



Home Plus is for anyone

- Who could be at serious risk of falling
- Who is struggling to heat their home or to pay heating bills
- Who needs help with repairs that may cause a hazard in their home
- Who needs information and advice to maintain independence

Working in partnership
with Age UK Leeds and
Groundwork Green Doctor

Managed by:



What is Home Plus?

The service is aimed at enabling and maintaining independent living through improving their health and overall well-being in the comfort of their homes.

Home Plus is a responsive service, ensuring the needs of those who are most vulnerable are met. We will support individuals and households, to identify what is important to them by understanding and identifying the barriers to accessing support. It is a flexible service, which therefore allows us to effectively address the changing landscapes of Leeds. This adaptability ensures that the service remains relevant and effective in meeting the diverse and dynamic needs of the community it serves. Our client-centered approach aims to provide assistance that aligns with the specific needs and goals and requirements of each individual.



Our main focus

- To support Leeds to develop a healthy and caring city for everyone
- To help people live longer and have healthier lives
- Improve quality of life for people with improved access to quality services
- Reducing unnecessary time in hospital and readmissions to hospital
- To improve health and wellbeing through increasing affordable warmth
- Support an Age Friendly City where people age well by 2030.
- Support with progress towards carbon neutrality
- To support people in the highest areas of deprivation
- To Support independence into older age through improved information and advice.

Falls prevention service

This service provides support to a diverse range of people who may be experiencing a combination of challenges that affect their ability to live independently and maintain good health in their own homes. Some of the common concerns that individuals may have include worries about falling or having experienced a fall in the past.

The aim of this service is to provide assistance and resources to help individuals overcome these challenges and regain their independence and confidence. We can provide a variety of interventions, such as mobility aids, adaptations and information to reduce the risk of falls. Ultimately, the goal is to enable individuals to continue living comfortably and safely in their own homes while maintaining their quality of life.

Works include:

- Stair/grab rails
- Lighting improvements
- Securing loose carpets
- Removing trailing electrical cables
- Provision/installation of equipment that assists those at risk of falling (e.g. bath boards, bath steps).



Who qualifies

18 years+ and any housing tenure, and

- Where there is an immediate risk of a fall which will necessitate a hospital admission if minor adaptations are not provided; or
- The person has a history of recurrent falls and or admissions to hospital as a result of falls and frailty; or
- The person struggles to access facilities, e.g., the toilet, which impacts on their medical condition and would require a hospital admission; or
- Has a rapidly deteriorating health condition; or has an end-of-life health condition

Energy Efficiency, Heating & Warmth service

This Service delivers support to a wide range of people. You may have a combination of needs which is impacting on your ability to live independently and healthily in your own home. Installation of small energy efficiency measures, e.g. radiator panels, draft proofing, pipe lagging, fitting energy saving devices.

Provision of personal warmth items such as electric blankets, heated throws, hot water bottles etc.

Energy Efficiency and Heating (any tenure)

Over 60 years of age, Household income of less than £30,000, and savings of less than £16,000, pays council tax to Leeds City Council and

- Expecting or have dependent children up to 18 years old living in the same property, or
- Has a disability or long-term health condition (respiratory, cardiac or enduring mental health), or
- Single person household.
- Small measures/advice – any tenure.



Main aims

- To prevent deaths, illnesses and injuries associated with the cold weather
- To support older people, very young children, and people with serious medical conditions from the effects of cold weather
- To improve the health and wellbeing of vulnerable people in cold homes
- To improve household heating without increasing carbon emissions,
- To reduce fuel poverty by targeting fuel poor households with assistance
- To maximize the income of households in fuel poverty, and reducing household bills.



In 2030 Leeds will be a healthy and caring city for everyone: where those who are most likely to experience poverty improve their mental and physical health the fastest and are supported to thrive from early years to later life.

As part of the Home Plus service, we offer energy saving advice to help the residents of Leeds stay warm, stay well and save money on household bills. We can offer advice to help reduce your household bills and feel more able to keep warm over the winter.



As part of the service, we can offer a home visit or telephone advice call.

We can advise on practical solutions to reduce energy usage and waste, offer advice with energy and water bills, offer assistance for larger measures such as insulation and heating systems.

We install small measures to improve the efficiency of your home, such as,

- LED lightbulbs, reflective radiator panels, and draughtproofing.

Our service also includes:

- Repairs to heating and hot water systems and appliances
- Servicing of heating and hot water systems and appliances
- Installation of carbon monoxide detectors
- Provision of temporary emergency heating.



Dementia



Dementia support is embedded in the heart of our services.

We support families, carers, and people with dementia at home by providing advice, equipment and signposting 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.



Hazard Repairs

This service is specifically designed to address essential repairs, including electrical, plumbing, and joinery works, but it is available exclusively to homeowners who pay their council tax to Leeds City Council. Homeowners can access this service to ensure that essential repairs are carried out helping to maintain the safety of their homes. This support can be especially valuable in ensuring that homeowners can continue to live comfortably and securely in their own properties.

Qualifying criteria

- 60 years or over, homeowners and in receipt of council tax support
- Under 60 years, homeowners and in receipt of council tax support and a disability benefit
- For essential repair of faults within the home which constitute a hazard to the client.



Works include

- Repairs to loose and uneven floorboards
- Repairs to blocked and leaking toilets
- Repairs to existing showers
- Replacing seals around baths and sinks
- Repairs to damaged or broken lights and switches
- Unblocking of sinks and drains.

Advice & Information

In addition to our core offer, our partner Age UK Leeds offers advice, information and support on benefits and other services to enable you to live as independently as possible within your home.

Our dedicated team are ready to offer guidance, answer your queries, and provide you with valuable information to help you make informed decisions about your home and circumstances.

With Home Plus, you'll have access to a wealth of knowledge and support to help you meets your needs. We believe that a well-informed homeowner is a happier homeowner, and we are committed to making your living experience the best it can be.

The Information Services team provide free, impartial information and advice on applying for Attendance Allowance, pension age benefits and other money matters. We offer advice and assistance in completing the forms. We can also offer support on housing and social care.



For Attendance Allowance and benefits support we can assist clients from pension age. For other advice such as housing or social care we can support clients aged 50+.

We can only support those who live in the Leeds Council areas.

We can also provide signposting and make referrals to other local organisations for support such as legal advice or debt advice.

As part of the Home Plus service we can take referrals from Care and Repair or Green Doctor and provide clients with advice and assistance. We can also take referrals from other Age UK Leeds services or directly from clients, supporting with advice and referring directly to Care and Repair or Green Doctor for their services through the Home Plus programme.

We operate a 'no wrong door' policy. If we are unable to help, we can signpost you to an organisation that can.

If there is someone you know who may benefit from these services, please contact our friendly Customer Services Team.

An initial assessment will be done over the phone, which may be followed up by a home visit.

“Your staff were excellent in regard to service standard, quality of workmanship & very helpful and understanding, thank you” From Client feedback



We welcome people of all backgrounds and identities to access our services, we will ensure that everyone has the opportunity to maximise their wellbeing as we understand that one size does not fit all.



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Our Lines are open

Monday – Friday from 09:00am – 5:00pm,

Tuesdays from 10:30am – 5:00pm.

Managed by: Care & Repair Leeds

Working in partnership with: Age UK Leeds and Groundwork Green Doctor

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GREEN DOCTOR