

Sector Support

North East Lincolnshire
Partnership

Voluntary and Community Sector Services – Covid-19 Response and Recovery Services, North East Lincolnshire

This information sheet has been compiled by Sector Support North East Lincolnshire Partnership and will be updated when significant changes occur. You can always find the latest version here <https://www.sectorsupportnel.org.uk/covid-19-vcse-updates/>

If users of this information sheet become aware of incorrect or out of date information, please inform us by emailing amy@nbforum.org.uk, copying claire@nbforum.org.uk or call 07572 896859 or 07791 041459.

Notes:

1. If making a direct referral to one of the services listed, please ensure you have the CONSENT of the individual involved to share their data.
2. For food-related queries, please check whether the individual that needs help is able to pay for meal or food provision; free food services are generally restricted to those in receipt of means-tested benefits or in certain vulnerability categories

An individual can ring:

- Single Point of Access (SPA) for medical, health, befriending, bereavement, mental health or social care enquiries - 01472 256256, open 24/7.
- North East Lincolnshire Council – for information about council services, Covid response and recovery services, food services and welfare.
Call 01472 313131, open Mon – Fri, 8:30am – 5:00pm. Calls from vulnerable individuals will be signposted to the SPA 256256.

NELC Help with money - <https://www.nelincs.gov.uk/benefits/help-with-money/>

Food services – food parcels, hot meals, shopping, delivery and collection.

If an individual cannot undertake their own shopping alternative services can be found in the table below.

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NHS Volunteer Responders - People previously identified as Clinically Extremely Vulnerable (CEV) can continue to access support from NHS Volunteers, the NHS Volunteer Responders programme is extended to mid-November.

End of Shielding FAQ - <https://www.sectorsupportnel.org.uk/wp-content/uploads/2021/09/End-of-Shielding-FAQs.pdf>

Households with internet access and who can afford to pay for their shopping, who are vulnerable or need to self-isolate, can still request a priority supermarket delivery slot by calling the Council team on 313131. These slots are currently available until 21st June 2021 for Tesco and Iceland. It is possible for slots to be allocated to family members who can shop on behalf of the individual.

Some supermarkets are also offering telephone orders for those who do not have access to the internet.

[Click here for the Supermarket Toolkit](#) which offers resources to inform vulnerable people and those self-isolating on ways to access food, supporting their residents to decide which options are best suited to them. This document draws together information on different services and methods of accessing food.

The NHS Volunteer Responders programme is available to support those who need it. Volunteers can collect and deliver shopping, medication and other essential supplies. Call 0808 196 3646 between 8am and 8pm, 7 days a week to self-refer or visit www.nhsvolunteerresponders.org.uk for further information.

Other food services:

Organisation name	Service type	Restrictions/areas	Contact
Age UK	Shopping delivery	Shopping must be paid for by client. Service aimed at older people. Working in	01472 344976

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	<p>Cold and hot prepared meals – delivery service</p> <p>Paid for service</p>	<p>partnership with Friendship at Home and Lincolnshire Co-op.</p> <p>Fresh hot or cold meals delivered to your door</p> <p>5 days per week</p> <p>Hot meal with pudding £5.50</p> <p>Salad with pudding £5:00</p> <p>Teatime sandwich, sausage roll and cake for a further £3.50</p> <p>Also offering a Meet & Eat group on Tuesday whereby older people can be picked up in the minibus to come into the Grimsby office for a hot dinner, pudding and drink for £5.50</p>	<p>https://www.sectorsupportnel.org.uk/wp-content/uploads/2021/03/Age-UK-Meal-Leaflet1.pdf</p>
Fresh Start Meals	<p>Hot Meals Delivery Service</p> <p>Paid for service</p>	<p>Fresh, hot meals delivered to your door All NEL and surrounding villages</p> <p>7 days a week</p> <p>2 course meal £7:00</p> <p>https://www.freshstart-meals.co.uk/menu</p>	<p>Ring – 01472 269666</p> <p>Email- info@freshstart-meals.co.uk</p> <p>Website - www.freshstart-meals.co.uk</p>
Care4All Meals on Wheels	<p>Hot meals, sandwiches, salads and cakes delivered</p>	<p>Fresh, hot meals delivered to your door All NEL and surrounding villages</p>	<p>https://care4all.org.uk/services/meals/</p> <p>Call 01472 322915</p>

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	Paid for service	7 days a week (365 days per year and deliveries are guaranteed) 2 course hot meal £5.99 Cold options – various prices	
Rock Foundation	Food parcel for collection - free	Free food parcels - only for those in receipt of means-tested benefits and households with children who are in poverty. Checks are carried out by Rock Foundation.	Holme Hill , Wellington Street DN32 7JX: Monday, Wednesday & Friday 1:00pm - 3:30pm Willow Community Church, Wingate Road DN37 9EL: Tuesdays & Thursdays 1:00pm - 3:30pm 01472 488026
Community Shop and Café at Centre 4	Community Shop -up to 70% discount on high-quality brand foods Paid for Café Paid for	Shop open - full time and temporary membership beyond the remits of our usual postcode restrictions and currently furloughed and or awaiting any means tested benefit They also offer a click and collect service 3 days a week – Tuesday, Thursday & Saturday (a delivery can be arranged for anyone who is shielding or isolating in South Ward) Takeaway - lunch service	You need to be a member to use the Community Shop for more information please call Mel on 07841048869. Store opening times: Monday-Friday, 8:30am till 4:15pm Saturday, 8:00am – 2:45pm Café: Noon – 2pm Address: 17a Wootton Road Grimsby North East Lincolnshire DN33 1HE


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			Tel: 01472 753688
Oasis Hub South Grimsby	Food parcels - free	Families living in South Ward or Oasis school families. Food parcels are free but are aimed at families on low incomes. Parcels need to be collected from the Hub.	Sharon.lines@oasisuk.org or sam.burgess@oasisuk.org 07983298965 Referral Form - https://forms.office.com/r/xNgsNnykK7 Open: Tuesday & Friday 10am – 12pm

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CARE – Immingham	Food parcels - free	<p>Immingham and surrounding villages. This is for people in food poverty, not to deal with people that are isolating or cannot find adequate food in shops.</p>	<p>Mon, Wed and Fri 12.00pm till 3.30pm</p> <p>Referrals only via this form, can be completed over the phone by calling Elaine, 07419374197</p>  <p>CARE Food Larder Referral Form.docx</p>
We Are ONE	Hot meals/food provision Free	<p><u>Food Larder</u> St Andrews Church Hall, 2B Albion Street, GRIMSBY Tuesday & Thursday 11:00am - 2:00pm</p> <p>Old Clee Church Hall Church Lane, CLEETHORPES Monday & Thursday 12:00 - 3:00pm</p> <p><u>Walk-Through Hot Food Kitchen</u> St Andrews Church Hall, 2B Albion Street, GRIMSBY Tuesday & Saturday 4:00pm - 6:00pm</p> <p>The above services are collection / takeaway ONLY</p>	<p>07542 962210</p> <p>Individuals should <u>register</u>:</p> <ul style="list-style-type: none"> • By completing the form on their website: www.weareonefoundation.co.uk • If not online, the individual can drop in to one of the sessions. They <u>must</u> have with them proof of financial hardship e.g., recent letter from DWP showing entitlement to a means-tested benefit, bank statement / current bank balance.

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Grimsby Food Kitchen	Hot meals Free	Those in genuine need of free hot meal provision.	18 Cleethorpe Rd Grimsby DN31 3LB During Covid- 19 they have opened up on Thursday 9:30am – 11:30/12:00pm Sundays only at 11:30am - 1:30pm
Echo	Hot and cold food Free Takeaway food/hot drink Free	Free Food parcels can be ordered and delivered on the same dates. No referrals needed Free Takeaway food/hot drink	Call 01507 824342 or 07577 568740 to order food parcel. Under flyover Cleethorpes Road – Wednesday 12:30 - 1:30pm & Saturday 6:30 - 7:30pm (time may vary slightly)
British Red Cross	Providing emergency shopping support	Whole of North East Lincolnshire to support those (over 18) at their most vulnerable without family or other support. The shopping needs to be paid for.	Tel:01472 871157 07713 385257 Mon - Fri 9am-8pm Sat - Sun 10am-6pm
West Marsh Community Centre Food Larder (in partnership with We Are One Foundation)	Food larder	Predominantly supporting residents of the West Marsh. Although in specific circumstance can support the wider North East Lincolnshire	01472 269230 Wednesday 11am - 2pm West Marsh Community Centre Beeson Street Grimsby DN31 2QS
Little Coates Community Larder (in	Food larder	For North East Lincolnshire	Little Coates Community Centre, Longfield Rd, GRIMSBY Friday 11:00am – 2:00pm

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partnership with We Are One Foundation)			
St Peter's Food Pantry	Food Parcels – FREE Hot drink drop in for the homeless – FREE	Focus on supporting the community of the St Peters Church area Monday – food parcel deliveries (must be pre ordered) Monday – 10am – 12pm Homeless Drop in for a hot drink and food parcel	Food parcel delivery must be booked in advance by: Using the form available on their Facebook page - https://www.facebook.com/St-Peters-Church-Hall-Cleethorpes Or email – stpetersfoodbank6@gmail.com Address for drop in: St. Peter's Church Hall St. Peter's Avenue Cleethorpes DN35 8HP
Feed the Community (in partnership with We Are One Foundation)	Free Food Parcels	Whole of North East Lincolnshire	Monday & Friday 11am – 2pm 07727 260285 Fusion Community Hub, Grimsby DN32 9SW https://m.facebook.com/feedthecommunity/
Grimsby Neighbourhood Church	Food for those in need	We have free food to give away on Monday mornings from 8:30am for an hour (or	Grimsby Neighbourhood Centre 289a Weelsby Street Grimsby

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		maybe more) to any who are in need on the East Marsh.	DN32 7JW Tel: 01472 348129
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Telephone support - for those isolating, vulnerable, older, lonely, families or specific groups

Organisation name	Service type	Restrictions	Contact
Friendship at Home	Telephone befriending, Befriending, social activities, , virtual activities and 1-1 reengagement back into the community (dependent on current guidelines)	Service aimed at older people, may be asked to become a member (free to join)	01472 602500
Shalom – St John and St Stephen Church	Telephone befriending	Surrounding area – East Marsh. People in need.	Contact Rev Kay Jones 07811747569
Humberston Village Council	Telephone befriending	Humberston residents only.	Contact the Calrk via https://en-gb.facebook.com/pg/HumberstonVillageCouncil/posts/ or 07494 577661
Climb4	Support and befriending service for those isolated/vulnerable families	For vulnerable families and those self-isolating or with low level mental health problems.	info@climb-4-limited.co.uk 01472 236688 Ext 270

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	<p>experiencing low levels mental health issues Via the PAM Positive Active Minds programme- available to Children/Young people and families living in North East Lincolnshire</p>		
<p>Creative Start CIC – The Comeback</p>	<p>Peer support for those affected by addiction; mental health, isolation and/or in addiction recover</p>	<p>One-to-one telephone support – numbers on website</p> <p>Open addiction support group every Monday at 11am - 1230pm and Thursday evening 6pm - 8pm</p> <p>Women's addiction support group - Anything Goes - Monday 130pm - 230pm</p> <p>Gamblers Anonymous - Wednesday 7pm - 9pm</p> <p>Al anon (affected family support) - Sunday 430pm - 6pm</p>	<p>Email hello@creativestart.org Web and self referrals - https://www.creativestartcic.org/ Call between 10am - 3pm on 07586 458 586.</p>

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Park Ward Together	Welfare telephone checks	Residents of Park Ward but only those who are isolating or vulnerable	Bill Geer - 07843680620 bgeer@nhs.net
CARE	Befriending	Whole of North East Lincolnshire.	enquiries@carenelincs.co.uk 01472 232310 9am – 3:30pm Monday to Friday (closed 12pm – 12:30pm) CARE Open House drop in available at 18 Hainton Avenue, Grimsby, DN32 9BB
Alzheimer's Society NEL	Telephone Side by Side Service	People with dementia	01472 359247
Oasis Hub South Grimsby	Social Isolation/well-being check (Phone Calls)	Oasis Families only	Sharon.lines@oasisuk.org or sam.burgess@oasisuk.org 07983298965
British Red Cross	Welfare telephone calls to adults.	Whole of North East Lincolnshire to support those (over 18) at their most vulnerable without family or other support. The shopping needs to be paid for.	Tel:01472 871157 07713385257 Mon - Fri 9am-8pm Sat - Sun 10am-6pm
North East Lincolnshire Carelink	Social Isolation/well-being check (Phone Calls) paid for service	Whole of North East Lincolnshire.	01472 312312 admin@care-link.org.uk www.carelinknel.co.uk

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Carers' Support Service	Telephone and zoom support for Carers including: Befriending	Cared for person must live in North East Lincolnshire or be registered with a North East Lincolnshire GP	Contact: Tel: 01472 242277 Email: info.nel@carerssupportcentre.com Website: www.carerssupportcentre.com
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Social Isolation/well-being check

Organisation name	Service type	Restrictions	Contact
CARE	Social Isolation/well-being check	Whole of North East Lincolnshire.	enquiries@carenelincs.co.uk 01472 232310 9am – 3:30pm Monday to Friday (closed 12pm – 12:30pm) CARE Open House drop in available at 18 Hainton Avenue, Grimsby, DN32 9BB
Lincs Inspire Home Library Service	Doorstep visits - wellbeing checks/social isolation visits and Library Service	Service is for housebound or people struggling to carry books. Also to carers of those self-isolating.	katrina.walster@lincsinspire.com 01472323651 Monday, Tuesday, Wednesday and Thursdays
Age UK	Social Isolation/well-being check, advice on welfare benefits and debt - telephone only Coping with Change leaflet here	Elderly people - The whole of NEL	helen@ageuknelincs.org.uk 01472 344976

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Park Ward Together	Wellbeing checks/social isolation visits	Residents of Park Ward but only those who are isolating or vulnerable	Bill Geer - 07843680620 bgeer@nhs.net
Oasis Hub South Grimsby	Doorstep visits - wellbeing checks/social isolation visits	Oasis Families only	Sharon.lines@oasisuk.org or sam.burgess@oasisuk.org 07983298965
Longhurst	Social Isolation/well-being check	North East Lincolnshire	01472 256436
NHS – Better Health	Advice and practical steps that you can take to support your wellbeing and manage your mental health	Anyone	https://www.nhs.uk/every-mind-matters/
Lets Talk Loneliness	Offers a variety of tips, advice and further resources such as chat groups, volunteering one-to-one support	Anyone	https://letstalkloneliness.co.uk/
Hub of Hope	Hub of Hope can be used to find local sources of mental health support and services, both from the NHS and from other organisations	Anyone	https://hubofhope.co.uk/

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Advice – including welfare benefits, debt, housing, tenancy, mental health etc. – REFER TO COUNCIL SERVICES OR DWP if more appropriate

Organisation name	Service type	Restrictions	Contact
Citizens Advice NEL	Guidance, Advice and Information on the problems people face including: Benefits, Debt and Money, Immigration, Housing, Consumer and Employment for residents of North East Lincolnshire	Initially we provide phone advice, email advice and community outreach (where possible). Face to Face Appointments are then given where needed depending on availability. Due to the unprecedented situation: same day face to face drop in services at the local office are not available. Clients should not be told to attend our Town Hall Street office without an appointment.	Our advice is best accessed initially via phone, services are in exceptionally high demand at this time. Therefore you may need to try several times to get through. Our phone lines are open, 9am - 4pm Monday to Friday. General Advice (Adviceline): 0800 144 8848 Debt Help: 0800 240 4420 (debtline) or 01472 252511 (local - leave a message) Help to Claim (Universal Credit): 0800 144 8 444 Consumer Issues: 0808 223 1133 Immigration Advice: 01472 252 516 (please leave a message, immigration advice may be charged for following initial assessment)

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			<p>Email Advice: General Referrals, Appointments, Information or Advice via email: info@advicenel.org.uk</p> <p>Administration and Cancellations (no advice given please leave a message): 01472 252500</p> <p>Face to face services are limited and appointments are given where needed, following phone assessment and dependent on availability.</p> <p>In addition to the above we have drop in services throughout the community when the situation allows.</p> <p>Finally clients can access self help and information on the citizens advice website: www.citizensadvice.org.uk</p>
Friendship at Home	Providing information/advice for older people, dementia service and offer a wide range of different services. A wide range of advice and information:	Service aimed at older people, may be asked to become a member (free to join) New referral's are welcomed	01472 602500 http://www.friendshipathome.org.uk/

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	<ul style="list-style-type: none"> • Benefits advice • Housing • Respite and residential care • Future planning including end of life care <p>Service aimed at older people. May be asked to become member (free to join) New referrals are welcomed</p>		
Centre4 Thrive Social Prescribing	Support managing 11 Long-Term health conditions, socialising, digital support, debt, benefits & financial support, exercise & nutrition, housing issues, access to community and voluntary organisations	Support available to individuals with one or more of the aforementioned long term health conditions: <ul style="list-style-type: none"> • debt, benefits & financial support • housing issues • socialising • digital support • exercise & nutrition access to community and voluntary organisations	Monday – Friday 9am – 5pm (Excluding Bank holidays) 01472 236673
CARE	Provide advice, guidance, and support to new and existing clients:	New and existing clients drop in, telephone support, home visit available.	enquiries@carenelincs.co.uk 01472 232310 9am – 3:30pm Monday to Friday (closed 12pm – 12:30pm)

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	<ul style="list-style-type: none"> • Welfare advice • housing and benefits • emotional support • support with health issues <p>Drop in's, telephone support, home visit available.</p>		CARE Open House drop in available at 18 Hainton Avenue, Grimsby, DN32 9BB
Centre4	<p>Advice and Support on:</p> <ul style="list-style-type: none"> • Benefits • Debt and Money • Housing • Relationship and Family • Employment • Consumer <p>Also help with form filling e.g., Benefit claims forms</p>	<p>Benefits advice Debt advice and management</p>	Centre4-17a Wootton Road, Grimsby DN33 1HE 01472 236688
SSAFA the Armed Forces Charity Grimsby & Cleethorpes Division	<p>Welfare support for veterans' & their families</p> <ul style="list-style-type: none"> • Social Isolation • Loneliness • Financial Hardship • Debt • Benefits 	<p>For veterans' & their families residing in North East Lincolnshire ONLY (Proof of service is required).</p>	<p>mark.trainor@lincolnshire.ssafa.org.uk Tel: 01472 278140</p> <p>Referral Form here.</p> <p>NB: Office manned Mon, Wed & Fri, 0930-1230, so leave a message with your name,</p>

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	<ul style="list-style-type: none"> • Relationship Breakdown • Mental Wellbeing • Self-Care • Transition • Employment • Housing • Addiction • Bereavement 		contact number, brief message (speak slowly & clearly) if we do not answer.
Fishermen's Mission	<p>Help with cost of white goods, brown goods (chairs/carpets/bed/mattress etc) for those on low income like Pension credit or UC, help with applying for Benefits including PIP and Attendance allowance, General Wellbeing, Home visits/Phone calls.</p> <p>Aware of the possible upcoming difficulties due to increase in Food and utility costs the Fishermens Mission HQ are looking at options for helping</p>	For active/former or retired fishermen and their families, at this time they can also help Merchant and Navy personal	<p>Contact Suesan Brown 07803745610 suesanbrown@fishermensmission.org.uk</p>

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	especially over the coming winter, if you are an active/former/retired Fisherman or a Widow struggling even if you think we can not help please contact us to see.		
North East Lincolnshire Mind	Mental health support, Safe Space service Monday – Friday 5:30 – 11pm via Zoom. Also offering Peer Support and Ways to Wellbeing groups via Zoom. Click here for more information.	Whole of North East Lincolnshire	All enquiries directed to 01472 349991 or the information line free phone 0800 1380990 www.nelmind.org.uk https://navigocare.co.uk/what-we-do/services-z/safespace
Oasis Hub South Grimsby	Advice – including welfare benefits & debt, mental health support, young person and family support and activities	South Ward only	Sharon.lines@oasisuk.org or sam.burgess@oasisuk.org 07983298965
Longhurst	Offer advice – including welfare benefits, debt, housing, tenancy etc.	North East Lincolnshire	01472 256436
Alzheimer's Society NEL	Dementia Advise and support Service	People with dementia and carers	01472 359247

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	Carers Information Support Programme (CrISP)		
NSPCC Grimsby – Together for Childhood Centre	Provides services to prevent harm to children, as well as supporting other professionals, parents, families and communities to keep children safe.	Family Services Support	01472 803500
Carers Support Service	Specialist advice benefits Debt and Money management	Specialist benefits advice for unpaid carers and debt / money management advice.	Carers Support Service 1 Town Hall Square Grimsby DN31 1HY Tel: 01472 242277 E mail: info@carerssupportcentre.com
Women's Aid NEL	Support and advice for victims and survivors of domestic abuse	The whole of NEL	support@womensaidnel.org 01472 575757 www.womensaidnel.org/
Creative Start CIC – The Comeback	Peer support for those affected by addiction; mental health, isolation and/or in addiction recover	Alternative therapies, podcast studio. Digital design studio	Email hello@creativestart.org Web and self referrals - https://www.creativestartcic.org/ Call between 10am - 3pm on 07586 458 586.
Health& Wellbeing Collaborative	Provide prevention services to combat social isolation and access to healthier lifestyles for older people,	Whole of NEL	Office Number: 01472 232266 / 01472 232265 / 01472 232267 / 01472 232261

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	including supporting volunteers to setup social clubs and other activity clubs throughout NELC		New work numbers: Kerry – 07514 641292 Lisa – 07514641463 Charlotte – 07514 642087 Rachel G – 07514 641686
Foresight North East Lincolnshire	Energy Advice	We are able to provide energy advice regarding smart meters, support for switching providers and energy efficiency advice.	60 Newmarket Street, Grimsby, DN32 7SF 01472 269666
Samaritans		Emotional support for anyone facing financial or other difficulties	Freephone number. 116123 Email jo@samaritans.org
ERA Employment	Digital Device Support. Offer 1:1 support to those struggling to use their phones, tablets or laptops. Also have volunteer Digital Buddies who will give guidance and training.	Those in need	tracey.beecham@centre4.org.uk 07403 760096
Harbour Place	Help to access services to support those who are sleeping rough: <ul style="list-style-type: none"> • Housing • Health • Benefits 	Daily drop-in service to help vulnerable and isolated people to get support with their housing, benefits, mental health and wellbeing.	<i>Monday to Friday –</i> Daily “Drop in” service between 10am and 12 Noon Appointments system in place PM

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	<ul style="list-style-type: none"> Harm Reduction Services <p>Other Key Agencies</p>		<p>Harbour Place Night Shelter and Outreach Service</p> <p>The Hope Centre</p> <p>Hope Street</p> <p>Grimsby</p> <p>DN32 7QL</p> <p>Tel. No. 01472 355234</p>
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Prescription Collection/delivery

From the 1st April 2021 the advice to the clinically extremely vulnerable to shield has been paused; the free medicine delivery service will end after the 31st March 2021. It is still recommended that extra precautions are taken and current national restrictions are followed. If the individual is self-isolating, vulnerable or at risk they should ask friends or family to collect medicines for them. If friends and family are not able to collect the medicines, and the individual is unable to pay for delivery then the NHS Volunteer Responders Programme can be contacted for support on 0808 196 3646 (8am – 8pm). More information is available here: <https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating> Other local services are listed below:

Organisation name	Service type	Restrictions	Contact
Park Ward Together	Delivery of medication from Pharmacies	Residents of Park Ward but only those who are isolating or vulnerable	Bill Geer - 07843680620 bgeer@nhs.net
Age UK	Prescription & medication collection and delivery	Elderly People – The whole of NEL	helen@ageuknelincs.org.uk 01472 344976


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British Red Cross	Prescription & medication collection and delivery	Those in need	Tel:01472 871157 07713385257 Mon - Fri 9am-8pm Sat - Sun 10am-6pm
Echo	Prescription delivery	Those in need	Call 01507 824342 or 07577 568740

Bereavement support

Organisation name	Service type	Restrictions	Contact
St Andrews Hospice	Bereavement support via telephone, zoom, and social distance applicate to the rules	The Whole of NEL	NEL Bereavement Support service 01472 250623
Cruse	Bereavement support	Email support through national helpline – see website helpline@cruse.org.uk Local telephone support	Grimsby Cleethorpes and Louth Helpline 07867 312658
North East Lincolnshire Mind	Bereavement support	Open to all ages - Bereavement is for those bereaved by suicide or possible suicide only.	0800 1380990 8am – 8pm  Together for those bereaved by suicide p
North East Lincolnshire Bereavement Support Service	Bereavement support	The Whole of NEL	01472 250623

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Fishermen's Mission	Funerals undertaken as the Minister/Celebrant for seafaring families at no cost, end of life care/ministerial visits.	For active/former or retired fishermen and their families, at this time they can also help Merchant and Navy personal	Contact Suesan Brown 07803745610 suesanbrown@fishermensmission.org.uk
Department for Work and Pensions – Funeral Expenses Payment	Payments to help with funeral costs – can help with burial costs, cremation fees, travel to funerals, costs of moving the body, death certificates and other documents	For those on certain welfare benefits	https://www.gov.uk/funeral-payments Bereavement Service helpline: 0800 731 0469

Employment Services

Organisation name	Service type	Restrictions	Contact
CARE	Employment support services	Whole of NEL. 1pm – 4pm Monday to Friday	enquiries@carenelincs.co.uk 01472 232310 9am – 3:30pm Monday to Friday (closed 12pm – 12:30pm) CARE Open House drop in available at 18 Hainton Avenue, Grimsby, DN32 9BB

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ERA Employment	Employment support services	Whole of NEL. 8:30am-4:30pm Monday to Friday	tracey.beecham@centre4.org.uk 07403 760096
Oasis Hub South Grimsby	Employment support services	South Ward only	Sharon.lines@oasisuk.or or sam.burgess@oasisuk.org 07983298965

Housing/Tenancy Support Services

Organisation name	Service type	Restrictions	Contact
Lincolnshire Housing Partnership	Housing and/or Tenancy support services Money support service, giving advice on benefit and money issues.	The whole of NEL Monday – Friday 8:30am – 5:30pm	info@lincolnshirehp.com 0345 604 1472 https://www.lincolnshirehp.com/
North East Lincolnshire Council (Housing - Property Conditions)	Housing and/or Tenancy support services - Issues regarding landlord repairs for example no heating / hot water, grants and loans for eligible owner occupiers, and enquires into insulation and energy efficiency grants.	The whole of NEL – There is a statutory homelessness out of hours service for those in crises.	Tel : 01472 324727 homeimprovementteam@nelincs.gov.uk

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	Reporting empty residential properties that are open to access.		
Women's Aid NEL	Support and housing for victims and survivors of domestic abuse	The whole of NEL	support@womensaidnel.org 01472 575757 www.womensaidnel.org/
Grimsby & Cleethorpes Area Doorstep	Housing and/or Tenancy support services for young people	Restricted to young people and young families aged 16-25	info@mydoorstep.org.uk 01472 321444
CARE	Housing and/or Tenancy support services Housing for homeless, facing homelessness or badly housed on a low income and unable to raise a deposit.	Whole of NEL.	enquiries@carenelincs.co.uk 01472 232310 9am – 3:30pm Monday to Friday (closed 12pm – 12:30pm) CARE Open House drop in available at 18 Hainton Avenue, Grimsby, DN32 9BB
Oasis Hub South Grimsby	Housing and/or Tenancy support services	South Ward only	Sharon.lines@oasisuk.org or sam.burgess@oasisuk.org 07983298965
Longhurst	Housing and/or Tenancy support services	North East Lincolnshire	01472 256436
North East Lincolnshire Mind - Navigators Drop in Service	Homeless Housing and Mental health support 10:00 – 12:00 and	North East Lincolnshire	All enquiries directed to 07494501197 or the information line free phone 0800 1380990

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	14:00-16:00 No appointment needed Just walk in at 73 Kent St, Grimsby DN32 7DH. free food and drinks. Advice – including welfare benefits & debt, mental health support and Housing.		www.nelmind.org.uk
KeyRing Living Support Networks	Tenancy related support.	We provide support to people who are struggling to manage their tenancy and everything this incorporates. We can also support people to move into a tenancy of their own. We do not provide personal care.	anne.palmer@keyring.org KeyRing Networks Supported Independent Living Services Autism Learning Disabilities Mental Health
YMCA Humber	Housing related support (for residents)	Support for residents around managing money, budgeting, maximising benefits, accessing education/training/employment, accessing other services/agencies, as well as managing a tenancy, living skills, emotional and mental health support.	YMCA Humber 21 Freeman Street, Grimsby. DN32 7AB Telephone 01472 403020
NELC Home Options	Homelessness and housing advice.		01427 326296 (Homelessness – option 1)

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Other Services

Organisation name	Service type	Restrictions	Contact
Park Ward Together	Dog Walking & Minor essential repairs	Residents of Park Ward but only those who are isolating or vulnerable	Bill Geer - 07843680620 bgeer@nhs.net
Climb4	Create the Tiger (5-11 Junior) creative activity clubs (After school/holidays/weekends), RESPECT (11-16 Senior) creative activities (Youth Club, Holidays/Weekends), PATCH Parent & Baby/Toddler health and well-being groups, Opportunities – Work Experience/Training/Volunteering for age 16+. Activities take place at a range of venues – Centre 4, West Marsh Community Centre, New Waltham Pavilion, Bert Boyden Immingham.	Whole of North East Lincolnshire Face to Face groups have now resumed following strict COVID guidelines/services will be adapted if/when guidelines allow.	info@climb-4-limited.co.uk 01472 236688 Ext 270
Alzheimer's Society NEL	Memory Café's Singing for The Brain	People with dementia and carers	01472 359247
Fresh Start Meals	Garden Service Handyman Service Hairdressing Cleaning Dog Walking	New services in spring - Whole of North East Lincolnshire	01472 269666 https://www.sectorsupportnel.org.uk/wp-content/uploads/2021/01/Newsletter-Garden.docx

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	Befriending		
Anglian Water Services Limited	Priority Services Register provides access to free practical support. People can stay on it as long as they like and should register if they require support in the short term or long term. Offer a wide range of support, from reading your meter for you, sending out bills in other formats, interpretation services (BSL and language line), deliver bottled water if there is a problem with your water supply, protection against bogus callers, knock and wait and more.	Priority Services Register can help many people living in vulnerable situations including older adults, people with restricted mobility or disability, people with mental health issues, long-term illness or terminal illness, deaf, or have a sight, hearing, or speech impairment, life changes, people using vital medical equipment, people caring for a loved one, an expecting mother or having a baby under 12 months, people that are self-isolating, etc.	Bespoke webpage link to the online form for registrations Registration form here Bespoke webpage link to more PSR information anglianwater.co.uk/priority The contact number for our Priority Services Register is 0800 232 1951
North East Lincolnshire Carelink	Install and monitor telecare equipment – paid for service.	Whole of North East Lincolnshire Monitor 24/7	01472 312312 admin@care-link.org.uk www.carelinknel.co.uk
Carers' Support Service	Telephone and zoom support for Carers including: Training	Cared for person must live in North East Lincolnshire or be registered with a North East Lincolnshire GP	Contact: Tel: 01472 242277 Email: info.nel@carerssupportcentre.com Website: www.carerssupportcentre.com
Foresight	Foresight pet care service - The minimum cost of the service is £5.00 per day depending on the size of the animal and the	<ul style="list-style-type: none"> • Clients in residential/nursing home • Clients in hospital • Clients in community 	Operates 7 days per week, referrals can be sent through to lisa.bartlett@foresight-nelincs.org.uk alternatively can ring & leave message on 01472 269666. Lisa is the project lead for this and would be

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	service required. – just want travel/food costs covered. There isn't a time limit on how long they can support pets	If any frontline staff identify someone with a pet who might need help looking after them, or service users who need pets temporary rehousing please fill out referral form and send to Lisa.	happy to answer any enquiries. Referral form - https://www.sectorsupportnel.org.uk/wp-content/uploads/2021/06/Pet-Service-Referral-Form-002.docx
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