



# **MONEY WORRIES?**

**Financial Advice  
and Support**

Live  Well

**COVID-19 has affected household finances, earnings, and employment for many people. We know this is causing worry and distress so we have gathered some information about where you can get help.**

**Live Well**

## Homes and Housing

Housing welfare support - If you are pension age, severely disabled, live in temporary or supported accommodation, are on a low income or benefits and struggling to pay your bills, you may be able to get help with your housing costs. Visit the benefits page on the North East Lincolnshire Council website or call 0300 3030164 option 3.

Council Tax - If your income has changed or you live alone you may be entitled to a council tax discount. The Council can also review your monthly payments, spread them across 12 months, or arrange a payment holiday. Visit the council tax discount page on the North East Lincolnshire Council website, email [counciltax@nelincs.gov.uk](mailto:counciltax@nelincs.gov.uk). Or call 0300 3030164 option 5.

Homelessness - If your financial situation or health is affecting your ability to manage your tenancy

or housing costs, please contact our housing options team. If you could be made homeless, or already are, it is important you ring us straight away. Call 01472 326296 or visit the homes and property section on the North East Lincolnshire Council website.

Harbour Place is a charity which supports the rough sleepers and homeless people in our area. If you're sleeping rough or think that you might have found someone who is, please call Harbour Place on 01472 355234.

### Home Energy and property advice

If you:

- live in a cold home or are struggling to heat your home
- are on a low income
- have inadequate heating and insulation in your property
- need advice about switching gas or electric companies

- are an older or vulnerable person, have a long-term physical or mental health condition or a child under five

- live in a rented home and your landlord has failed to make repairs

- live in a shared house and want information on the responsibilities and duties of landlords

You may be able to get help from the Home Energy Team. Visit the housing grants and loans page on the North East Lincolnshire Council website to complete the enquiry form or call 01472 326296 Option 5.

## Living costs and debt

If you are struggling to pay your bills, you can get help with managing debt, budgeting, claiming benefits or finding other local financial support. For free impartial advice call:

- Citizens advice - 03444 111 444

- Centre4advice - 01472 236675

- Age UK advice for older people - 01472 344976

Do you think you may have borrowed money from an illegal source, or a loan shark? Are you worried about paying high rates of interest? You can get confidential help from the Illegal Money Lending Hotline on 0300 555 2222. You can also report loan sharks anonymously by texting loan shark and your message to 60003.

## Employment

If you are furloughed, unemployed or face redundancy, there are local places that can help:

- Citizens advice - 03444 111 444

- Centre4advice - 01472 236675

- Era Employment Agency - Call or text 07403 760096 or call 01472 236688

You can also visit [jobhelp.campaign.gov.uk](http://jobhelp.campaign.gov.uk)

## Mental health and Wellbeing

If you need to talk to someone, you don't have to wait for things to get bad. Call the 24-hour North East Lincolnshire COVID-19 Navigo Support line on 01472 256256 and select Option 3. There is someone there who wants to listen.

## Other local support and help

For information about the local food, shopping, befriending, and advice services working to support communities in our area, visit the COVID-19 page on the Sector Support NEL website.

If you, or someone you know are in genuine need and have no one else to help call North East Lincolnshire Council COVID-19 Helpline to be connected to services, registered groups, organisations and local volunteers.

01472 313131, Option 0 Monday to Friday 8.30am to 5pm and 8.30am to 3pm on New Year's Eve. Lines closed Christmas Eve, Christmas Day, Boxing Day Bank Holiday and New Year's Day.



**NOTES**

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**If you or someone you know is in  
immediate danger call 999.**

**Useful websites:**

[www.nelincs.gov.uk](http://www.nelincs.gov.uk)  
[www.sectorsupportnel.org.uk](http://www.sectorsupportnel.org.uk)

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