

Voluntary and community sector services – Covid-19, North East Lincolnshire

This information sheet has been compiled by Sector Support North East Lincolnshire and will be updated twice-weekly or 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If users of this information sheet become aware of incorrect or out of date information, please inform us by emailing [amy@nbforum.org.uk](mailto:amy@nbforum.org.uk), copying [claire@nbforum.org.uk](mailto:claire@nbforum.org.uk) or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 meal or food provision; free food services are generally restricted to those in receipt of means-tested benefits or in certain vulnerability categories
3. For pharmacy and medicine-related queries, see separate Pharmacy sheet from Healthwatch NEL

Food services – food parcels, hot meals, shopping, delivery and collection (for households with Internet access that can pay for shopping but cannot access cash, you can refer them to the **Asda volunteer shopping card**, which works like a top-up gift card <https://cards.asda.com/volunteer>)

The Sainsburys' Corporate Every Day shopper card – Payment by bank transfer for the card; this is a physical card so be aware of delay due to postage. They can be topped up once received.

<https://www.sainsburysbusinessdirect.co.uk/products/gift-cards/>

You can ring Single Point of Access (SPA) if you have medical, health, befriending, bereavement, mental health or social care enquiries call 01472 256256. SPA is open 24/7.



North East Lincolnshire Council – Their contact centre is open Mon – Fri 8:30am – 5:00pm as of the 16<sup>th</sup> May (vulnerable Covid-19 calls will be signposted to call 256256), for information on food services and welfare call 01472 313131


Organisation name	Service type	Restrictions/areas	Contact
Longhurst	Shopping, prescription and welfare checks. Can support with the	Older people and those at risk with existing health conditions who are self-isolating and are isolated.	01472 256436

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	delivery of food parcels.	<b>Shopping must be paid for by client.</b>	
Age UK	Shopping delivery  Cold, prepared meals – not free	<b>Shopping must be paid for by client.</b> Service aimed at older people. Working in partnership with Friendship at Home and Co-op Food.  Cold, prepared meals also available.	01472 344976
Rock Foundation	Food parcel for collection - free	From Grimsby sites at Holme Hill and Willows.  Free food parcels but only for those in receipt of means-tested benefits and households with children who are in poverty – all checks carried out by Rock Foundation.	Holme Hill: Monday, Wednesday & Friday 1:00pm - 3:30pm Willows Community Church: Tuesdays & Thursdays 1:00pm - 3:30pm  01472 488026
Community Shop at Centre 4	Community Shop – low cost food	Shop still physically open at Nunsthorpe (South Ward), for members, key workers and people that might be moving onto Universal Credit. NOT a food bank and the food/goods are not free.	01472 753688 Monday-Saturday, 9am till 2:00pm 17a Wootton Road Grimsby North East Lincolnshire DN33 1HE
Oasis Nunsthorpe	Food parcels - free	Families living in South Ward or Oasis school families. Food parcels are free but are aimed at families on low incomes. Will be delivered – <b>do not come to site</b>	To book a parcel call 07983298965 or direct message on Facebook OASIS-HUB-SOUTH-GRIMSBY
Care4All	Hot meals delivered – not free	All NEL and surround villages Mon – Fri (Lunch and Tea) Tea – salad or sandwich and cake £3:75 Sandwich on its own £2:50	<a href="https://care4all.org.uk/services/meals/">https://care4all.org.uk/services/meals/</a>  Call 01472 322915 or 01472 322426

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		(tea/sandwich, normally delivered with the main meal)	
Fresh Start Meals and Care	Hot meals delivered – not free	Across NEL, focused on older people. £7.00 per two-course meal.	07707 771077
Shalom - St John and St Stephen Church	Food deliveries – potentially free but small scale	Surrounding area – East Marsh	Contact Rev Kay Jones 07811747569 Below is a referral form:   Shalom Referral Form.docx
Care	Food parcels - free	<b>Immingham only.</b> Delivery only. This is for <b>people in food poverty</b> , not to deal with people that are isolating or cannot find adequate food in shops. Tues, Wed and Thu, 10.30am till 3.30pm	Tues, Wed and Thu, 10.30am till 3.30pm  Referrals only via this form, can be completed over the phone by calling Elaine, 07419374197   CARE Food Larder Referral Form.docx
We Are One	Hot meals/food provision	Food larder – collection only, individuals, families and elderly, Tuesday and Thursday; 10am – 2pm. Saturdays 4pm till 6pm hot meals to takeaway only.  Family Larder at St Francis Church on Sandringham Road, Cleethorpes	Collections from St Andrews Church Hall, 2B Albion St, Grimsby DN32 7DY  07312 134990 Further information below:

		Open on Wednesday and Friday. Opening times for both days will be 11am until 2pm.  For anyone in need without judgement.	 Opening times.docx
Grimsby Food Kitchen	Hot meals	Those in genuine need of free hot meal provision. Takeaway/collection only	18 Cleethorpes Rd Grimsby DN31 3LB  <b>Sundays only at 11:30am - 12:30pm</b>
Park Ward Together	Shopping collection/delivery	Park Ward residents only who are isolating or vulnerable	Bill Geer - 07843680620 <a href="mailto:bgeer@nhs.net">bgeer@nhs.net</a>
Habrough Guardians	Support with shopping and food deliveries – not free	For Habrough residents only. This is a team of volunteers so small scale referrals only, they can pick up prescriptions or shopping, and do telephone befriending.	Contact Linda Gill by email <a href="mailto:sweetthings56@gmail.com">sweetthings56@gmail.com</a>  Or search for their Facebook page.
British Red Cross	Providing emergency shopping support and 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, <b>Mon-Friday 9-5</b>
Echo	Hot and cold food on Wednesday 12:00 - 1:30pm and Saturdays 6:00 - 7:30pm – parcel/takeaways	Free Food parcels can be ordered and deliver on the same dates. No referrals needed	Call 01507 824342 or 07577 568740 to order food parcel.
CPO	Shopping support	People who are self-isolating	Mo 07872 898873 or Jo 07394 560581
Centre4/ERA	Shopping collection/delivery - shopping needs to be	Anyone who cannot go out due to the situation for ex. young parent, self-isolation, elderly etc.	<a href="mailto:tracey.beecham@centre4.org.uk">tracey.beecham@centre4.org.uk</a> 07403 760096 Monday – Friday 9:00am – 4:30pm

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	paid for through voluntary vouchers or cash		
Healing Area	Shopping	<p>Healing Area Only: “If you are self isolating or need shielding, maybe tied to the house with children, and need some help. The Healing Area Coronavirus support group can provide help with shopping, collecting prescriptions, postage or just a call to check you're ok. We are a volunteer support group provided by villagers for villagers.</p> <p>Just call 07851 558452 and the Healing Area Corona Virus support group will try to help. Social distancing will be maintained but there are people here ready to help.”</p>	07851 558452

Befriending – telephone support for vulnerable, older or lonely, families or specific groups

Organisation name	Service type	Restrictions	Contact
Friendship at Home	Telephone befriending	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
Not Home Alone	Telephone befriending	Whole of NEL but focused on older people with health conditions, can also potentially arrange food drops	You can contact them through there Facebook page - <a href="https://www.facebook.com/NotHomeAlone/">https://www.facebook.com/NotHomeAlone/</a>

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Humberston Parish Council	Telephone befriending	Humberston and New Waltham residents only.	Contact Sue Bailey via HPC Facebook or 07976 853698
NEL Neighbourhood Watch	Telephone befriending	East Marsh, Croft Baker and Sidney Sussex residents only.	Contact Glyn Atkinson 07540 052494
Climb4	Telephone support for vulnerable families and children's activity packs	For vulnerable families and those self-isolating or with low level mental health problems.  Can also offer activity packs for children in need.	Contact Sarah Hagerup 07974 000864  To order packs: <a href="https://www.surveymonkey.co.uk/r/XXBPJJ8">https://www.surveymonkey.co.uk/r/XXBPJJ8</a>
Your Place	Telephone befriending	Anyone in North East Lincolnshire, of any age who needs a listening ear.	07495 917270
Creative Start CIC – The Comeback	Peer support for those affected by addiction; mental health, isolation and/or in addiction recover	One-to-one telephone support – numbers on website  Virtual meeting daily ay 12:30 midday for anyone affected by addiction – free to join	Email <a href="mailto:sam.creativestart@gmail.com">sam.creativestart@gmail.com</a> Web- <a href="https://www.creativestartcic.org/">https://www.creativestartcic.org/</a> Call <b>07511 875 707</b> to find out more.
Grimsby and District Live at Home Scheme	Telephone befriending /virtual calls - some shopping and medication collections	Whole of NEL	<a href="mailto:Elizabeth.Donoghue@mha.org.uk">Elizabeth.Donoghue@mha.org.uk</a>  07568612064
Centre4/ERA	Befriending through phone calls	Whole of NEL	<a href="mailto:tracey.beecham@centre4.org.uk">tracey.beecham@centre4.org.uk</a> 07403 760096 Monday – Friday 9:00am – 4:30pm

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Health& Wellbeing Collaborative	Befriending service through phone calls	Whole of NEL	07730014856 or 07825316901 or 07770657737
CPO	Telephone Befriending	People who are self-isolating	Mo 07872 898873 or Jo 07394 560581

Advice – including welfare benefits – **REFER TO COUNCIL SERVICES OR DWP if more appropriate**

Organisation name	Service type	Restrictions	Contact
Citizens Advice NEL	Welfare Advice e.g. housing and benefits	Whole of NEL	0344 411 1444
Centre 4	Welfare Advice e.g. housing and benefits	See relevant times	Liz 07514496874 (Mon-Wed) Sarah 07514493881 (Thu-Fri)
Care	Welfare Advice e.g. housing and benefits	New and existing clients, telephone support only, all drop-ins cancelled. Also emotional support on the telephone for those isolated and concerned.	01472 232310
SSAFA the Armed Forces Charity Grimsby & Cleethorpes Division	<b>CRISIS &amp; URGENT</b> welfare support for veterans' & their families	Only for veterans and their families	<a href="mailto:mark.trainor@lincolnshire.ssafa.org.uk">mark.trainor@lincolnshire.ssafa.org.uk</a> Tel: 01472 278140 (answer machine) (contact made within 24 hours, 7 days a week)
Fishermens Mission	covering the costs for certain services, helping with applications for benefits like UC, helping with grants towards funeral costs as well as acting as the minister for free, befriending.	For active and retired Fishermen and their families, at this time they can also help merchant and Navy personal.	Contact Suesan Brown 07803745610 <a href="mailto:grimsbycentre@fishermensmission.org.uk">grimsbycentre@fishermensmission.org.uk</a>

Prescription Collection/delivery

Organisation name	Service type	Restrictions	Contact
Centre4/ERA	Prescription pick-up for the most vulnerable who are self-isolating	Those in need	<a href="mailto:tracey.beecham@centre4.org.uk">tracey.beecham@centre4.org.uk</a> 07403 760096
Healthwatch NEL	Prescription pick up and drop off for those in isolation or vulnerable	No restrictions	Call between 9:00am – 5:00pm 01472 361459
CPO	prescription pick and delivery	People who are self-isolating	Mo 07872 898873 or Jo 07394 560581
Grimsby and District Live at Home Scheme	medication collections	Whole of NEL	<a href="mailto:Elizabeth.Donoghue@mha.org.uk">Elizabeth.Donoghue@mha.org.uk</a> 07568612064
Longhurst	prescription pick and delivery	Older people and those at risk with existing health conditions who are self-isolating and are isolated.	01472 256436
Habrough Guardians	This is a team of volunteers so small scale referrals only - they can pick up prescriptions	For Habrough residents only	Contact Linda Gill by email <a href="mailto:sweetthings56@gmail.com">sweetthings56@gmail.com</a>  Or search for their Facebook page.

Bereavement support

Organisation name	Service type	Restrictions	Contact
Cruse	Bereavement support	Email support through national helpline – see	Grimsby Cleethorpes and Louth Helpline 07867 312658



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		website <a href="mailto:helpline@cruse.org.uk">helpline@cruse.org.uk</a>	
		Local telephone support	

Other Services

Organisation name	Service type	Restrictions	Contact
Blue Cross Grimsby Animal Hospital services	Animal hospital services	<p>In the first instance pet owners should check with their registered vets as to what services are still being offered. All vets should still be offering emergency and out of hours services.</p> <p>If anyone has been made redundant and is accessing benefits they may be eligible to have their animal registered at Blue Cross.</p> <p>Blue Cross Grimsby is <u>not</u> rehoming animals at this moment in time.</p> <p>FREE Pet Bereavement counselling service</p>	<p>Clients and people wishing to access Blue Cross animal hospital services can contact the hospital on 0300 777 1840</p> <p>FREE Pet Bereavement counselling service is available to anyone who has lost or is missing a pet. It's open 8.30am-8.30pm, 7 days a week. 0800 096 6606 or email <a href="mailto:pbssmail@bluecross.org.uk">pbssmail@bluecross.org.uk</a></p> <p>For animal care and behaviour information go to <a href="https://www.bluecross.org.uk/pet-advice">https://www.bluecross.org.uk/pet-advice</a></p>