with dementia at home by providing advice, equipment and sign posting to local services. Offering information and practical guidance with day-to-day challenges, will help people remain independent and stay active for as long as possible.

Care and Repair Leeds

323 Roundhay Road

Leeds

LS8 4HT

Telephone: 0113 240 6009

Monday 09:00 – 16:30

Tuesday 10:30 – 16:30

Wednesday 09:00 – 16:30

Thursday 09:00 – 16:30

Friday 09:00 – 16:30

How to stay safe at home

Consider fitting a grab rail if you have steps at your front or back door. The **Home Plus Service** in Leeds includes the installation of rails and equipment to reduce the risk of falls. Contact **0113 240 6009** (*Leeds City Council*) for more information.

If you fall or you're unwell, a personal alarm connects you to a 24-hour call centre. You press a button on a pendant you wear around your neck or as a wrist band and talk to someone who will contact a chosen person to help you – usually a neighbour, friend or relative – or the emergency services. Contact **Telecare** in Leeds on Tel: **0113 378 2991** for more.

Telecare costs for 2023-24

Price per week (excluding VAT)

- Starter package £8.55
- Home safety package £9.15
- Falls package £9.75
- Dementia package £9.75
- GPS package £11.35



The Cinnamon Trust

If you're worried about walking your dog in icy weather, contact The Cinnamon Trust Tel: **01736 757 900**. They may be able to match you with a dog-walking volunteer in your area.

Leeds Money Information Centre

Leeds Money Information Centre provides up to date information to help residents find free, independent and confidential advice on a range of topics at www.leedsmic.org.uk. These include help with energy costs and utility bills, debt and money advice and other emergency help.

Leeds Directory.org

Leeds Directory can support you to live well by connecting you to checked and vetted local services and tradespeople as well as local activities and events.

- Maintaining your home and garden (Building and decorating services, domestic services, home maintenance, gardening, home security and repairs)
- Information and advice (Consumer advice, advocacy, emotional support, money matters)
- Keeping Active and well (Mobility, rehabilitation health services, social and support groups)
- Staying independent (assistive technology, food banks, family support, carers, home care)

To speak to the Leeds Directory Team, Telephone: **0113 378 4610**

or email: leedsdirectory@leeds.gov.uk

Message in a Bottle -

The bottle contains a form for you to fill in with your name, medication, allergies and emergency contact details. Once you have completed the form, put it back inside the bottle and put the bottle in your fridge, ideally in the door to allow it to be found quickly in an emergency.

<https://lionsclubs.co/MemberArea/knowledge/lions-message-in-a-bottle/>

Email: enquiries@lionsclubs.co.uk

Telephone: **0121 441 4544**

Money Buddies Energy Plus Service

Face to face service offering money and energy saving advice, help with reading bills and meters, energy saving equipment and support for energy provider disputes and complaints.

The service also offers access to free legal debt advice and support to prevent energy disconnections - Phone: 0113 235 0276 Email: admin@egac.org

In the local area: Yeadon library and one stop centre

You can get support in person from customer services with regards to support to complete forms etc they are open Monday to Friday until 5pm.

**Do you have patients
over the age of 60?
Then refer them to OPAL!**

OPAL can help by:

- phoning the individual
- visiting the individual at home
- ensuring they have enough food
- prompt exercise
- encourage socialisation
- refer to Care and Repair
- assist with form filling
- help with transport
- support self management
- and much more!

Supporting older people in LS16 6, 7, 8 and 9

OPAL
OLDER PEOPLE'S
ACTION IN THE LOCALITY

**To make a referral, please call
0113 261 9103 or email
hattie@opal-project.org.uk**

Welcome In Community Centre
55 Bedford Drive
LS16 6DJ



SCOPE

Advice and support for disabled people including finance, social care, work, housing, equipment and assistive technology.

Telephone: **0800 800 3333**

Step Change

Telephone and digital debt advice services.

For further advice and support

Telephone **0800 138 1111**

Welfare Support Team (Leeds City Council).

If you cannot afford to pay for essentials such as food, gas and electric.

Telephone: **0113 376 0330**

(Weekdays, 9am to 5pm, except Wednesdays from 10am)

West Yorkshire Fire Service

Safe and Well is a free service, offered by West Yorkshire Fire Service, in which firefighters or dedicated prevention officers visit members of the community in their own homes. The officers will then carry out a fire risk assessment and offer tailored advice and interventions to help reduce the risk of fire in their property.

During the Safe and Well Visit the following will be covered:

- Accompany you to assess fire safety in every room in your property
- Identify and make you aware of the potential fire risks in your home
- Make sure you know what to do in order to reduce or prevent these risks
- Discuss with you, a bed-time routine that will help keep you safe at night
- Help you put together an escape plan in case a fire breaks out in the future
- Ensure you have a working smoke alarm, and ensure you know how to test and maintain it
- Give basic advice on topics such as:, Crime prevention, Falls prevention, **Cold homes**, Smoking cessation and Social isolation
- Assess the need for free interventions to help you reduce the risk of fire in your home
- Refer you (with your permission of course) to agencies that may offer further help to keep you safe and well.

To request a visit please complete the online referral form

<https://secure.westyorksfire.gov.uk:50251/public>

or alternatively you can contact a member of the West Yorkshire Fire Service on

Telephone: **0800 587 4536**



Warm Spaces in our area:

We at Aire Valley Surgery are working alongside voluntary, community and social enterprise organisations to establish a network of Warm Spaces across Leeds this winter. These include libraries, community centres, community hubs and other places offering a warm welcome and free to use for anyone struggling to heat their home.

Some venues will also offer hot drinks, activities, and other services such as free Wi-Fi. Warm Spaces will be heated, safe and friendly places where you can comfortably spend time reading, studying or chatting with others.

In our local area the following has been identified as a 'Warm Space'

Yeadon Community Hub and Library (Telephone:0113 378 5005)

AVSED (0113 250 1702. EMAIL. info@avsed.org.uk.)

Guiseley Library (Telephone:0113 378 5005)

Otley Community Hub and Library (Telephone:0113 378 5005)

The Bridge Church, The United Reformed Church in Otley (0113 243 1375)

Calverlands Complex Needs Centre, Church Lane, Horsforth, LS18 5LA (0113 531 2200)

Horsforth Community Hub and Library (0113 378 1872)

Welcome In Community Centre (OPAL), 55 Bedford Drive, LS16 6DJ (0113 261 9103)

If you would like further information, guidance or support do not hesitate to contact your surgeries care coordinator who will be happy to support you with any further queries you have.

What is a care coordinator?

A care coordinator will support you to be actively involved in managing your health and to make decisions about your care needs and treatment. Your care coordinator will review your health and care needs and ensure that you are accessing the right care and support. They will coordinate your support across health and social care services and develop a personalised care and support plan which brings all your care and support needs together into one plan.

Aire Valley Surgery Care Coordinator: Grace Clarke

Email: Grace.Clarke11@nhs.net

Working Hours: *Monday 09:00 -16:00, Tuesday 08:00 - 13:30, Wednesday 08:30 - 16:30, Thursday 08:00 - 13:30 and Friday 08:00 - 13:30*