

# Household Financial Support Services, North East Lincolnshire

This information sheet has been compiled by Sector Support North East Lincolnshire Partnership and North East Lincolnshire Council 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If users of this information sheet become aware of incorrect or out of date information, please inform us by emailing [amy@nbforum.org.uk](mailto:amy@nbforum.org.uk), copying in [claire@nbforum.org.uk](mailto:claire@nbforum.org.uk) or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 a meal or food provision; free food services are generally restricted.

### 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, 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/>

Tesco Mobile Reconnects - Helping to end Homeless - A phone is supplied to the customer with three months credit. You submit your request by emailing [tescomobile.littlehelps@tesco.com](mailto:tescomobile.littlehelps@tesco.com) referencing Tesco Mobile Reconnects, how it would benefit the service user and what device is needed and they will send one out. For more on the scheme and the Tesco partnership with Crisis - <https://www.tescomobile.com/reconnects>

**Food Services**

Organisation name	Service type/who support	Service and Restrictions/Eligibility	Contact
Rock Foundation	Food parcel for collection - <b>free</b>	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.	<b>Holme Hill, Wellington Street DN32 7JX:</b> Monday, Wednesday & Friday 1:00pm - 3:30pm <b>Willow Community Church, Wingate Road DN37 9EL:</b> Tuesdays & Thursdays 1:00pm - 3:30pm  Tel: 01472 488026
Oasis Hub South Grimsby	Food parcels - <b>free</b>	Families living in South Ward, Grimsby, or Oasis school families. Food parcels are free but are aimed at families on low incomes. Parcels need to be collected from the Hub.	<a href="mailto:Sharon.lines@oasisuk.org">Sharon.lines@oasisuk.org</a> or <a href="mailto:sam.burgess@oasisuk.org">sam.burgess@oasisuk.org</a> 07983298965 Referral Form - <a href="https://forms.office.com/r/xNgsNnykK7">https://forms.office.com/r/xNgsNnykK7</a>  <b>Open:</b> Tuesday & Friday 10am – 12pm
CARE – Immingham	Food parcels - <b>free</b>	<b>Immingham and surrounding villages.</b> To support <b>people in food poverty</b> , not to deal with people that are isolating or cannot find adequate food in shops.	Mon, Wed and Fri 12.00pm till 3.30pm  Referrals only via this form, can be completed by any professional or over the phone by calling Elaine, 07419374197

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			 CARE Food Larder Referral Form.docx
We Are ONE	Hot meals/food provision <b>Free</b>	The services are collection / takeaway ONLY	<p>Individuals should <u>register</u>:</p> <ul style="list-style-type: none"> <li>• By completing the form on their website: <a href="http://www.weareonefoundation.co.uk">www.weareonefoundation.co.uk</a></li> <li>• 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.</li> </ul> <p><u>Food Larders:</u></p> <ul style="list-style-type: none"> <li>• St Andrews Church Hall, 2B Albion Street, GRIMSBY Tuesday &amp; Thursday 11:00am - 2:00pm</li> <li>• Old Clee Church Hall Church Lane, CLEETHORPES Monday &amp; Thursday 12:00 - 3:00pm</li> </ul> <p>Note: the person should, if able, bring along a carrier/shopping bag.</p> <p><u>Walk-Through Hot Food Kitchen:</u> St Andrews Church Hall, 2B Albion Street, GRIMSBY Tuesday &amp; Saturday 4:00pm - 6:00pm Tel: 07542 962210</p>

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Grimsby Food Kitchen	Hot meals <b>Free</b>	Those in genuine need of free hot meal provision.	18, Cleethorpe Rd Grimsby DN31 3LB Drop in: Thursday 9:30am – 11:30/12:00pm Sundays only at 11:30am - 1:30pm  Facebook: @GrimsbyFoodKitchen
Echo	Hot and cold food <b>Free</b>  Takeaway food/hot drink <b>Free</b>	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.  Takeaway food/hot drink: Under flyover, Cleethorpes Road – Wednesday 12:30 - 1:30pm Saturday 6:30 - 7:30pm (times may vary slightly)
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 circumstances can support the wider North East Lincolnshire	Wednesday 11am - 2pm West Marsh Community Centre Beeson Street Grimsby DN31 2QS  Tel: 01472 269230 Email: west_marsh@hotmail.com
Little Coates Community Food Bank (in partnership with We Are One Foundation)	Food Bank	For North East Lincolnshire	Little Coates Community Centre, St Michaels road, GRIMSBY (Carpark on Longfield Road) Friday 11:00am – 2:00pm  Facebook - @Littlecoates Community Centre 07835 023164
St Peter's Food Pantry	Food Parcels – <b>Free</b>	Focus on supporting the community of the St Peters Church, Cleethorpes area	Monday only – food parcel deliveries, <b>must be booked in advance</b> by:

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	Hot drinks drop in for the homeless – <b>Free</b>		<ul style="list-style-type: none"> <li>• using the form available on their Facebook page: <a href="https://bit.ly/2ZTFN7O">https://bit.ly/2ZTFN7O</a></li> <li>• email – <a href="mailto:stpetersfoodbank6@gmail.com">stpetersfoodbank6@gmail.com</a></li> </ul> <p>Monday, 10am – 12noon: Homeless Drop-in for a hot drink and food parcel Address: St. Peter's Church Hall St. Peter's Avenue Cleethorpes DN35 8HP</p> <p>Facebook - @St Peter's Church Hall, Cleethorpes</p>
Feed the Community (in partnership with We Are One Foundation)	Free Food Parcels	Whole of North East Lincolnshire	<p>Monday &amp; Friday 11am – 2pm</p> <p>Fusion Community Hub, Grimsby DN32 9SW <a href="https://m.facebook.com/feedthecommunitygy/">https://m.facebook.com/feedthecommunitygy/</a> Tel: 07727 260285</p>
Grimsby Neighbourhood Church	Food for those in need	We have free food to give away on Monday mornings from 9 a.m. to any who are in need	<p>Grimsby Neighbourhood Centre 289a Weelsby Street Grimsby DN32 7JW Tel: 01472 348129</p>

### Advice - help with living costs, rent, council tax, homelessness

Organisation name	Service type/who support	Service and Restrictions	Contact
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Department for Work and Pensions	Universal Credit - Monthly payments to help with living costs.	Working age only, out of work, unable to work or on a low income.	Registration required: <a href="https://www.gov.uk/universal-credit">https://www.gov.uk/universal-credit</a>
North East Lincolnshire Council	Housing and Council Tax Benefit	Help for those on a low income to help pay rent and/or Council Tax. Council Tax discounts, payment reviews or payment holidays.  Various eligibility criteria apply	Tel: 0300 3030164 (help with Rent – option 3) (help with Council Tax – option 5)  <a href="https://www.nelincs.gov.uk/benefits/housing-benefit/">https://www.nelincs.gov.uk/benefits/housing-benefit/</a>  <a href="https://www.nelincs.gov.uk/council-tax/">https://www.nelincs.gov.uk/council-tax/</a>
North East Lincolnshire Council	Discretionary Housing Payments (DHP)	For those already on benefits who may need further help with payment of rent; must already be receiving Housing Benefit or the housing element of Universal Credit	0300 3030164 (option 3)
Harbour Place	Help to access services to support those who are sleeping rough: <ul style="list-style-type: none"> <li>• Housing</li> <li>• Health</li> <li>• Benefits</li> <li>• Harm Reduction Services</li> <li>• Other Key Agencies</li> </ul>	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  Harbour Place Night Shelter and Outreach Service The Hope Centre

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			<p>Hope Street Grimsby DN32 7QL</p> <p>Tel. No. 01472 355234</p>
Citizens Advice NEL	<p>Information, Advice, and Guidance on the problems people face, including:</p> <ul style="list-style-type: none"> <li>• Benefits,</li> <li>• Debt and Money,</li> <li>• Immigration,</li> <li>• Housing,</li> <li>• Consumer</li> <li>• Employment</li> </ul>	<p>For residents of North East Lincolnshire:</p> <p>1<sup>st</sup> stage - Initial conversation by phone, email or via community outreach (where possible).</p> <p>2<sup>nd</sup> stage - Face to Face appointments are limited and are given where needed, following telephone assessment and dependent on advisor availability.</p> <p>NOTE - Due to unprecedented circumstance and demand same day face to face drop-in services at the local office are not available. <u>Clients should not be told to attend our Town Hall Street office without an appointment.</u></p>	<p>Advice is best accessed initially via phone. Services are in exceptionally high demand at this time. Therefore, it may take several attempts to get through.</p> <p><b>Phone lines open:</b> Monday to Friday, 9am - 4pm</p> <p><b>General Advice</b> (Advice line): 0800 144 8848</p> <p><b>Debt Help</b> (Debt line): <b>0800 240 4420</b> or locally (leave a message): <b>01472 252511</b></p> <p><b>Help to Claim</b> (Universal Credit): <b>0800 144 8 444</b></p> <p><b>Consumer Issues:</b> <b>0808 223 1133</b></p> <p><b>Immigration Advice:</b> 01472 252 516 (please leave a message, immigration advice may be charged for following initial assessment)</p> <p><b>Email Advice:</b> General Referrals, Appointments, Information or Advice via email: <a href="mailto:info@advicenel.org.uk">info@advicenel.org.uk</a></p>

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			<p><b>Administration and Cancellations:</b> 01472 252500 (no advice given please leave a message)</p> <p><b>Drop in services</b> throughout the community when the situation allows – details here <a href="#">Contact us - Citizens Advice North East Lincolnshire</a></p> <p><b>Self-help and information:</b> <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a></p>
Age UK North East Lincolnshire	Advice on welfare benefits and debt. Social Isolation/well-being checks	Elderly people within North East Lincolnshire Some services are telephone only	<p>Email: <a href="mailto:helen@ageuknelincs.org.uk">helen@ageuknelincs.org.uk</a> Tel: 01472 344976</p> <p>Other service information: <a href="#">Coping with Change leaflet here</a></p> <p><a href="#">Age UK Leaflet Engagement Officer New.pdf</a></p> <p><a href="#">Age UK Meal Leaflet(1).pdf</a></p>
Friendship at Home	Older people services and Dementia services	<p>A wide range of advice and information:</p> <ul style="list-style-type: none"> <li>• Benefits advice</li> <li>• Housing</li> <li>• Respite and residential care</li> <li>• Future planning including end of life care</li> </ul>	<p>01472 602500 <a href="http://www.friendshipathome.org.uk/">http://www.friendshipathome.org.uk/</a></p>



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		Service aimed at older people. May be asked to become member (free to join) New referrals are welcomed	
Centre4, Thrive - Social Prescribing	Support individuals aged 18-75 who have one or more of the following 11 Long-Term health conditions: Diabetes, Osteoarthritis, COPD, Osteoporosis, Hyper Tension, Chronic Heart Disease, Atrial Fibrillation, Asthma, Epilepsy or Fibromyalgia	Support available to individuals with one or more of the aforementioned long term health conditions: <ul style="list-style-type: none"> <li>• debt, benefits &amp; financial support</li> <li>• housing issues</li> <li>• socialising</li> <li>• digital support</li> <li>• exercise &amp; nutrition</li> <li>• access to community and voluntary organisations</li> </ul>	Self-referral, GP referral or other agency referral: Monday – Friday, 9am – 5pm (Excluding Bank holidays) Tel: 01472 236673 Web: <a href="http://www.thrivenel.co.uk/">http://www.thrivenel.co.uk/</a> Email: <a href="mailto:enquiries@thrivenel.co.uk">enquiries@thrivenel.co.uk</a> Facebook: Thrive.nel or @SocialPrescribing.nel
CARE	Community support; households and individuals across NE Lincs.	Provide advice, guidance, and support to new and existing clients: <ul style="list-style-type: none"> <li>• Welfare advice</li> <li>• housing and benefits</li> <li>• emotional support</li> <li>• support with health issues</li> </ul> Drop in's, telephone support, home visit available.	CARE Open House drop in: 9:00am – 3:30pm Monday to Friday (closed 12:00pm – 12:30pm)  18, Hainton Avenue, Grimsby, DN32 9BB Email: <a href="mailto:enquiries@carenelincs.co.uk">enquiries@carenelincs.co.uk</a> Tel: 01472 232310 Web: <a href="https://www.carenelincs.co.uk/">https://www.carenelincs.co.uk/</a>
Centre4	Information, Advice and Guidance Debt Advisors	Advice and Support on: <ul style="list-style-type: none"> <li>• Benefits</li> <li>• Debt and Money</li> <li>• Housing</li> <li>• Relationship and Family</li> <li>• Employment</li> </ul>	Appointment only: Centre4 -17a Wootton Road, Grimsby DN33 1HE Monday - Friday 9am - 12.30pm Tel: 01472 236675

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		<ul style="list-style-type: none"> <li>• Consumer</li> </ul> <p>Also help with form filling e.g., Benefit claims forms</p>	
SSAFA the Armed Forces Charity, Grimsby & Cleethorpes Division	Welfare support for veterans' & their families	<p>For veterans' &amp; their families residing in North East Lincolnshire ONLY (Proof of service is required). Welfare support available:</p> <ul style="list-style-type: none"> <li>• Financial Hardship</li> <li>• Debt</li> <li>• Benefits</li> <li>• Employment</li> <li>• Housing</li> <li>• Social Isolation</li> <li>• Loneliness</li> <li>• Relationship Breakdown</li> <li>• Mental Wellbeing</li> <li>• Self-Care</li> <li>• Transition</li> <li>• Addiction</li> <li>• Bereavement</li> </ul>	<p><a href="mailto:mark.trainor@lincolnshire.ssafa.org.uk">mark.trainor@lincolnshire.ssafa.org.uk</a> Tel: 01472 278140</p> <p><a href="#">Referral Form here.</a></p> <p>Note: Office manned Mon, Wed &amp; Fri, 09:30-12:30. If we do not answer the phone leave a message with your name, contact number, brief message (speak slowly &amp; clearly).</p>
Fishermen's Mission	Supports active/former or retired fishermen and their families. At this time, they also help Merchant and Navy personal.	<p>Help with cost of:</p> <ul style="list-style-type: none"> <li>• white goods</li> <li>• brown goods (chairs, carpets, beds, mattress, etc.)</li> </ul> <p>for those on low income like Pension credit or UC</p>	<p>Contact: Suesan Brown 07803745610 <a href="mailto:suesanbrown@fishermensmission.org.uk">suesanbrown@fishermensmission.org.uk</a></p>

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		<p>Help with applying for Benefits including Personal Independence Payments or Attendance Allowance. General wellbeing home visits/phone calls.</p> <p>If the individual is an active, former or retired Fisherman or a widow of, and struggling, even if you think we cannot help please contact us to see.</p>	
Oasis Hub South Grimsby	Advice and support for young people and families in the South Ward, Grimsby.	Welfare benefits & debt advice and guidance, mental health support, young person, and family support. South Ward, Grimsby only	<a href="mailto:Sharon.lines@oasisuk.org">Sharon.lines@oasisuk.org</a> or <a href="mailto:sam.burgess@oasisuk.org">sam.burgess@oasisuk.org</a> 07983298965
Lincolnshire Housing Partnership (LHP)	Tenancy support services	LHP Tenants only across the whole of NEL: Money Support Service to help tenants with benefits & budgeting advice	Monday – Friday, 8:30am – 5:30pm <a href="mailto:info@lincolnshirehp.com">info@lincolnshirehp.com</a> 0345 604 1472
Carers Support Service	Specialist advice for carers in North East Lincolnshire.	Specialist advice for unpaid carers, to include: <ul style="list-style-type: none"> <li>• Debt and money management</li> <li>• Benefits</li> </ul>	Refer a Carer - <a href="https://www.carerssupportcentre.com/nel/refer-a-carer/">https://www.carerssupportcentre.com/nel/refer-a-carer/</a>  Visit – Carers Support Service 1 Town Hall Square Grimsby

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			DN31 1HY  Tel: 01472 242277 E mail: <a href="mailto:info@carerssupportcentre.com">info@carerssupportcentre.com</a> Web: <a href="https://www.carerssupportcentre.com/nel/">https://www.carerssupportcentre.com/nel/</a>
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	Support Service	Emotional support for anyone facing financial or other difficulties	Freephone number. 116123 Email <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
Turn2us	Support Service	National charity providing practical help to people who are struggling financially	<a href="#">Get Support - Turn2us</a>

### Bereavement – funeral costs, specific financial advice

Organisation name	Service type/who support	Service and Restrictions	Contact
Fishermen's Mission	For active/former or retired fishermen and their families. At this time, they can also help	Funerals undertaken by the Minister/Celebrant for seafaring families at no cost. Can also provide end of life care/ministerial visits.	Contact: Suesan Brown Tel: 07803745610 Email: <a href="mailto:suesanbrown@fishermensmission.org.uk">suesanbrown@fishermensmission.org.uk</a>

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	Merchant and Navy personal		
Department for Work and Pensions	Funeral Expenses Payment	For those on certain welfare benefits. 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	<a href="https://www.gov.uk/funeral-payments">https://www.gov.uk/funeral-payments</a>  Bereavement Service helpline: 0800 731 0469

### Employment Services

Organisation name	Service type/who support	Service and Restrictions	Contact
ERA	Employment support services	Whole of NEL. 8:30am-4:30pm Monday to Friday	<a href="mailto:tracey.beecham@centre4.org.uk">tracey.beecham@centre4.org.uk</a> 07403 760096
Job Help	Support, training and advice on finding a job		<a href="https://jobhelp.campaign.gov.uk/">https://jobhelp.campaign.gov.uk/</a>

### Housing/Tenancy Support Services

Organisation name	Service type/who support	Service and Restrictions	Contact

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Lincolnshire Housing Partnership (LHP)	Housing and/or Tenancy support services	<p>Register to rent a home.</p> <p>Offers housing assistance to tenants of LHP in NE Lincs through the Money Support Service who can help tenants with benefits &amp; budgeting advice.</p>	<p>Monday – Friday, 9:00am – 5:00pm</p> <p>Register to rent - <a href="https://www.lincolnshirehp.com/find-a-home/register-to-rent/">https://www.lincolnshirehp.com/find-a-home/register-to-rent/</a></p> <p>Help and support - <a href="https://www.lincolnshirehp.com/help-and-support/">https://www.lincolnshirehp.com/help-and-support/</a></p> <p>Tel: 0345 604 1472</p>
North East Lincolnshire Council	Housing - Property Conditions	<p>The whole of NEL.</p> <ul style="list-style-type: none"> <li>• Housing and/or tenancy support services.</li> <li>• Issues regarding landlord repairs</li> <li>• Grants and loans for eligible owner occupiers</li> <li>• Enquiries into insulation and energy efficiency grants.</li> </ul> <p>There is a statutory homelessness out of hours service for those in crisis.</p>	<p>Tel: 01472 324727</p> <p>Email: <a href="mailto:homeimprovementteam@nelincs.gov.uk">homeimprovementteam@nelincs.gov.uk</a></p> <p>Web: <a href="https://www.nelincs.gov.uk/homes-and-property/housing-grants-and-loans/">https://www.nelincs.gov.uk/homes-and-property/housing-grants-and-loans/</a></p>

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North East Lincolnshire Council	Homeless	<p>The whole of North East Lincolnshire, residents who are:</p> <ul style="list-style-type: none"> <li>• Rough Sleepers</li> <li>• Sofa Surfers</li> <li>• Homeless Tonight</li> </ul>	<p>Rough sleeper - Ring <a href="#">Harbour Place</a> - 01472 355234 or the Homelessness Prevention team 01472 326296 option 1 or report it on <a href="#">Streetlink</a></p> <p>Sofa surfer – complete a service request form. <a href="https://www.nelincs.gov.uk/homeless-and-property/homelessness-prevention-and-housing-advice/homeless/i-am-homeless/">https://www.nelincs.gov.uk/homeless-and-property/homelessness-prevention-and-housing-advice/homeless/i-am-homeless/</a></p> <p>Homeless tonight – Ring straight away 01472 326296 option 1.</p>
Women’s Aid NEL	Support and housing for victims and survivors of domestic abuse	<p>The whole of NEL:</p> <ul style="list-style-type: none"> <li>• Refuge Accommodation</li> <li>• Telephone Support</li> <li>• Email Support</li> <li>• Drop-in Sessions</li> </ul>	<p>Email: <a href="mailto:support@womensaidnel.org">support@womensaidnel.org</a> Tel: 01472 575757 (Refugee offers 24 hour support via this number) Web: <a href="http://www.womensaidnel.org/">www.womensaidnel.org/</a></p>
Grimsby & Cleethorpes Area Doorstep	Housing and/or Tenancy support services for young people	<p>Restricted to young people and young families aged 16-25 within North East Lincolnshire who are:</p> <ul style="list-style-type: none"> <li>• homeless</li> <li>• at risk of homelessness</li> <li>• experiencing poor housing</li> </ul>	<p>Mon-Fri: 9am - 5pm Email: <a href="mailto:info@mydoorstep.org.uk">info@mydoorstep.org.uk</a> Tel: 01472 321444 Web: <a href="http://www.mydoorstep.org.uk/">http://www.mydoorstep.org.uk/</a></p>
CARE	Housing and/or Tenancy support services.	<p>Whole of NEL. Provide affordable private-rented accommodation to people who are</p>	<p>Email: <a href="mailto:enquiries@carenelincs.co.uk">enquiries@carenelincs.co.uk</a> Tel: 01472 232310</p>

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		<p>homeless or under threat of homelessness:</p> <ul style="list-style-type: none"> <li>• satisfy CARE Housing that they will engage with our services to sustain independent living and maintain their financial obligations to their landlords</li> <li>• are in receipt of state benefits or on a low income and therefore without the means to pay a deposit and rent in advance.</li> <li>• over the age of 18 with or without dependents. Single people under the age of 35, with no dependents, will be considered on a case-by-case basis due to Housing benefit allowances. Single people over the age of 35 may be considered for one bed-roomed property.</li> <li>• Are from the local community i.e.             <ul style="list-style-type: none"> <li>○ Have lived here for at least 6 months in the last twelve, or two out of the last five years.</li> <li>○ Born in the area</li> <li>○ Having strong local connections</li> <li>○ Having good reasons to live in the area</li> </ul> </li> </ul> <p>Evidence of circumstances will be required. Do not generally accept applications from tenants of any social landlords</p>	<p>CARE Open House drop in 18, Hainton Avenue, <b>Grimsby</b>, DN32 9BB - Monday to Thurs – 9:00am – 3:30pm Fri – 9:30am – 3:30pm (closed 12pm – 12:30pm)</p> <p>CARE Community Support Drop-In, Civic Centre, <b>Immingham</b>, DN40 1QF – Mon, Wed &amp; Fri 12noon - 3:30pm</p> <p>Web: <a href="https://www.carenelincs.co.uk/">https://www.carenelincs.co.uk/</a></p>
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Oasis Hub South Grimsby	Housing and/or Tenancy support services	South Ward only - Advice and support for young people and families in the South Ward, Grimsby.	Email: <a href="mailto:Sharon.lines@oasisuk.org">Sharon.lines@oasisuk.org</a> or <a href="mailto:sam.burgess@oasisuk.org">sam.burgess@oasisuk.org</a> Tel: 07983298965
KeyRing Living Support Networks	Tenancy related support.	Provide support to people who are struggling to manage their tenancy and everything this incorporates. Also support people to move into a tenancy of their own. We do not provide personal care.	Email: <a href="mailto:anne.palmer@keyring.org">anne.palmer@keyring.org</a> Call: 07717 894476.  Web: <a href="#">KeyRing Networks Supported Independent Living Services Autism Learning Disabilities Mental Health</a>
YMCA Humber	Housing related support (for YMCA residents only)	Support for YMCA 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  Tel: 01472 403020
NELC Home Options	Homelessness and housing advice.	Residents of NE Lincolnshire	Tel: 01427 326296 (Homelessness– option 1)

### Energy and Utilities

Organisation name	Service type/who support	Service and Restrictions	Contact
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NELC Home Energy Team	Free impartial advice	The whole of NEL The best ways to heat and insulate the home or save money on energy bills.	Tel: 01472 324782 Web: <a href="https://www.nelincs.gov.uk/homes-and-property/lincs-4-warmer-homes/">https://www.nelincs.gov.uk/homes-and-property/lincs-4-warmer-homes/</a>
NELC Big Community Switch	A free scheme to help save money on your energy bills	Residents of NEL using their joint buying power to lower home energy costs	Web: <a href="https://www.nelincs.gov.uk/homes-and-property/big-community-switch/">https://www.nelincs.gov.uk/homes-and-property/big-community-switch/</a>  Tel: Home Energy Team on 01472 324782
Age UK (national service)	Help to get the home ready for winter	Home energy checks: getting what you are entitled to and help with home repairs	Web: <a href="https://www.ageuk.org.uk/information-advice/money-legal/manage-your-money/">https://www.ageuk.org.uk/information-advice/money-legal/manage-your-money/</a>
Energy Saving Trust	Financial guidance for home energy efficiency	Online information and signposting	Web: <a href="https://energysavingtrust.org.uk/energy-at-home/financial-support/financial-support-for-home-energy/">https://energysavingtrust.org.uk/energy-at-home/financial-support/financial-support-for-home-energy/</a>
Simple Energy Advice	Impartial, government endorsed advice on energy efficiency.	Online information and signposting	Web: <a href="https://www.simpleenergyadvice.org.uk/">https://www.simpleenergyadvice.org.uk/</a>
Grants/Funds to support with energy debts: <ul style="list-style-type: none"> <li>• British Gas</li> <li>• EDF Energy</li> <li>• EON Energy</li> <li>• Npower Energy</li> </ul>	Grants/Funds	For help and advice with arrears on energy bills.	British Gas Web: <a href="https://britishgasenergytrust.org.uk/">https://britishgasenergytrust.org.uk/</a>  EDF Web: <a href="https://www.edfenergytrust.org.uk/">https://www.edfenergytrust.org.uk/</a>  EON Web: <a href="https://www.eonenergyfund.com/">https://www.eonenergyfund.com/</a>

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<ul style="list-style-type: none"> <li>• Scottish Power</li> </ul>			<p>Npower Web: <a href="https://www.npowerenergyfund.com/">https://www.npowerenergyfund.com/</a></p> <p>Scottish Power Web: <a href="https://community.scottishpower.co.uk/t5/Extra-Help/Hardship-Fund/ta-p/53">https://community.scottishpower.co.uk/t5/Extra-Help/Hardship-Fund/ta-p/53</a></p>
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### Support for Families and Children

Organisation name	Service type/who support	Service and Restrictions	Contact
North East Lincolnshire Council - Free school meals	Free school meals for children in full time education.	From year 3 and above only available to parents/carers with a qualifying benefit entitlement.	Tel: 01472 323732 Web: <a href="https://www.nelincs.gov.uk/benefits/free-school-meals/">https://www.nelincs.gov.uk/benefits/free-school-meals/</a>
North East Lincolnshire Council - Families First Information Service	Free child care	<p>Eligibility and child care vouchers FFIS:</p> <ul style="list-style-type: none"> <li>• Two-year-old funding</li> <li>• Three- and four-year-old funding</li> </ul> <p>Certain qualifying criteria – more details on the web page or by calling Families First Information Service</p>	Tel: 01472 326292 (option1) Web: <a href="https://www.nelincs.gov.uk/children-families-and-schools/childcare-and-funding/funding-for-childcare/">https://www.nelincs.gov.uk/children-families-and-schools/childcare-and-funding/funding-for-childcare/</a>

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Family Fund	Grant programme – self referral	Help for families across the UK on low incomes who are raising a disabled or seriously ill child	Web: <a href="https://www.familyfund.org.uk/">https://www.familyfund.org.uk/</a>
BBC Children in Need Emergency Essentials Programme (part of Family Fund)	Grant programme - must be referred by a registered agency	<p>The programme provides items that meet a child’s most basic needs such as a bed to sleep in, a cooker to provide a hot meal and other items or services critical to a child’s wellbeing. All applications must be made by a registered referrer. They can deliver or fund critical items such as:</p> <ul style="list-style-type: none"> <li>• Electric cookers</li> <li>• Furniture</li> <li>• Kitchen equipment and small appliances</li> <li>• Children’s beds and bedding (including cots)</li> <li>• Washing machines and tumble dryers</li> <li>• Fridges, freezers and fridge-freezers</li> <li>• Baby equipment</li> <li>• Clothing</li> </ul>	<p>The family <u>must be referred</u> by an agency/organisation. Organisations can register to refer here:</p> <p><a href="https://www.familyfundservices.co.uk/emergency-essentials/">https://www.familyfundservices.co.uk/emergency-essentials/</a></p>
HMRC – Tax Credits	Child Tax Credit	Must already be getting Working Tax Credit	Web: <a href="https://www.gov.uk/child-tax-credit">https://www.gov.uk/child-tax-credit</a>