



PARTNERSHIP IN ACTION



REDUCING HEALTH INEQUALITIES FOR FAMILIES IN LEEDS

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Background: In July 2025, Leeds Citizens Advice and Law Centre (LCALC) were commissioned through the Leeds Advice Services (LAS) contract to provide direct access to advice services for the 0–19 Public Health Nursing Service (0–19 PHINS). This service is delivered on behalf of Leeds City Council’s Public Health Children and Families Team, with contract management undertaken in partnership with the Council’s Financial Inclusion Team.

Project Aim: To reduce poverty, tackle health inequalities, and improve health outcomes by supporting families to access their full income entitlements.

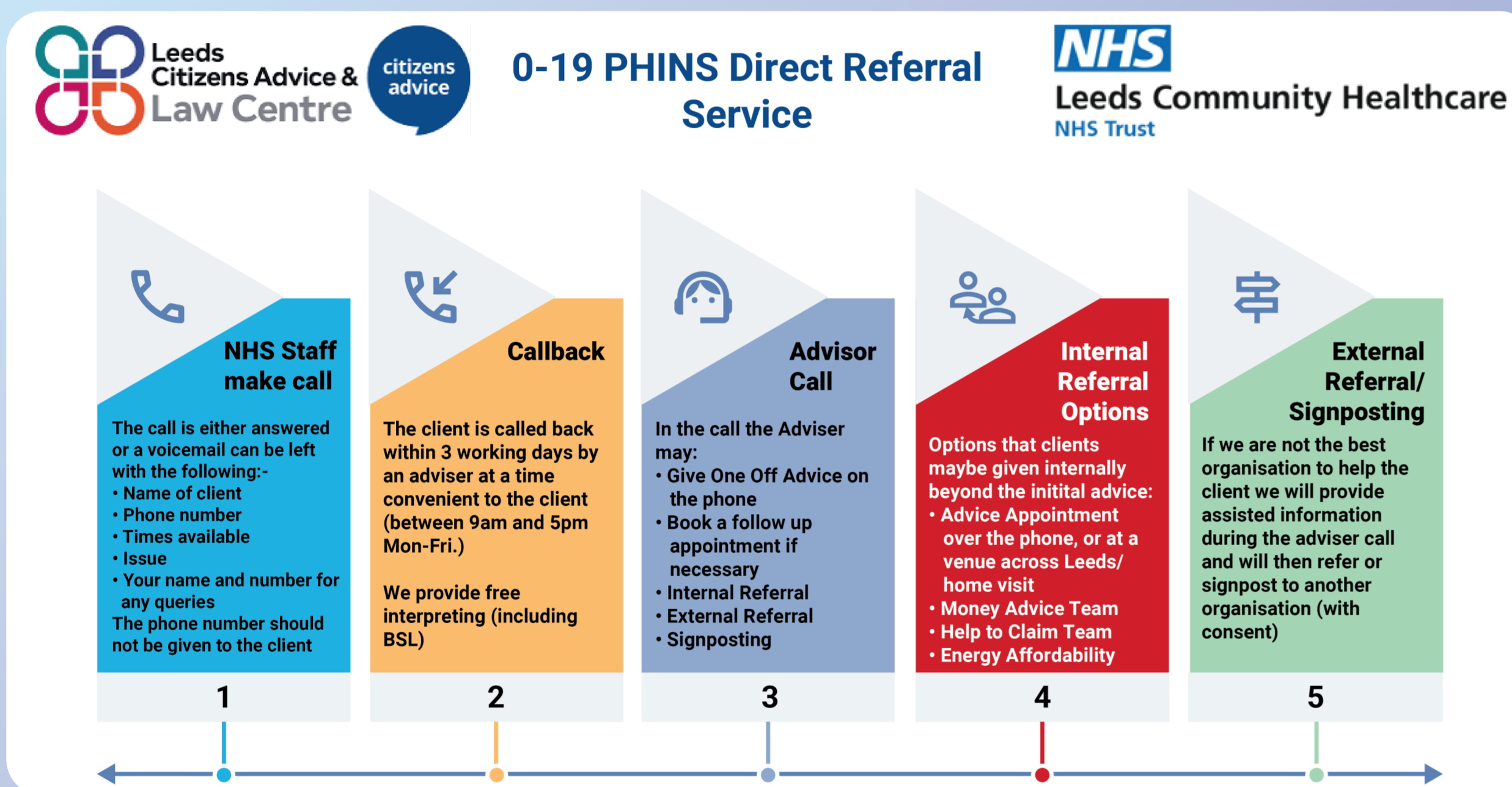


Intervention: Practitioners within the Leeds 0–19 PHINS can make direct referrals to the advice service via a dedicated phone line.

Why was this intervention needed?

- One third of children in Leeds living in the 10% most deprived areas, nationally.
- Leeds ambition to give every child the Best Start in Life as part of Best Start and Beyond strategy.
- Limited capacity of Health Visitors to address wider determinants of health, beyond immediate health needs e.g. debt, housing

Referral process:



Impact within first 9 months:



£711,736 IN INCOME GENERATED FOR FAMILIES

from benefits entitlement advice and grant applications, with a further £88,583 other financial gains



799 PARENTS REFERRED



1404 CONTACTS

5335 ENQUIRIES



67% OF REFERRALS FROM ETHNICALLY DIVERSE COMMUNITIES



HOLISTIC APPROACH TO HEALTH



POSITIVE PARTNERSHIP WORKING

Case Study:

Recently widowed father of 4 children, working full time. Referred for benefit advice by 0-19 – household income reduced significantly, struggling with funeral costs. Discovered No Recourse to Public Funds (NRPF) and was dependent on his late wife's skilled worker visa.

Action:

- Immigration advice provided, consultation with the services immigration solicitor.
- Signposted to local bereavement support charities.
- Advised on the options available for benefits / financial support and housing, that would not breach his NRPF condition.
- Advised on the Bereavement Support Payment.
- Energy appointment booked and information given on debt advice following rent arrears.
- Referred for food voucher and to Leeds Baby Bank.

Feedback from parent: 'I sincerely appreciate your efforts on behalf of my family and for providing all the necessary support and information regarding our stay and comfort.

May God richly bless you.'

Feedback from 0-19 staff member: 'The service has enabled me to provide families with timely and accurate support, resulting in noticeably improved outcomes. Families have received the help they urgently need which has strengthened trust in health visiting services.'