



NORTH EAST LINCOLNSHIRE USEFUL CONTACTS LIST – June 2020

ORGANISATION	ADVICE/GUIDANCE	CONTACT DETAILS
NHS Public Health England	Medical advice on COVID-19 or if symptoms have worsened Updates from Public Health England	NHS – Coronavirus or call 111 COVID-19: guidance on social distancing and for vulnerable people https://www.gov.uk/government/organisations/public-health-england What is self-isolation and why is it important? What is contact tracing? Coronavirus – what you need to know
North East Lincolnshire Council	Information on food services and welfare	01472 313131 Monday to Friday 8.30am – 5.00pm
NEL Single Point of Access	Medical, health, befriending, bereavement, mental health or adult social care enquires	01472 256256
JobCentre Plus	Universal credit queries Universal credit new applications Maternity Benefit Bereavement Benefit	https://www.jobcentrejobs.co.uk/jobcentre/grimsby-bridge-house-jobcentre/



Police	Worried that someone is a victim of crime	<p>Humberside Police on 101 Crimestoppers anonymously on 0800 555 111 COVID-19: Don't get caught out by fraudsters during coronavirus outbreak</p>
Mental Health Support	<p>24/7 mental health support in North East Lincolnshire</p> <p>Young People's mental health support</p>	<p>NAViGO for 24/7 support on 01472 256256 option 3</p> <p>Young Minds Matter – accepting referrals from parents/ professionals via duty line 01472 626100 (for out of hours support you can also call 01472 256256 option 3) There are now increased self-help support and resources on their website; https://www.lpft.nhs.uk/young-people/north-east-lincolnshire/children/help-yourself-resources, Checking in with young people after they have received self-help packs and are using telephone and video to support young people</p> <p>Mental Health Support Teams - Whole School Approach audits with educational setting are being conducted over the phone as appropriate to ensure support for schools is still in place during this period.</p> <p>Kooth continues to be available to support the wellbeing and resilience of young people aged 11-25, as previously described in Universal. However, the number of contracted hours for counselling</p>



		<p>support has been increased from 1st April to respond to an expected increase in support needed.</p> <p>Compass – mental health support teams due to the limitations with the nationally ran NHSe programme during covid-19. The provider has been innovative and is establishing a ‘Talking Matters’ phone/ video support service for young people – providing a listening ear and opportunity to talk about concerns to be launched within next 5-10 days.</p> <p>Self-help menu created for children and young people to access a range of different resources and methods of support http://www.nelincs.gov.uk/self-help-menu</p>
Wellbeing Resources	Looking after mental health and wellbeing for adults, parents/carers and children and young people	<p>Adults</p> <ul style="list-style-type: none"> • NHS – Every mind matters • Mind – Your mental health and wellbeing • Mental Health Foundation • Coping with stress during COVID-19 • How to stay active while you’re at home • Coronavirus carers guidance • Easy read guide to Coronavirus • Students mental health and wellbeing • Time to Change



		<p>Information for parents and carers</p> <ul style="list-style-type: none">• Helping children cope with Stress during COVID-19• Talking to your child about coronavirus• Video for parents helping children• Great Ormond Street Hospital COVID-19: Information for Children, Young People and Families <p>Information for children</p> <ul style="list-style-type: none">• Self-help menu• Anxiety information for young people about coronavirus• Covid-19 The Children's Commissioner• Video for children and young people• Young Minds: Talking to Your Child About Coronavirus• Anna Freud Self-Care Strategies• Kooth – Free safe and anonymous advice• Childline or call 0800 111 <p>Children and young people with SEND</p> <ul style="list-style-type: none">• Young Minds – COVID-19 and families with disabled children• Easy-read guide to coronavirus from Mencap
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North East Lincolnshire Women’s Aid	Domestic abuse Refuge Outreach workers	01472 575757
Sector Support NEL	Information on: <ul style="list-style-type: none"> • Voluntary and Community Sector Organisations and their services • Health and Wellbeing • Local Services • Community Safety • Local Business Support and Advice 	Sector Support NEL website https://www.sectorsupportnel.org.uk/covid-19-vcse-updates/
Schools	Department of Education to answer questions from staff in education, parents and students on COVID-19	Dfe.coronavirushelpline@education.gov.uk Or phone 0800 046 8687 during office hours Monday – Friday 8am – 6pm



	<p>Local services to support parents and carers of children with additional needs in North East Lincolnshire.</p> <p>Or if you are experiencing a problem locally with education and schools and you are a key worker or your child has an EHCP or additional needs you can complete the COVID-19 schools queries form</p>	<p>NEL Parent Participation Forum – help@nelppf.co.uk or phone 07583 474892</p> <p>SENDIASS – nelincs@barnardos.org.uk or phone 01472 355365 during office hours National Helpline operated by Contact www.contact.org.uk or phone 0808 8083555</p> <p>COVID-19: School queries</p>
<p>Home learning and activities</p>	<p>Advice to be extra vigilant with children accessing the internet and ensure they are appropriately supervised and there are parental controls in place</p> <p>Homeschooling helpline run by teachers and parenting experts. The service is free and the call is</p>	<p>National Online Safety NSPCC – Online Safety Internet Matters Think U Know</p> <p>Call StarLine on 0330 313 9162</p>



	<p>charged at the same cost as a local landline call</p> <p>NELC website has a list of activities from physical activity to celebrities running education YouTube videos to arts and crafts</p>	<p>https://www.nelincs.gov.uk/covid-19-advice-and-guidance/</p>
Existing Community Groups	<p>To inform NELC of a community group that is helping to support older, vulnerable or isolated people during COVID-19, support being offered offer and resources needed</p> <p>Blue Lights Brigade are supporting the effort across the borough and ensure you are linked into volunteering opportunities and needs in your community</p>	<p>Please complete volunteers survey</p> <p>Or contact Sector Support Sector Support NEL</p> <p>The Blue Lights Brigade</p> <p>COVID-19 Community Leaflet</p>
<p>NELC Council updates</p> <p>Government updates</p>		<p>Sign up for updates from the Council</p> <p>See our latest COVID-19 news releases</p> <p>COVID-19: Who to contact for help</p> <p>GOV.UK – Coronavirus</p> <p>GOV.UK – Social distancing advice in other languages</p>



EU Settlement Scheme	Deadline of 30 June 2021 for applications	GOV.UK – Help EU settlement scheme. GOV.UK – Assisted digital help online applications). GOV.UK – EU settlement scheme translated information materials. GOV.UK – Settled status EU citizens families.
Other useful links	<p>Self Employment Income Support Scheme (SEISS) Small or medium businesses</p> <p>Large business support Grant applications</p>	Self-Employment Income Support Scheme Bounce back loans British Business Bank GOV.UK – Check if you are eligible for the Small Business Grant Fund GOV.UK – Check if you are eligible for the Retail, Hospitality and Leisure Grant Fund Large business interruption loan scheme. businesssupport@e-factor.co.uk