Coronavirus Statement

Over the coming months we will do all that we can to keep on supporting the independence and wellbeing of older people in Leeds to positively improve their quality of life.

We are working hard to provide our services in different ways to make sure that vital care and support continues, and that we help older people to stay connected to others during this pandemic.

We will of course be doing all this in line with the government’s social distancing guidance, as the wellbeing of our staff, volunteers and the older people we support is our top priority.

**We will also be posting regular updates and useful resources on our news section. Click on the link to be connected to our news section to keep up to date with all current information:**

<https://www.ageuk.org.uk/leeds/about-us/news/>

Leeds City Council has worked with Voluntary Action Leeds and other community organisations across Leeds to develop and deliver a trusted community volunteer scheme for people to turn to for help. A helpline has now been launched so anyone finding themselves in need of essential support can call **0113 378 1877** and be matched with a local volunteer who can help. For more information see the news article here:  
[https://news.leeds.gov.uk/city-unites-to-help-those-in-need/](https://doinggoodleeds.us1.list-manage.com/track/click?u=d49b82af503c7a1b9bb0e2839&id=ef1330a44c&e=23c487058b)

**What we are doing**

Our reception team will be available to take calls between 9am and 4pm Mon-Fri on **0113 389 3000** or 0113 **389 3010**.

**Information and Advice**.

To speak with our Information and Advice team who are still providing support including benefits advice, please call **0113 389 3003** or **0113 389 3004** between 9am and 4pm Mon-Fri.

We are receiving high volumes of calls so if we don’t answer, please leave a message including your name and telephone number and we will get back to you as quickly as we can.

Although we are no longer carrying out home visits our experienced team can carry out benefits checks and complete Attendance Allowance forms over the phone.

We are still working with 2 local solicitors to offer 30mins free legal advice sessions, which will be done over the phone.

Energy Advice sessions by the Citizens Advice Bureau will be continuing as telephone appointments. Contact **0113 389 3000** or **0113 389 3010** to book.

Offering wellbeing support calls to older people identified as vulnerable and isolated. Contact **0113 389 3000** or **0113 389 3010** to find out more.

Providing telephone support with video calling to help older people stay in touch with family and friends. Contact **0113 389 3000** or **0113 389 3010** to find out more.

**Help at Home**

We are continuing to provide our paid for Help at Home service to existing customers, with priority given to shopping support and urgent errands.

**Hospital to Home**

Our Hospital to Home team are still providing transport and community support services to enable a timely safe discharge from St James’s Hospital and to prevent admissions.

**Advocacy** services continue to be offered over the phone or through Skype appointments – call Advonet on 0113 244 0606 to find out more.

**Social Prescribing** services will continue to be offered over the phone or via email – contact Linking Leeds on 0113 336 7612 to find out more.

We are anticipating high call numbers, so if you are having difficulties getting through and have access to the internet just email us at [frontofhouse@ageukleeds.org.uk](mailto:frontofhouse@ageukleeds.org.uk) leave your name and telephone number and we will get back to you as soon as possible.

We continue to look at how we can make the best use of our staff and volunteers to support the older people of Leeds during this difficult time and we will update this website when we make changes to our services and what we can offer.

**Can you help?**

Over the coming months, our resources are going to be stretched to the limit at a time when the demand for our support is increasing significantly.

We will have some staff who are unable to work.

Some of our volunteers will be unable to give us their time.

The additional income that we receive from our Arch café and room hire will cease which will inevitably mean that the Arch faces closure. Our fundraising events have all been cancelled meaning that our financial resources will be stretched to the absolute limit. We need help so that we can all do that’s necessary to support older people in Leeds.

**Do you have time when you can volunteer?**

Click on the link below to sign up to Community Care Volunteering – a city wide volunteer programme operating across Leeds to ensure systems are in place to care for people and communities during the COVID-19 outbreak  
[Doing Good in Leeds](https://doinggoodleeds.org.uk/news/2020/03/17/become-a-community-care-volunteer-to-help-with-covid-19/) or email: [volunteering@val.org.uk](mailto:volunteering@val.org.uk) you can also call: **0113 297 7920**.

Become a neighbourly volunteer and help support older people who are staying at home due to the coronavirus epidemic. In these challenging times, lots of people have been asking us how they can support older people who are staying at home.

Please click on this link for further information.  
<https://www.ageuk.org.uk/get-involved/volunteer/neighbourly-volunteering/>

**Could you make a donation to help?**

The funds we are able to generate will be spent directly on supporting older people in Leeds at a time when they need us most. You can make a donation by clicking the link at the bottom of this page and selecting either a one off or monthly donation amount. We are very grateful for any help you can offer.

If your company would like to discuss other ways of offering support either financially, volunteering, or both, please email us on [lisa.burnett@ageukleeds.org.uk](mailto:lisa.burnett@ageukleeds.org.uk) with details and we will get back to you within 24 hours (Mon-Fri).

[virginmoneygiving.com/fund/AgeUKLeeds](https://uk.virginmoneygiving.com/charity-web/charity/displayCharityCampaignPage.action?charityCampaignUrl=AgeUKLeeds)

We will continue to add regular updates in the news section of our website when things change or we have new information to share. In the meantime, thank you for your support and take care.

Iain Anderson

CEO, Age UK Leeds