

Appendix:

Needs Update Summaries

Health	
NHS medical card / NHS number	
GP, dentist, optician Contact details/ last appointments / concerns	
To find health services near you - urgent care services, Hospitals, GPs, Dentists – go to NHS Choices http://www.nhs.uk . Contact the GP/Dentist surgery and ask to register with them. http://www.nhsdirect.nhs.uk/	
Sexual health – aware of contraception / EHC / STIs / where to get condoms / young people’s sexual health services / GUM Sex and the law Pregnancy http://www.choices-leics.org.uk/Default.aspx 0116 2898969 Confidential advice line and call back service	
Emotional and Mental Health Diagnosis To access counselling, talk to your GP. It should be available free of charge. If there’s something troubling you, get in touch with Samaritans on 08457 90 90 90 http://www.samaritans.org/	
Aware of self-checks i.e. breast / testicular examination / cervical screening First Aid	
Learning / physical disability – support, information about health, access issues	
Sensory - eye sight / hearing / smell	
Medication	

Health	
<p>Personal safety – exploitation Healthy relationships / DV</p> <p>Domestic Violence Integrated Response Project All Project officers can be contacted on admin@dvirp.co.uk</p> <p>Po Box 7675, Leicester, LE1 6XY 0116 255 0004 (Helpline)</p> <p>24-hour National Domestic Violence Freephone Helpline 0808 2000 247 http://www.nationaldomesticviolencehelpline.org.uk/</p>	
<p>Family health history</p>	
<p>Lifestyle – diet, exercise</p> <p>Leicester City Health Trainers http://www.leicestercity.nhs.uk/YourHealth-Healthyliving-HealthTrainers.aspx Tel: 01162 171881</p>	
<p>Drugs, alcohol, smoking</p> <p>Leicestershire Community Projects Trust Alcohol Advice: 0116 2229545 Drug Advice: 0116 2229555 Email all services: info@lcp-trust.org.uk</p> <p>http://www.talktofrank.com/</p> <p>http://smokefree.nhs.uk/ways-to-quit/local-nhs-stop-smoking-service/</p>	
<p>Gym pass</p> <p>'The Card' will guarantee you savings of up to 10% on leisure activities at participating sites.</p> <p>'The Card Plus' can offer savings of up to 50%, but note that you can only qualify for the 'Card Plus if you are entitled to benefit payments and are a Leicester city resident.</p> <p>http://www.leicester.gov.uk/your-council-services/lc/sports-services/welcome/</p>	
<p>Local activities / groups / clubs / teams</p>	

http://www.visitleicester.info/visitleicester.aspx	
http://www.princes-trust.org.uk/	
Health	
Culturally appropriate services	
Cultural bias i.e. mental health	

Education, Employment and Training	
Current EET status – FT / PT course / level / length FT / PT Job	
Career plan / aspirations - FE, HE, apprenticeship / Well-informed realistic decisions	
Connexions Next Step https://www.gov.uk/jobsearch https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx	
Leicester Adult Skills and Learning Service http://www.lasals.co.uk/ http://www.multiaccesscentres.com/ http://www.leicester.gov.uk/libraries.aspx	
Employment agencies	
College tutor / mentor Contact details	
Current CV References	
Qualifications / basic skills ROA / certificates	
Voluntary work / Flying Fish Voluntary Action Leicestershire 9 Newarke Street, Leicester, LE1 5SN VAL Helpline 0116 257 5050 helpline@valonline.org.uk	

http://www.valonline.org.uk/values/values-supporting-people-learning-disabilities http://www.do-it.org.uk/	
Education, Employment and Training	
Finance / benefits Benefit fraud /issues of cash in hand work / Impact of studying post 19	
Employment rights https://www.gov.uk/national-minimum-wage-rates	
NI no https://www.gov.uk/national-insurance/overview	
Understanding of pay slips, tax and NI contributions http://www.hmrc.gov.uk/incometax/index.htm	
CRB	
SEN Disability - access issues	
Learning styles	
Cultural practices – work, education	
Language support ESOL	
Discrimination	

Identity	
Self-image / sense of identity / esteem / confidence	
Family tree / life story / cultural heritage Access to Records	
Heritage – specifics, language - contact with people who speak first language	
Faith – information, able to practice, local communities, groups	
Gender – information, support	
Sexuality – information, support	

www.leicesterlgbtcentre.org 15 Wellington Street Leicester LE1 6HH 0116 2547412	
Identity	
Disability / health –information, support	
Accommodation – culturally appropriate	
Change in culture / environment – effect on identity	
Able to express / celebrate identity/ uniqueness	
Community groups – access	
Communication needs / preferences	
Stereotypes / prejudices	
Race Equality Unit	
ID – birth certificate / passport / Citizen Card	
http://www.leicester.gov.uk/registertovote/	

Family & Social Relationships	
Family / contact	
Support network / friendships	
Children / PR / does child live with you Contact arrangements / SW involved	
<p>http://www.leicester.gov.uk/health-social-care.aspx Here you can find details of our wide range of services for adults, families and children.</p> <p>If you are concerned about the safety and welfare of a child in Leicester contact:</p> <p>Children and Young People's Service 1 Grey Friars, Leicester, LE1 5PH</p> <p>Telephone: 0116 252 7004</p> <p>Emergencies: 0116 255 1606 (outside office hours only, weekends, etc)</p> <p>Police: 0116 222 2222 If you would like to apply for social care services, get in touch with us. You</p>	

<p>can call in to our offices: Leicester City Adult Social Care 1 Grey Friars Leicester LE1 5PH Our opening hours are Monday to Friday, 9am-4pm.</p> <p>Or, you can call 0116 252 7004. Phonenumber is open Monday to Thursday 8.30am-5pm, Friday 8.30am to 4.30pm.</p> <p>Email: customer.services@leicester.gov.uk</p>	
Family & Social Relationships	
Ethnicity – information / able to relate to people of a similar ethnic background	
Maintaining relationships	
Leisure activities, groups	
Identity – impact on family / social relationships	
Contact with people from similar backgrounds	
Area / community	
Children – HV seen, school	
http://families.leicester.gov.uk/ http://families.leicester.gov.uk/welcome/surestart-childrens-centres/?Surestart Children's Centres	

Emotional & Behavioural Development	
Values / sense of what's right and wrong	
Care experiences – chance to talk about A National Voice http://www.anationalvoice.org/	
Aware of support services, able to contact / access	
Anger management	
ASB, offending	

Loneliness, isolation	
Confidence, self-esteem	
Bullying / harassment / DV	
Impact of identity – sexuality, disability, religion, heritage	

Self-Care Skills & Social Presentation	
Wash / dress / personal hygiene	
Budgeting	
Shopping list / shopping around / reducing bills/ money- saving tips	
Cooking / healthy eating / safe food prep	
Washing / ironing / putting clothes away / changing bedding	
Cleaning / DIY/ changing light bulb / reading gas and electricity meters	
Use of appliances – vacuum cleaner, cooker, washing machine, fridge, kettle, microwave	
Health and Safety – cleaning products / cooking / storing food	
Public transport – travel training	
Personal safety / security	
Household safety – gas, electric Smoke alarms	
Culturally appropriate toiletries/cosmetics/clothing	
Skin / hair care	

Finance & Benefits	
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Income	
Benefits Making a claim, appeals, payment methods https://www.gov.uk/contact-jobcentre-plus	
Budgeting – bills, mobile phone	
Bills – awareness of / payment methods	
Debt Pay Day Loans Community Advice and Law Service (formerly Leicester Money Advice) 1st Floor Epic House Charles Street Leicester LE1 3SH Phone: (0116) 242 1120 Fax: (0116) 253 9305 enquiries@cals.uk.net Leicestershire Citizens Advice Bureau (Leicester) 4th Floor Apex House 74-76 Charles Street LEICESTER LE1 1FB Telephone: 0844 417 1025, 0300 330 1025 (mobiles only) Email: advice@leicscab.org.uk	
Contingencies – Crisis Loan, food parcels Grants, charities Open Hands c/o Trinity Life Church Upper Tichborne Street Leicester LE2 1GL Telephone: 0116 2558672 Email: sue.smout@openhandsleicester.org.uk http://www.charity-link.org/ http://www.thecareleaversfoundation.org/grants.php http://www.princes-trust.org.uk/need_help/grants.aspx	
Independence Grant / list of essential items	

https://www.gov.uk/community-care-grant/overview	
Finance & Benefits	
Shopping – when, where to shop / planning	
Bank account Credit union http://www.clockwise.coop/	
TV license http://www.tvlicensing.co.uk/ Watching TV without a valid licence is a <u>criminal offence</u> . This can lead to prosecution, a court appearance and a fine of up to £1,000 (not including legal costs). It costs £145.50 for a colour and £49.00 for a black and white TV Licence.	
Funds for culturally appropriate clothing, products, literature	
Transport to community centre, interest group, place of worship	
Half-price bus pass – JSA	

Support	
Advice / support – access	
18+ Team	
Support groups / network	
Developing relationships	
Managing conflict	
Culturally appropriate networks – heritage, language, gender, religion, sexuality	
Support needs – disability	
ESOL, interpreter	

Practical & Household Tasks	
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MYOH / MAD	
Furnishing a home	
CTB / HB / eviction notice / ASB	
Responsibilities – reading the meter, putting bin out, keeping self and home clean and tidy	
Basic DIY – change a plug, light bulb, unblocking sink, fitting a carpet	
Basic tool kit	
What to do in an emergency – break-in, flood, smell of gas, power cut, damage to property, burst pipe, lost door key	
Telephone numbers– gas, water, electric	
Household contents insurance	
Pest control - Ants/slugs/mice	

Accommodation	
Different types of accommodation - supported / shared / independent Council / housing association / private	
Housing Options Centre Phoenix House 1 King Street Leicester LE1 6RN (Please note: public access is via Welford Place) Telephone: 0116 252 7008 Office open: 9am - 4pm (Monday, Wednesday, Thursday and Friday) 1pm - 4pm (Tuesday) Phone lines open: 9am - 5pm (Monday, Wednesday and Thursday) 1pm - 5pm (Tuesday) 9am - 4.30pm (Friday) 10am - 1pm (Saturday) www.leicesterhomechoice.co.uk Home swap information http://england.shelter.org.uk/	
Shelter free national helpline 0808 800 4444	

Future plans, pros and cons	
Introductory tenancy / tenancy agreement / rights / responsibilities Rules - pets	
Rent – how, when paid / arrears	
Housing and Council Tax Benefit http://www.leicester.gov.uk/your-council-services/housing/housing-and-council-tax-benefits/	
Homelessness	
Home security Contents insurance Spare keys	
Area – does it meet needs, does it reflect heritage	
Out of county cases – local contacts, amenities	