



# Financial and wellbeing support

Live  Well

  
North East Lincolnshire  
Clinical Commissioning Group

  
NORTH  
EAST  
LINCOLNSHIRE  
COUNCIL  
[www.nelincs.gov.uk](http://www.nelincs.gov.uk)

# £ Help with paying rent and housing

**Housing options team** - If you feel your financial situation or mental health is affecting your ability to manage your tenancy or housing costs please contact our housing options team who can provide advice and assistance. Contact 01472 326296.

**Housing benefit** - If you are pension age, severely disabled or live in temporary or supported accommodation, you may be able to claim help with housing benefit. Visit <https://www.nelincs.gov.uk/benefits/housing-benefit/> or call 0300 3030164 option 3

**Discretionary Housing Payment** - If you receive some housing benefit or the housing element of Universal Credit and may struggle to pay the remainder of your rent, the Council may be able to give you a temporary, extra rent top-up. Apply online at [www.nelincs.gov.uk/benefits/extra-money-for-rent-and-council-tax/](http://www.nelincs.gov.uk/benefits/extra-money-for-rent-and-council-tax/) or call 0300 3030164 option 3

**Universal Credit** - If you are working age you may be able to claim help with rent, visit the Council website <https://www.nelincs.gov.uk/benefits/universal-credit/> or [www.gov.uk/universalcredit](http://www.gov.uk/universalcredit)

**Housing** - if you are likely to be made homeless, or are already, it is important you ring us straight away 01472 326296 option 1.

<https://www.nelincs.gov.uk/homes-and-property/homelessness-prevention-service/homelessness-eligibility/homelessness/>

**Harbour Place** is a local organisation that helps with homelessness. If you're sleeping rough or think that you might have found someone who is, please call **Harbour Place** on 01472 355234

## £ Help with paying Council Tax

Council Tax Discounts - You may be entitled to a council tax discount if your income has changed or you live alone. The Council can also review your monthly payments, spread them across 12 months, or arrange a payment holiday. Visit <https://www.nelincs.gov.uk/council-tax/money-off-your-council-tax-bill/council-tax-discount/> to find out more or apply online, email [counciltax@nelincs.gov.uk](mailto:counciltax@nelincs.gov.uk) or call call 0300 3030164 option 5

## £ Energy and Utilities advice

### If you don't pay your bills

A gas or electricity supplier can cut you off if you don't pay your bill. If you're having difficulty paying, contact them straight away and come to a repayment agreement. See [Citizens advice energy advice](#).

**A water company cannot disconnect you** – but you can receive a county court judgement against you if you don't make an arrangement to pay.

**Home energy** - The council in partnership with ENGIE gives free and impartial advice to local people on the best ways to heat and insulate your home or save money on your energy bills using schemes like Big Community Switch

Visit <https://www.nelincs.gov.uk/homes-and-property/> or contact the Home Energy Team at the Council on 01472 324782

**Energy Trusts** - get financial help with household energy costs and debts. Visit: <https://britishgasenergytrust.org.uk/>  
<https://www.npowerenergyfund.com/> [www.edfenergytrust.org.uk](http://www.edfenergytrust.org.uk)

**Anglian Water Extra Care support** – you may be able to get help with your water bills, if you're recovering from an illness, or going through other life changes affecting your finances, call them on 0800 169 3630.

**Cold weather/Winter fuel payments** - You may qualify for cold weather payments if you're getting certain benefits or are over a certain age. See if you qualify on the [government's website](#).

## £ Help with living costs

**Financial support, advice, and benefits** - If you are struggling to pay your bills, local organisations can help with managing debt, budgeting, and other financial support.

**Citizens advice** - North East Lincolnshire – free advice to help you find a way forward, call 03444 111 444

**Centre4advice** - free advice service for all in North East Lincolnshire call 01472 236675

**Age UK North East Lincs** - free and confidential information and advice service for older people, call 01472 344976

**Council Local Taxation and Benefits** - [www.nelincs.gov.uk/benefits/](http://www.nelincs.gov.uk/benefits/)  
email [benefits@nelincs.gov.uk](mailto:benefits@nelincs.gov.uk) or call 0300 3030164 option 3

You may be entitled to other welfare benefits.

For information about Coronavirus and claiming benefits, visit [www.understandinguniversalcredit.gov.uk/coronavirus](http://www.understandinguniversalcredit.gov.uk/coronavirus)

## £ Help with food

Free food services are generally restricted to those in receipt of means-tested benefits or in certain vulnerability categories – to find out if you are eligible, call the Council on 01472 313131 or for information on local organisations visit <https://www.sectorsupportnel.org.uk/covid-19-vcse-updates/>

## £ Further financial support and advice

Visit <https://www.nelincs.gov.uk/children-and-families/helping-hands-debt-bills-and-borrowing/>

**Debt advice foundation** – a specialist debt charity offering free, confidential advice on any aspect of debt call **0800 043 40 50**, Monday to Friday 8am to 6pm

**National debt line** - get help with debt visit [www.nationaldebtline.org](http://www.nationaldebtline.org)

**Step change** - get free, impartial debt advice from the charity Step Change. Contact 0800 138 1111 or visit <https://www.stepchange.org/>

**Shelter** - get confidential advice on housing, welfare benefits and debt management. Contact 0808 8004444 or visit <https://england.shelter.org.uk/>

**The Money Advice Service** - offer free debt advice. Contact 0800 1387777 or visit [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

## £ Jobs and training

**For support with jobs and training**  
visit <https://www.gov.uk/browse/working/finding-job>

Or our local pages:  
<https://www.nelincs.gov.uk/jobs-training-and-volunteering/employment-support-and-training/>

**Lincs2** – North East Lincolnshire Careers gateway  
<https://www.lincs2.co.uk/>

# Wellbeing and Mental Health Support

Taking care of your mind as well as your body is really important while you're at home because of the coronavirus (Covid-19) pandemic.

Follow these tips to help support and manage your wellbeing:

**Maintain a healthy lifestyle** - try to have a proper diet, recommended sleep, and exercise. Avoid using smoking, alcohol, or other drugs to deal with your emotions. For more information on the support available in North East Lincolnshire visit <https://livewell.nelincs.gov.uk/> or contact the Wellbeing team on 01472 325500. For national advice visit <https://www.nhs.uk/live-well/> or <https://www.nhs.uk/better-health/>

**Try to stay connected** - keep in touch with friends and family, or if that's difficult you could be connected to a local community organisation or befriending scheme. Call the North East Lincolnshire Single Point of Access on 01472 256256

**Try to avoid speculation** - only use reputable trusted sources of information on the pandemic

Restart an old hobby you can do at home or start a new one

**Follow further advice from the NHS** - they have provided information about mental wellbeing while staying at home. Visit <https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips>

**Seek support to help you feel mentally stronger** - whether you call it stress, depression, fed up, sad, just not yourself, it's OK to be not OK. There are a range of sources of support available including:

**Your GP** - They are there to help if you're feeling worried about your mental health and may be able to offer an emergency appointment.

**North East Lincolnshire Mental Health Support helpline** - Get mental health advice and support 24 hours a day, seven days week. Call 01472 256256, option 3 or for self-referrals into non urgent support, visit [www.navigocare.co.uk/our-services/community-services/open-minds/](http://www.navigocare.co.uk/our-services/community-services/open-minds/)

# Further self-help resources and support

Visit our local COVID emotional wellbeing page <https://www.nelincs.gov.uk/health-and-wellbeing/covid-19-emotional-wellbeing-resources/>

**Carers Support Centre** - <https://www.carerssupportcentre.com/nel/>

**Suicide Bereavement Partnership** - If you have lost someone by suicide you can get support by calling freephone 0800 1380990, email [info@heymin.org.uk](mailto:info@heymin.org.uk) or text 07520633477.

Follow @MindNEL on Facebook for local mental health info and support for yourself and for supporting others.

[Kooth.com](https://www.kooth.com) – young people’s online mental health support

**Calm or Headspace apps** - find them on your mobile app store or find a list of NHS approved apps at <https://www.nhs.uk/apps-library/>

**Samaritans** - they are not just for people in crisis, but for anyone who wants to talk about how they are feeling. It’s free to call 116 123 from a landline or mobile 24/7 <https://www.samaritans.org/branches/grimsby/>

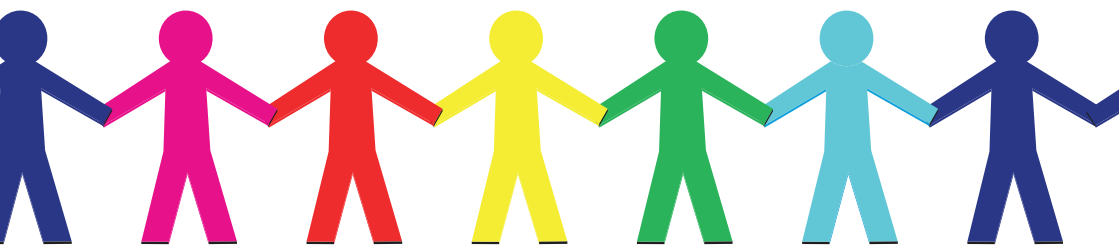
**CALM (Campaign Against Living Miserably)** - Advice available from 5pm - midnight. Contact 0800 585858 or through their web chat facility on their website [www.thecalmzone.net/2020/03/calm-is-here-for-you-through-these-tough-times](http://www.thecalmzone.net/2020/03/calm-is-here-for-you-through-these-tough-times)

**Childline** - free advice and support for anyone under 19. Contact 0800 1111 or visit <https://www.childline.org.uk/>

**Anxiety UK** - For support with anxiety and coronanxiety. Contact 03444 775774, text 07537 416 905 or visit <https://www.anxietyuk.org.uk/>

**Rethink Mental Illness** - Learn more about mental illness and get advice, information, and support visit <https://www.rethink.org/>

**Talk Suicide** - <https://talksuicide.co.uk/>



**If you are feeling suicidal, talk to someone now  
and call the North East Lincolnshire Mental Health  
Support helpline on 01472 256256, option 3.**

If you or someone else is in immediate danger call 999.

For more local coronavirus information, advice and support please go to:

<https://www.nelincs.gov.uk/covid-19-advice-and-guidance/>

or call 01472 313131, option 0