



Christmas Community Signposting Factsheet - Voluntary and Community Sector Services – North East Lincolnshire. Period: 23rd December 2022 – 3rd January 2023

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/whats-happening-at-sector-support-nel/>

If users of this information sheet become aware of incorrect or out of date information, please inform us by emailing amy@nbforum.org.uk.

SSNEL will be closed from Friday 23rd December 2022 and re-open on Monday 9th January 2023. Any urgent queries can be directed to Forum's Hull office, 07791 040433.

[Click here for North East Lincolnshire Christmas Pharmacy Rota.](#)

NHS England have published North Yorkshire (Including Harrogate) and Humber, Pharmacy Opening Hours – December 2021 & January 2022. You can find it [here](#).

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. **SPA is open 24/7 over the Christmas period.**
- North East Lincolnshire Council – for information about council services, Covid response and recovery services, food services and welfare. Call 01472 313131. **Closed 22nd December – 28th December, call the SPA on 01472 256256 for urgent support needs.**

Contact centre will be open 28th – 30th December from 8:30am to 5:00pm All services will reopen on Tuesday 3rd January 2023.

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



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Organisation name	Service type	Restrictions/areas	Contact
Nurtrio Meals on Wheels	Hot meals, sandwiches, salads and cakes delivered Paid for service	Hot meals delivered to your home throughout NEL and surrounding villages. 7 days a week (365 days per year) 2 course hot meal £6.75 Cold options – various prices In an emergency, bookings can be taken on the day a meal is required up to 10.00am. However, pre-booking is advisable.	https://care4all.org.uk/services/meals/ Call 01472 322915 01472 266997 Kitchen or email: carol.colbeck@care4all.org.uk lindsay.blow@care4all.org.uk jane.fox@care4all.org.uk Closed from 24 th – 27 th Dec Open from 28 th – 30 th Dec Closed from 31 st Dec – 3 rd Jan 2023
Rock Foundation	Food parcel for collection - free	Free food parcels - only for those in receipt of means-tested benefits, no income and households with children who are in poverty. Checks are carried out by Rock Foundation.	Holme Hill , Wellington Street DN32 7JX: Open 23 rd , 30 th December & 4 th January from 1:00pm – 3:30pm 01472 488026
Community Shop and Café at Centre 4	Community Shop discount on high-quality brand foods Paid for	Shop open - membership is needed to use the store, we accept walk in members of those who are on a means tested benefit or awaiting a decision from in and around Nunsthorpe, Grange and Bradley Park area and if they live outside this area we ask that they can be referred on by another organisation that support the family or individual and or awaiting any means tested	You need to be a member to use the Community Shop for more information please call 07808041321 Store opening times: 24 th - 9:00am – 1:30pm 28 th , 29 th , 30 th & 31 st – 9am – 1:30pm Back to normal hours 3 rd January 2023 8:30am – 4:30pm



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		benefit for referrals from organisations or questions from anyone please email me sarah-jayne.thomas@community-shop.co.uk	Address: 17a Wootton Road Grimsby North East Lincolnshire DN33 1HE Tel: 01472 753688
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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 18 th December - Chinese buffet open to all -1:30pm – 4pm 24 th December – Christmas dinner need to book 1 st January – burger van - 11am – 1:30pm 07926516857 or email homewoods@ntlworld.com
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)
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 community of North East Lincolnshire	01472 269230 Wednesday 28 th December - 10am - 12pm Wednesday 4 th January - 11am – 2pm West Marsh Community Centre Beeson Street Grimsby DN31 2QS
Little Coates Community Larder (in	Food bank	For North East Lincolnshire	Little Coates Community Centre, Longfield Rd, GRIMSBY Friday 11:00am – 1:00pm



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partnership with We Are One Foundation)			
Feed the Community (in partnership with We Are One Foundation)	Free Food Parcels	Whole of North East Lincolnshire	to St Christopher's, Convamore Road, Grimsby Monday - 11:00am - 2:00pm Last opening before Christmas: 19 th December Re-open: 9 th January https://m.facebook.com/feedthecommunitygy/ 07727 260285
St Peter's Food Pantry	Food Parcels – FREE Hot drinks available on request	Focus on supporting the community of the St Peters Church area Closed Monday 26 th December 2022 Reopen Monday 2 nd January – 10am – 12pm	Food parcel delivery must be booked in advance by: Or email – stpetersfoodbank6@gmail.com or call 01472 231198 (please leave a voicemail) Address for drop in: St. Peter's Church Hall St. Peter's Avenue Cleethorpes DN35 8HP
Clee and St Francis Food Larder	Free Food Parcels	North East Lincolnshire	Old Clee Church Hall, Church Lane, Old Clee, Grimsby, DN32 8NB Thursday 12noon-2.30pm Email: cleelandstfrancisfl@gmail.com



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Telephone/face-to-face support - for those isolating, vulnerable, older, lonely, families or specific groups

Organisation name	Service type	Restrictions	Contact	
Alzheimer's Society NEL	Side by Side Service; face to face and telephone support. A volunteer led service that enables people living with dementia to live well and remain active within their community, trying new things and retaining hobbies and interests.	People living with dementia	01472 359247 Email: referrals_NELincs@alzheimers.org.uk	North East Lincolnshire Team: Friday 23 rd December: 9am – 5pm Closed: 24 th - 27 th December Open: 28 th - 30 th December: 9am – 5pm Closed 31 st December - 2 nd January: Reopen again Tuesday 3 rd January: 9am – 5pm
North East Lincolnshire Carelink	Open 24/7 monitoring lifeline calls. <i>Installing on working days</i>	Whole of North East Lincolnshire. <i>Last day for installations will be 23rd December</i>	01472 312312 admin@care-link.org.uk www.carelinknel.co.uk	



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	<i>not Bank Holidays or over the weekend</i> paid for service			
Age UK	Young at Heart Club - to meet new people and make friends.	Elderly people - The whole of NEL 1pm – 3pm at the Age UK North East Lincolnshire Cleethorpes office in Wardall Street. Coffee/Tea and cake - £2.50.	helen@ageuknelincs.org.uk 01472 344976 Closed from 23 rd – 28 th December reopen on 29 th & 30 th December closed 31 st – 2 nd January Reopen 3 rd January 2023	

Social Isolation/well-being check

Organisation name	Service type	Restrictions	Contact
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 Closed from 23 rd – 28 th December reopen on 29 th & 30 th December closed 31 st – 2 nd January Reopen 3 rd January 2023



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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/
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/

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
SSAFA the Armed Forces Charity Grimsby & Cleethorpes Division	Welfare support for veterans' & their families <ul style="list-style-type: none"> • Social Isolation • Loneliness • Financial Hardship • Debt • Benefits • Relationship Breakdown • Mental Wellbeing 	For veterans' & their families residing in North East Lincolnshire ONLY (Proof of service is required).	mark.trainor@lincolnshire.ssafa.org.uk Tel: 01472 278140 Referral Form here. Open: December 23rd, 28th & 30th January 3rd 08:30am – 10:00am



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	<ul style="list-style-type: none"> • Self-Care • Transition • Employment • Housing • Addiction • Bereavement 		
Alzheimer's Society NEL	<p>Dementia Support Service: A person centred one to one service delivered by expert Dementia Support Workers who provide help and hope through information, practical advice and support to enable people living with dementia and their carers to live more fulfilled and less fearful lives.</p>	Anyone affected by dementia; people living with dementia and/or their family members/carers	<p>01472 359247 Email: referrals_NELincs@alzheimers.org.uk</p> <p>North East Lincolnshire Team: Friday 23rd December: 9am – 5pm Closed: 24th - 27th December Open: 28th - 30th December: 9am – 5pm Closed 31st December - 2nd January: Reopen again Tuesday 3rd January: 9am – 5pm</p>
Women's Aid NEL	<p>Refuge and DA support. Emergency On-call, referrals for support services.</p>	The whole of NEL	<p>support@womensaidnel.org 01472 575757 www.womensaidnel.org/</p> <p>Will be closed 24th – 27th December Will reopen 28th – 30th December 9am – 5pm.</p>



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			Closed until 3 rd January were back to normal.
Harbour Place	<p>Help to access services to support those who are sleeping rough or vulnerably housed:</p> <ul style="list-style-type: none"> • Housing • Night Shelter support • Health • Benefits • Harm Reduction Services • Other Key Agencies <i>We are With You</i> service 	<p>Daily drop-in service to help vulnerable and isolated people to get support with their housing, benefits, mental health and wellbeing.</p> <p>Night Shelter/Emergency Accommodation available 365 nights of the year.</p> <p>Street Outreach service daily.</p>	<p><i>Monday to Friday –</i></p> <p>Harbour Place Night Shelter and Outreach Service The Hope Centre Hope Street Grimsby DN32 7QL Tel. No. 01472 355234</p> <p>Night shelter 9pm -7am each night</p> <p>Day services 23rd 9am-2pm 24th closed 25th closed 26th closed 27th 9-12 28th 9-3 29th 9-3 30th 9-3 31st closed 1st closed 2nd closed</p>



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connectNEL – Connecting you to the right place	<p>Signposting service</p> <p>Some of the services we offer include, but aren't limited to:</p> <ul style="list-style-type: none"> • Therapists • Support Groups • Care Professionals • Social Groups • Events • Childcare • Health & Fitness Classes • Outdoor Exercise • Legal Advice • Food Hardship <p>Debt and Advice Support</p>	<p>connectNEL is a helpful and friendly signposting service created to help people get in front of the services and activities they need. This FREE service is available to everyone, 24 hours a day, 7 days a week, helping people to get advice when they need it most.</p> <p>Our team is on hand to help find support, information and guidance with a range of things including healthy lifestyles, social activities, benefits, debt and employment.</p>	<p>7 days a week – 24 hours a day</p> <p>Centre4, Advice, 17A Wootton Rd, Grimsby, DN33 1HE</p> <p>connectNEL: 01472 403403 Email: hello@connectNEL.com</p> <p>01472 403403</p>
Friendship at Home – Later Life Partnership NEL	Entitlement check - support and advice on receiving full benefits entitlement	People over the age of 60	<p>01472 602500</p> <p>admin@friendshipathome.org.uk</p> <p>https://www.friendshipathome.org.uk/</p>

Prescription Collection/delivery

Organisation name	Service type	Restrictions	Contact
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British Red Cross	Prescription & medication collection and delivery	Supporting people in crisis across the whole of North East Lincolnshire. Providing short term support to vulnerable people in the space between hospital and home or following an emergency	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 to adults and children. Support is delivered via a variety of methods depending on need.	Support residents in North East Lincolnshire Telephone support only	NEL Bereavement Support service 01472 250623 Open: 23 rd Dec 8.30am – 4.30pm 27 th Dec – 30 th Dec 8.30am – 4.30pm 3 rd January 2023 – 8.30 am – 4.30pm
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



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Employment Services

Organisation name	Service type	Restrictions	Contact
ERA Employment	Recruitment service Offering permanent, temporary and bank hours	Whole of NEL. 8:30am-4:30pm Monday to Friday	enquiries@eraemployment.agency 07403 760096 07838398220 23.12.22 – 08.30 – 14.00 24 th – 27 th CLOSED 28.12.22 – 08.30 – 16.30 29.12.22 – 08.30 – 16.30 30.12.22 – 08.30 – 16.30 2.1.2023 - CLOSED 3.1.2023 – OPEN AS USUAL

Housing/Tenancy Support Services

Organisation name	Service type	Restrictions	Contact
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	The whole of NEL – There is a statutory homelessness out of hours service for those in crises.	Tel : 01472 324727 homeimprovementteam@nelincs.gov.uk https://www.nelincs.gov.uk/homes-and-property/



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	into insulation and energy efficiency grants. Reporting empty residential properties that are open to access.		
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 23 rd : Open as normal 24 th – 27 th - Closed 28 th - 30 th : Open as normal Monday 2 nd January - Bank Holiday: Closed Tuesday 3 rd January onwards: Open as normal Normal office hours: Monday to Friday 9am to 5pm
NELC Home Options	Homelessness and housing advice.		01427 326296 (Homelessness – option 1)

Other Services

Organisation name	Service type	Restrictions	Contact
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Alzheimer's Society NEL	Memory Café's create a friendly & informal environment that allows people to meet regularly. Providing, information about dementia, practical tips, peer support and social networking opportunities.	People living with dementia and their family members/carers. Three café's per month based at; Immingham, Freeman Street Market and New Waltham	01472 359247 Email: referrals_NELincs@alzheimers.org.uk North East Lincolnshire Team: Friday 23 rd December: 9am – 5pm Closed: 24 th - 27 th December Open: 28 th - 30 th December: 9am – 5pm Closed 31 st December - 2 nd January: Reopen again Tuesday 3 rd January: 9am – 5pm
Alzheimer's Society NEL	Dementia Support Service: A person centred one to one service delivered by expert Dementia Support Workers who provide help and hope through information, practical advice and support to enable people living with dementia and their carers to live more fulfilled and less fearful lives.	Anyone affected by dementia; people living with dementia and/or their family members/carers	01472 359247 Email: referrals_NELincs@alzheimers.org.uk North East Lincolnshire Team: Friday 23 rd December: 9am – 5pm Closed: 24 th - 27 th December Open: 28 th - 30 th December: 9am – 5pm Closed 31 st December - 2 nd January: Reopen again Tuesday 3 rd January: 9am – 5pm
British Red Cross	Transport to healthcare appointments and small equipment collection and delivery	Supporting people in crisis across the whole of North East Lincolnshire. Providing short term support to vulnerable people in the space	Tel: 01472 871157 07713385257 Mon - Fri 9am-8pm Sat - Sun 10am-6pm



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		between hospital and home or following an emergency	
Empower CIC	A. Emergency supply of essential white goods authorised by NELC <i>(By referral from support workers after approval from NELC)</i> B. Emergency installation of security in homes <i>(By Referral from local agency following incident of domestic abuse)</i>	North East Lincolnshire	Tel; 01472268708 / or admin@empowersocialenterprise.co.uk or www.empowersocialenterprise.co.uk Open Wednesday 28th and Thursday 29th December 2022 and Tuesday 3rd January 2023