

Appendix 5

Food – Leeds has a history of strong partnership working via the Leeds Food Aid Network and has a significant number of organisations that can offer food, including hot meals, food parcels and food vouchers, across the city. These range from being Trussell Trust Food Banks with specific referral processes in place to religious buildings and voluntary organisations where no referral is needed. During the COVID 19 pandemic, these food provisions became better connected and shared resources through the Leeds Food Aid Network. There is an opportunity to build on these existing links to better link in with the LWSS offer.

Advice –Citizens Advice Leeds are a key partner within the city and currently hold our Advice Contract. They can provide advice on benefits, debt/money management, rent arrears, energy and fuel, homelessness, housing repairs, immigration and much more.

In addition to Citizens Advice Leeds a number of other organisations are able to provide budgeting and benefits advice including: Better Leeds Communities, Ebor Gardens Advice Centre and Money Buddies, St Vincent's Support Centre, Stepchange, Learning Partnerships and Scope.

The Leeds Advice Network brings many of these organisations together and some are part-funded by Leeds City Council, however, are not all linked into the LWSS.

Fuel/energy – Green Doctor are regularly signposted to by assessors and can provide advice around reducing utility bills, resolving issues with suppliers, arranging repairs of broken appliances, improving energy efficiency and much more. Fuel Bank Foundation have more recently offered support to food bank users in Leeds (and nationally) and provide support with managing fuel debt, arranging payment breaks and providing vouchers for heating for vulnerable customers. There are opportunities to maximise resources by identifying and filling of gaps in existing provision to reduce duplication with other agencies.

Housing/Homelessness – Whether an individual has become homeless, is struggling in their current accommodation or is a care leaver, support is available through Leeds Housing Options and several third sector organisations who can offer emergency accommodation, support with identifying a more long-term solution including Council properties and support with wider needs. Shelter, St George's Crypt, LATCH, GIPSIL, Engage Leeds are key agencies providing support with a range of housing-related needs across the city, including to young people.

White and brown goods – The Leeds Reuse Network consists of a number of charities that collect, distribute and/or sell furniture, household appliances and items to vulnerable individuals. The network is formed of Leeds and Moortown Furniture Store, Revive Leeds, SLATE, Emmaus Leeds, St Vincent de Pauls and others. LWSS already has linked to some of these organisations

in order to purchase good quality, second-hand white and brown goods for customers.

Aside from immediate financial needs, there would be great benefit to signposting to relevant health, wellbeing and safety related support agencies in order to have a more holistic approach to supporting customers in need that present to the LWSS. Customers experiencing challenges relating to their mental health, domestic violence, addiction or experience of a bereavement can be shared as part of referrals into the scheme and signposting to essential support could benefit the customer and give them the greater wraparound support that they require, without having to present to each agency individually.