

The Leeds Directory

November 2020



Introduction:

This short briefing is based on a presentation given during a Time to Learn session by Vicky Newton from the [Leeds Directory](#). It gives an overview of the key features of the directory and its use. The briefing also explains how third sector organisations in Leeds can add to, and help to shape, the directory.

What is the Leeds Directory?

It's an online source of information about a range of local community care and support services, activities and events that support people to live the life they want to live.

There are three main ways to search the directory:

- Typing a keyword into the search box on the top right of the homepage
- Clicking one of the picture icons relating to the topic you're interested in
- Clicking the A-Z of services on the top left of the homepage

For all three ways you have the option of filtering your results by postcode, area, rating etc.

Other key features of the Leeds Directory:

- Calendar of activities (this will be live in early 2021)
- A selection of featured organisations on the carousel at the bottom of the homepage
- [Green Tick accreditation](#) - organisations which have been vetted and checked
- Ratings and reviews from service users
- [Useful information index](#) - provides quick links under broad headings such as housing, money matters or transport
- Links to [services outside of Leeds](#) - this link is at the bottom of the homepage
- [Accessibility options](#) including alternative languages and changing font size and contrast

Feedback from a delivery partner who uses the Leeds Directory:

"It's really easy to use, easy to navigate and is very user-friendly"

How to add organisations, services or activities to the Leeds Directory:

You can [register your service online](#) using a simple form, or alternatively you can [download an application form](#) and return it by email or post (contact details are at the end of this learning briefing). The team at Leeds Directory can provide support and advice by telephone, email or one to one appointment to help applicants through the registration process.

Once your service is registered, you can upload details of your activity using the [activity registration form](#). Note that you can register an activity without registering your service - this is particularly useful for one-off or hyper-local community activities. If you run lots of activities there is a bulk-upload feature, enabling you to supply a spreadsheet containing all the details, instead of completing multiple activity registration forms. The bulk upload has a turnaround time of about 2 weeks - please contact the Leeds Directory team for further information.

Collaborative working with Time to Shine partners and other third sector organisations in Leeds:

Throughout the presentation Vicky stressed that the Leeds Directory is here to support organisations and services. Vicky said that the team are keen to take feedback on functionality, add listings which are missing, feature selected organisations on the carousel and listen to any ideas which may help to improve any aspect of the directory.

Suggested future developments and collaborations identified during the Time to Learn session:

- Add a temporary section relating to activities over the Christmas / festive season. Vicky will have access to the Time to Shine spreadsheet of festive activities, which partners are currently adding to, so this information can also be shared with people who contact the Leeds Directory.
- Identify and use a Time to Shine keyword to enable the public to search for all services or activities which help to reduce social isolation and loneliness amongst people over 50 and which are part of the Time to Shine programme.
- Encourage your staff and other colleagues across the third sector to add activities to the calendar (once it is available in 2021) to enable information to be collated centrally, helping to make the Leeds Directory a one-stop-shop for information.

How to contact the team at the Leeds Directory:

- Complete the [contact us](#) form
- Call 0113 378 4610 Monday to Friday from 9am to 5pm or email: leedsdirectory@leeds.gov.uk
- write to: Leeds Directory Team, Leeds City Council, 4th Floor East, Merrion House, 110 Merrion Centre, Leeds, LS2 8BB

