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DISCOVER North East Lincolnshire



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Welcome...

to our Ukrainian Guests and Families.

This Welcome Pack is to help and guide you as you settle into life in North East Lincolnshire. We wanted to let you know about things such as finance, training, work and jobs, health care, education and schools, getting around the area, local support and much more.



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Our team has already been working to welcome you to the area:

Before you arrived, the Refugee Integration Service at North East Lincolnshire Council worked with your sponsor to make sure everything is ok. This included:

DBS: DBS stands for the Disclosure Barring Service. An advanced DBS check took place on your sponsor to ensure they do not have a criminal record, or where there are minor offences, that these will not pose a risk to you or your family.

Housing inspection: The housing inspection is to ensure that your sponsor's home is suitable for you.

Further checks: Our local policing teams have checked the area you are living in to make sure, as far as possible, it will be suitable.

Who can help?:

This Welcome Pack acts as an initial guide and go to, however more support is available through the Refugee Integration Service.

This team is made up of Support Officers who are here to answer and assist you in all aspects of your journey while you are here. Your Support Officers will contact you and your sponsor to arrange a first visit once you have arrived and they will make a visit in person to introduce themselves and gain an understanding of what support we can help you with while you adjust to your new home.

Contact Information:

HomesforUkraine@nelincs.gov.uk – If you have any general questions or queries, please email us and one of our Support Officers will get back to you.

General North East Lincolnshire Council Contact Information:

Customer Contact Centre: **01472 313131**



Now You Have Arrived

Now that you are here, there are a number of things to be done as soon as you feel ready, to get you set up in North East Lincolnshire.

Initial Funds: Upon entry to the country, you are entitled to a one-off payment of £200 per person including children. Your sponsor should have notified our Support Officers of your arrival. They will work to get that money to you as soon as possible.

Bank Account: Opening a bank account is a priority as this will enable you to apply for Universal Credit and other benefits. You will also need a bank account to be able to work. Sponsors may assist you in making an application either online or making an appointment in the closest branch. If you need any support with this, please contact our Support Officers.

GP Registration: Your sponsor will also help you to register with a local GP practice, as will our Support Officers. We will liaise with local GPs to locate where has capacity and/or where has interpretation services available. Once this has been done, the information will be sent to yourself and/or your sponsor. You will need to attend the practice to complete a registration form.

TB Screening: Due to infections disease control protocols, we will need to conduct a TB screening, short for tuberculosis. Our specialist TB nurse will contact you and/or your sponsor to arrange a time and date for them to visit to conduct the screening. Please see the Health page for more information.

Education: UK legislation states that all aged 16 and under must be in full time education. Between the ages of 16-18, all must be in education or training. Our Support Officers will liaise with North East Lincolnshire's School's Admissions Officer to see where has capacity. This information will then be given to you and/or your sponsor to complete an application form. Your sponsor may assist you in completing this however it must be completed by yourself if you are the child's parent/ legal guardian.

National Insurance: The National Insurance number is a number used in the United Kingdom in the administration of the National Insurance or social security system. It is also used for some purposes in the UK tax system. You need to apply for your National Insurance number to access a range of services and to work in the UK. <https://www.gov.uk/national-insurance/your-national-insurance-number>.

Universal Credit: Once you have a bank account open, our Support Officers will help you to make a Universal Credit application and to see whether you are entitled to other benefits.

Biometrics: You have 6 months upon entry into the country to have your biometrics registered. Once this has been completed, your VISA will then enable you to stay in the country for the 3 year term. The closest biometrics centre is in Hull. This appointment will need to be made online.

Training: There are lots of resources available to you for training courses, from English language courses to specific employment training. More details of this can be found on the Training and Employment page.

Finding employment: We have included a section in this welcome pack on finding employment, if you have applied for Universal credit, you will have been assigned a work coach who will help you with this. We are also able to help with a referral to one of our employment partners who can also help you with other aspects such as training, application help and much more. More information can be found on the Training and Employment page.

Quick Contacts

Refugee Integration Service – Support Officers

homesforukraine@nelincs.gov.uk

Universal Credit

Helpline: 0800 328 5644

<https://www.gov.uk/universal-credit>

Jobcentre Plus

Current Claims: 0800 169 0310

General Enquiries: 0800 169 0190

School Admissions

schooladmissions@nelincs.gov.uk

01472 326291 Option 4

Medical

Emergency (Police, Ambulance, Fire, Coast Guard); 999

Non-Emergency: 111 (Including Dental)

GP Out of Hours – 01472 256256 – Single Point of Access

Option 1: Health

Option 2: Focus (Independent Adult Social Care)

Option 3: Mental Health

TB Screening: 07775034152

Biometrics Residence Permits

<https://www.gov.uk/biometric-residence-permits>

Healthcare

In the United Kingdom, an array of services are available for free through the National Health Service (NHS). Some of these services include, but are not limited to:

- Family Doctors, known as GPs (General Practitioners.) You make an appointment with your GP for all general medical concerns, physical and mental. GPs can also give vaccinations, including those for COVID 19. Your GP can assess you, run basic tests (blood, stool, ECG,) prescribe medication, and refer you to other services for urgent or specialist medical care. Your GP practice will offer a variety of different appointments with the specific clinicians that best suit your needs, this might not always be the GP. To make an appointment, you must call your practice. You can specify if you would like to see a male or female staff member and the practice will do their best to accommodate this. If your need is urgent, please tell the receptionist this on the call. If you need an interpreter, please tell the receptionist when you call as it is important that you and your Doctor understand each other clearly in order to issue the best care possible.
- 111. The UK's 111 service is designed to make it easier and quicker for patients to get the right level of care. You should call 111 where you think your condition is urgent but not life threatening. They can then either help you to make an appointment at your GP or will direct you to 999, or your local Accident and Emergency unit for urgent care. 111 can also help with urgent dental care needs and repeat prescriptions.
- 999. 999 is the official emergency telephone number which allows the caller to contact emergency services for urgent assistance. This includes ambulance, police, fire brigade and lifeguard services. You should only call 999 if there is a medical emergency, someone is seriously ill or injured and/or where their life is at risk.
- Hospital. The local hospital is the Diana Princess of Wales Hospital located on Scartho Road, Grimsby, DN33 2BA. Your GP may refer you here where they have specialist departments.
- Maternity services.
- GP Out of Hours – 01472 256256.
 - Option 1: Health
 - Option 2: Focus (Independent Adult Social Care)
 - Option 3: Mental Health

The NHS also provide services to help with:

- Contraception,
- Family planning,
- Mental health,
- Healthy eating.

If you have any pre-existing medical history prior to your arrival in the UK, please make your GP aware so care can be established for you as soon as possible.

Certain services may need paying for such as prescriptions of medication, opticians, and dental services.

You can make an application to see if you are eligible to receive these services for free through a HC1 application. The HC1 provides exemptions to these costs based on a person's circumstances such as receiving benefits or being over a certain age. The link below will allow you to apply online or a paper form may be available from your local pharmacy.

[NHS Low Income Scheme | NHSBSA](#)

Tuberculosis (TB) Screening

"TB is a bacteria which usually effects the lungs but it can affect other parts of the body. It is an airborne disease and can be transmitted to others when a person is infectious. TB is a notifiable disease under the Public Health (control of Disease) Act 1984". (Sourced from the Open Door website).

It is important, and we encourage you to get a TB screening as soon as possible. We have a dedicated community clinic with a specialised TB nurse. You should speak with your sponsor or to your Doctor if you have registered with a GP to refer you to this service.

Contact Information for Sponsors:

Contact Information: **07775034152**

Opening Hours: **Monday-Friday - 8am-4pm (excluding bank holidays).**

[Open Door \(opendoorcare.co.uk\)](http://opendoorcare.co.uk)

Health Visitors:

01472 323660 – HealthVisitingAdvice@nelincs.gov.uk

The Health Visiting service is available to all families in North East Lincolnshire who are expecting a baby, have a new born or a child up to the age of 5.

Your midwife will let us know about your pregnancy and a health visitor, who is a registered nurse or midwife who have been trained in public health, will provide advice and support at this important time for you and your child.

School Nursing Team:

The School Nursing service is available to children from the age of 4 and a half years, young people and their families. We work in partnership with GP's, Schools, Family Hub Practitioners and various other professionals to meet identified needs and provide the best possible care.

Email: **schoolnursingadvice@nelincs.gov.uk**

Telephone: **01472 323660**

Opening times: **Monday to Friday 8:30am to 4:30pm, except bank holidays**



Covid 19:

www.gov.uk/coronavirus

There are simple things you can do in your daily life that will help reduce the spread of COVID-19 and other respiratory infections and protect those at highest risk. Things you can choose to do are:

1. Get vaccinated. – Ask your GP on how to get vaccinated.
2. Let fresh air in if meeting others indoors.
3. Practise good hygiene:
 - wash your hands
 - cover your coughs and sneezes
 - clean your surroundings frequently
4. Wear a face covering or a face mask.

Dental:

You will also need to consider registering with a dentist for any dental treatment. If you choose not to register with a dentist you will still be able to access dental treatment in an emergency, as detailed below.

Dental treatment is chargeable in the UK and details of the costs can be found on the NHS website under 'Dentists'. There are some instances where you may be eligible for free treatment:

You do not have to pay for [NHS dental services](#) if you're:

- under 18, or under 19 and in full-time education,
- pregnant or have had a baby in the last 12 months,
- being treated in an NHS hospital and your treatment is carried out by the hospital dentist (but you may have to pay for any dentures or bridges),
- receiving low-income benefits, or you're under 20 and a dependant of someone receiving low income benefits.

Dental surgeries will not always have the capacity to take on new NHS patients. You may join a waiting list. Look for a different dentist who is taking on NHS patients or be seen privately.

You will need to get in touch with dental practices individually to see if they are accepting new patients. This can be done by using the 'Find a dentist' search facility on the NHS website.

www.nhs.uk/service-search/find-a-dentist

Emergency Treatment:

In the case of any emergency dental treatment can be provided by calling the below:

NHS: 111 – This service will facilitate your dental needs.

Further Information:

If you experience difficulties registering with a dentist in this area, please see the below guidance from the NHS website:

“If after contacting several dental surgeries you still cannot find a dentist accepting NHS patients, call NHS England’s Customer Contact Centre on 0300 311 2233”.

“Your local Healthwatch may be able to give you information about services in your area or raise a concern if you have one”.

This can be accessed by visiting: www.healthwatch.co.uk/you-local-healthwatch/list and by selecting ‘North East Lincolnshire’.

Mental Health & Wellbeing

Your mental health and wellbeing are an important part of your daily lives. There are several support services available which can help you in many different areas.

Your Support Officer is also available to discuss any needs you may have and can help explore different options which might be best suited to you.

NAVIGO – 24/7 Service: 01472 256256 – Option 3 – info.navigo@nhs.net

“We offer a range of mental health services, including acute and community facilities - as well as specialist support such as older adult’s inpatient services; rehabilitation and recovery; community mental health; and an outstanding specialist eating disorder facility”.

Wellbeing Service – 01472 325500 - wellbeing@nelincs.gov.uk

The Wellbeing Service is a team of wellbeing workers and practitioners who offer support to help with mental and emotional wellbeing, healthy living and maintaining independence. To get help call 01472 325500 or complete the referral form at livewell.nelincs.gov.uk/your-wellbeing.

Open Minds - 01472 625100 – NAV.OpenMinds@nhs.net

Open Minds offer care and support for people aged 16 and over who are experiencing common mental health problems such as stress, depression, and anxiety.

Young Minds Matter – 01472 252570 – lpft.nelymm@nhs.net

Mental health services for young people situated within Freshney Green Primary Care Centre.

The Young Minds Matter service for children and young people (CYP) is commissioned to provide a specialist service to children and young people aged up to 19 years (or 25 years when they are a care leaver or have Special Educational Needs) with emotional wellbeing or mental health difficulties. The service also provides assessment and diagnosis for Autistic Spectrum Disorder and Attention Deficit Hyperactivity Disorder. The service provides a range of comprehensive, multidisciplinary community mental health and emotional wellbeing services for children and young

people and support for their parents and carers. This is delivered through integrated, targeted and specialist teams either face to face or virtually.

Mind – 01472 349991 – info@nelmind.org.uk

Mind is a national mental health service however it does provide a 'Local Minds' service specific to communities.

Samaritans – 116 123 – jo@samaritans.org

We're here, day or night, for anyone who's struggling to cope, who needs someone to listen without judgement or pressure.

Childline – 0800 1111

Childline gives support, information and advice for children on any topic they want to talk about – bullying, gangs, puberty, sexual abuse, alcohol, drugs, or anything else that worries them.

Women's Aid - 0808 2000 247

National Domestic Violence 24-hour helpline for those who require an urgent response or need in-depth support. The helpline is run by Women's Aid and Refuge is 0808 2000 247.

Education

In England, children aged 5 to 16 are required to be in full-time education. As a local authority we will support you to access these and include the following:

- A free state-funded school,
- An independent school (otherwise known as a private school or public school), which will normally charge fees for your child's education,
- To home-educate your child.

Education - there are 6 stages of education in the UK:

- Early years or nursery (under 5 years old),
- Infant (5 – 7 or 8 years old),
- Junior (up to 11 or 12 years old),
- Secondary (11 or 12 up to 16 years old),
- Further education (16 – 19 years old),
- Higher education (post 18 years old).

Further information about our local school provisions can be found on our website

- [Schools and education - NELC | NELC \(nelincs.gov.uk\)](#). Your Support Officer can answer any of your questions regarding school admissions and will support you through the process.

Email: schooladmissions@nelincs.gov.uk

Telephone: **01472 326291 option 4**

Opening times: **Monday to Thursday 8:30am to 5pm and Friday 8:30am to 4:30pm, except bank holidays. (A bank holiday is a national public holiday in the UK – The dates of these can be found at www.gov.uk/bank-holidays).**

Further Education – College and University

Post 16 Education – Once the formal education process has been finished there are options to continue into what we would call further education. There are a few avenues which you can go down with this, your secondary school may have a sixth form built within the school or we have local colleges. This also covers a range of different qualifications including AS and A-Level, foundation courses. More information can be found below:

Higher Education – After further education there is also the opportunity to go on to study further with higher education, this usually refers to University degrees and courses. These options can be explored during the further education process.

NELC SEND (Special Education Needs and Disabilities) Local Offer – sendlocaloffer.nelincs.gov.uk

Our local offer of services and support for children and young people with Special Educational Needs and Disabilities.

Family Hubs and Safeguarding

Family hubs bring together services to offer help and support to children and young people aged 0 to 19 and their families. You and your child can use a local hub for:

- early education
- activity sessions
- childcare and childcare funding information
- health services for children and soon-to-be parents
- training and employment
- support with childcare who have additional needs.

Extra help and support are available to families who need it, to work through issues that may arise during a child or young person's life. This may be offered from professionals such as our advisers, health visitors, school nurses and other family support services.

Please find your nearest Family Hub at <https://www.nelincs.gov.uk/children-families-and-schools/family-hubs/>

Safeguarding

The safeguarding of children, young people and vulnerable adults is an important priority for North East Lincolnshire Council. The term Safeguarding refers to the protection of the well-being and human rights of individuals. Our social care teams are available for help and support. If you are concerned about a child or adult, please use the appropriate sections below.

Children's Social Care

To Report a Concern - <https://www.nelincs.gov.uk/health-wellbeing-and-social-care/childrens-social-care/report-a-concern-about-a-child/> - Telephone: 01472 326292 (option 2)

Adult Social Care

The website below provides all the information, support and contact information for any concerns regarding an Adult in need of support.

<https://www.nelincs.gov.uk/health-wellbeing-and-social-care/adult-social-care/>

Additional Safeguarding

While you are in the UK it is our priority to make sure you are safe. There are also some other things to be aware of during your stay here so you can identify potential risks to avoid and report them.

If you are concerned about any of the below, please contact The Refugee Integration service or your local policing team and visit the following:

<https://www.nelincs.gov.uk/keeping-our-area-clean-and-safe/violent-crime/>

<https://www.humberside.police.uk/find-my-team>

Hate Crimes (Including Racism)

- Modern Slavery
- Criminal Exploitation
- Domestic Abuse
- Child Abuse

Please find the below other links which you can use to make yourself more familiar:

<https://www.nationalcrimeagency.gov.uk/what-we-do/crime-threats/modern-slavery-and-human-trafficking>

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/863323/HOCountyLinesGuidance_-_Sept2018.pdf

Housing

In this section you will find information regarding your accommodation with your sponsor and future housing support.

Sponsor Accommodation

Your sponsors accommodation will have gone through a series of checks before you arrived. The Refugee Integration Team will have contacted your sponsor to have an initial conversation and to arrange for the property to be checked by a chartered surveyor. In these checks we make sure the accommodation is safe place for you to stay and a report will be issued. In the time that you are with your sponsor:

- Your sponsor should not charge you rent for staying in their property.
- Your sponsor will be asked to sign a declaration to say that they will not charge you rent during your stay
- Please report any concerns to your Refugee Integration Support Officer or email directly to the homesforukraine@nelincs.gov.uk inbox.

Future Accommodation

There are several options you may want to explore as you approach the six-month period of your stay in the UK. The Refugee Integration Support team are on hand to provide support during this

time and we encourage you to contact your support officer or homesforukraine@nelincs.gov.uk to discuss this. Below we have listed some of the potential options:

Staying With Your Sponsor

There may be an option to stay with your sponsor longer. This is dependent on your sponsors circumstances, and you should have a conversation with them before the end of this six months. Below is some guidance for the UK Government:

“Staying with your host after 6 months

Your host may be happy for you to continue to stay with them for another 6 months. Where this is the case, this is likely to be the best option for you until you are ready to move on.

Not every host can continue to offer accommodation after six months. Where that is the case, we encourage you to develop a plan with your host about how you move on.

To support you, we have developed a list of links to support from the voluntary sector, where you can find more help and guidance.”

More information can be found at <https://www.gov.uk/government/publications/welcome-a-guide-for-ukrainians-arriving-in-the-uk/your-living-arrangements-4-to-6-months-after-moving-to-the-uk>

Finding Another Host

You may not be ready to move into your own accommodation. The Refugee Integration Service may be able to help you match with another sponsor in the area.

North East Lincolnshire – Housing

As a Local Authority we can support you to find suitable accommodation and provide help for you to live independently. There are several options that you can look at during this stage including social housing and private renting. This can be accessed through the Refugee Integration Support Officers, please make an appointment for you to discuss this.

If you would like to read more about these options please visit - <https://www.nelincs.gov.uk/homes-and-property/homelessness-prevention-and-housing-advice/housing-advice/renting-advice/>

Emergency Housing

If you find yourself in a situation which you may need to leave your accommodation, please contact the Refugee Integration Service immediately.

Welcome Ukrainian Pack



Independent Advice

Citizens Advice – This a free, confidential and impartial service that provides help and support for various issues which may affect you while you are here.

“People come to us with all sorts of issues. You may have money, benefit, housing or employment problems. You may be facing a crisis, or just considering your options”.

Contact Information – 01472 252500 – info@advicenel.org.uk

Travel

Stagecoach Bus – The easiest way to get around the area is via our bus service which is provided by Stagecoach. A journey planner can be found on their website:

[Stagecoach \(stagecoachbus.com\)](http://stagecoachbus.com)

Discounted travel may be available if you are claiming certain benefits. Information about discounted travel can be found below or take the opportunity to ask your work coach during your meetings.

[Jobseeker discounts | Jobseeker Half Price Single and Return Tickets | Stagecoach \(stagecoachbus.com\)](#)

TransPennine Express - TransPennine Express Trains (tpexpress.co.uk)

One of our main train providers which connects you directly to Sheffield, Meadowhall, Manchester and Manchester Airport. This service can also connect you to London via Doncaster station. Operating from Cleethorpes, Grimsby and Habrough.

East Midlands Railway - [Trains, tickets & service information | EMR \(eastmidlandsrailway.co.uk\)](#)

This service connects you to other parts of the country such as Lincoln and Newark Northgate, this is another route available to travel to London.

A central website is available to plan train travel at www.nationalrail.co.uk

Driving in the UK

You can use your Ukrainian driving licence for the first 12 months after you arrive. You'll then need to [exchange it for a British licence](#).

More information about the legal obligations of driving in the UK can be found here:

[Legal obligations of drivers and riders - GOV.UK \(www.gov.uk\)](#)

Cycling

There are many designated cycle routes around North East Lincolnshire and this is growing every year. If you are interested in cycling and would like to borrow a bike, learn some cycling basics and safety rules then let your Support Officer know so we can refer you to a cycling provider in the area.

Community

There are lots of different ways you can get involved in your local community, meeting new friends, and having fun. Enjoying hobbies and interests, being part of faith, or social groups, or perhaps volunteering? There are loads of great opportunities here, and a quick and easy way to find what you are looking for is by logging on to Simply Connect.

Simply Connect North East Lincolnshire - [Simply Connect North East Lincs - connecting you to your local community](#)

Just a flavour of what's out there:

ConnectNEL – 01472 403403 - [Community - Connect NEL](#)

We have a 24/7 phone line that offers information and support about services and activities. ConnectNEL is FREE with our team on hand around the clock. From weight management, to dealing with debt, anxiety or finding employment, the range of advice is vast Therapist, Support Groups, Care Professionals, Social Groups/Events, Childcare, Health & Fitness Classes, Outdoor Exercise, Legal Advice...it's all there for you.

Centre4 – 01472 236688 – enquiries@centre4.org.uk - [Home - Centre 4](#)

Centre4 is a vibrant community hub offering a wealth of resources and services to the local community. Its Community Shop is an award winning venture, selling surplus food and household products from major retailers at deeply discounted prices.

Nunny's Farm – 01472 236676 – admin@nunnysfarmcic.org

A community petting farm for everyone. It offers a great family day out. There are 13 different animal species from highland cows to alpacas and rabbits. Its vision is to encourage the local community in Grimsby to be 'at one with nature'. Getting outdoors and saying hello to nature and animals has proven physical and mental health benefits too!

Climb4 – info@climb4.co.uk – This is a great facility. Based at Centre4, it offers some great opportunities for young people and families with a range of activities such as holiday clubs, creative learning and a whole host of other training programmes. Take a look!

Community Gym – Join the Centre4 Community Gym today by booking a **FREE** introductory session via the Centre4 website. Become a Centre4 Fitness member now for less than £1 a month!

Sector Support - <https://www.sectorsupportnel.org.uk>

From how to cook well on a budget, to help with all kinds of volunteering and community group work, this website offers a whole host of useful hints, guides and tips for people right across North East Lincolnshire.

One handy area on the Sector Support website, offering info on local food support, shopping, befriending and advice services is [VCSE Community Updates \(sectorsupportnel.org.uk\)](#)

West Marsh Community Centre has loads going on, including support and community groups – 01472 269230 - west_marsh@hotmail.com



R-Evolution Grimsby – 01482 844 422 – info@r-evolution.org.uk - [R-evolution - Home](#)

R-Evolution provides a bike loan service and offers cycling mechanics training courses.

[Society of St. Vincent De Paul \(SVP\)](#) Contact Marie Therese 07736921676. Support offered includes befriending, food, clothing, and other needs for living.

PARISH OF THE MOST HOLY AND UNDIVIDED TRINITY

THE CATHOLIC CHURCH IN GRIMSBY, CLEETHORPES AND IMMINGHAM

Contact Fr Andrew Cole 01472 342301 / 07943 059747

Website <https://holytrinitygci.uk/>

Churches:

St Mary's On the Sea - Heneage Road, GRIMSBY, DN32 9DZ
Corpus Christi Church - Grimsby Road, Cleethorpes, DN35 7LH
Our Lady Star of the Sea Church - Allerton Drive, Immingham, DN40 2HP

Sunday Mass:

Saturday
5.00pm Our Lady Star of the Sea, Immingham.

Sunday
9.00am St Mary on the Sea, Grimsby (Polish),
9.00am Corpus Christi, Cleethorpes,
11.00am St Mary on the Sea, Grimsby.

Weekday Mass:

Tuesday 10.00am Corpus Christi, Cleethorpes,
Wednesday 7.00pm St Mary on the Sea, Grimsby,
Thursday 10.00am St Mary on the Sea, Grimsby,
Friday 7.00pm Corpus Christi, Cleethorpes.

Eucharistic Adoration: Wednesday 6.15-6.45pm St Mary on the Sea, Grimsby,
Friday 6.15-6.45pm Corpus Christi, Cleethorpes.

Holy Hour: Saturday 10.00am See bulletin for venue.

Sacrament of Reconciliation: Wednesday 6.15-6.45pm St Mary on the Sea, Grimsby;
and before every Mass, during Eucharistic Adoration, by appointment and at call.

Support offered: All are welcome at services. They will support people in any way they can.
The parish is willing to offer its churches to the Ukrainian Orthodox if they need to have their own services according to their tradition.

The Mosque – Please speak to one of our support officers who can link you with a direct service with the local Mosque.



Things to Do

There are lots of things you can do locally around North East Lincolnshire, the full list of amenities can be found on our website at [Leisure and things to do - NELC | NELC \(nelincs.gov.uk\)](#)

[Discover North East Lincolnshire | The Official website for Cleethorpes, Grimsby and surrounding area](#) – below are some of the key highlights while you get to know the area.

Cleethorpes –

Cleethorpes Beach

Cleethorpes Boating Lake

Cleethorpes Paddling Pool

Parkway Cinema

Magical castle – Kids Play Centre

The Jungle Zoo

Lincs Inspire Leisure Centres and Libraries (Including access to computers) – Grimsby, Cleethorpes and Immingham – www.lincsinpsire.com

Grimsby

Freshney Place Shopping Centre

Grimsby Fishing Heritage Museum

Grimsby Minster

Nunny's Farm – Animal Petting Farm

Grimsby Auditorium





Training and Employment

This section is here to help guide you to training and employment opportunities in our area as well as looking at what financial support is available while you are not working.

You may want to take the opportunity to sign up for training courses which can help you with different needs or interests you have, we have links with local providers who offer a variety of different courses, and your Support Officer can help you in joining one of them and complete any paperwork you may need to sign up.

The training classes range from learning English with the English to Speakers of Other Languages also known as ESOL courses. There are also opportunities for you to do training courses to help you find and secure employment, with pre-employment classes to industry specific courses, for example hospitality & catering or health and social care.

These training providers can also help you access employment opportunities.

Universal Credit

Universal Credit is a financial support system that can help you while you are getting settled and looking for employment or training opportunities. Your application will also look at anything else you are entitled to claim.

It is a payment to help with your living costs. Universal Credit is paid once a month, usually into your bank, building society or credit union account. You may be able to get it if you're on a low income, out of work or you cannot work.

Your Universal Credit payment is made up of a standard allowance and any extra amounts that apply to you, for example if you:

- have children,
- have a disability or health condition which prevents you from working,
- need help paying your rent.

Once you have signed up to Universal Credit you will have to attend certain meetings at the Jobcentre Plus and you will be assigned a 'work coach' to help you with what you need to do going forward. This will vary depending on your situation, taking account circumstances and if you have children.

What you need to do depends on your situation. For example, you may need to:

- write a CV,
- look and apply for jobs,
- go on training courses.

Our Support Officers are on hand to support you with Universal Credit applications, and this will be discussed in your first meeting. If you need any extra support, such as having someone attend your appointments with you then please mention this to your Support Officer.

Jobcentre Plus

The Jobcentre Plus provides support for job-searchers to find work. They administer claims for benefits such as Universal Credit. Here you will attend your appointments with your work coach. This will be your main point of call for work related enquiries and the team will have different connections to the relevant opportunities for you.

Grimsby Bridge House Jobcentre Plus

Bridge House
225 Victoria Street
Grimsby
North East Lincolnshire
United Kingdom
DN31 1NH

Immingham Jobcentre Plus

Immingham Civic Centre
Pelham Road
Immingham
North East Lincolnshire
DN40 1QF
United Kingdom



National Employer and Training (NET) – 01472 340946

NET UK specialises in sector-specific training, education, and recruitment. Supporting more than 11,000 qualifications gained per year and engagement with over 200 employers, NET is helping people realise their potential.

The team at NET can help you achieve in several ways with their training and employment courses:

- Improve your maths and English,
- Increase your employment skills and job prospects,
- Provide access to learner support,
- Provide access to a range of free courses and support,
- Gain and develop skills.

Learning4Life – 01472 240440 – hello@learning4life-gy.co.uk

Learning4Life provide ESOL English to Speakers of Other Languages courses. The team has a creche on site for childcare – please ask about this specifically if contacting them directly.

The team aims to provide quality ‘stepping-stone’ education and training for people within the local community. They will provide a caring and nurturing environment for all their students so that their learning journey is rewarding, inclusive and with a targeted direction.

We are a team made up of specialists who are fully qualified to help those that need help to achieve their goals and aim to make a success in life.

Ethical Recruitment Agency (ERA) – 01472 236688 – enquiries@eraemployment.agency

ERA offers services from supporting you with your application and interviews to placing you in temporary or permanent employment. It provides local people for local jobs in varying sectors including care.

Child Benefit

Child Benefit is a financial system to help support you if you have children who meet certain age criteria. To apply for Child Benefit you will need to fill out a specific form and return it to the Child Benefit Office. Please ask your Support Officer to assist you in completing any forms.

You get Child Benefit if you’re responsible for bringing up a child who is:

- Under 16,
- Under 20 if they stay in approved [education or training](#).

Only one person can get Child Benefit for a child.

It’s paid every 4 weeks and there’s no limit to how many children you can claim for.

More information can be found on www.gov.uk/child-benefit



Biometrics Residence Permits

Once you have arrived in the UK you will need to start the process of applying for your Biometrics Residence Card, commonly known as a BRP. As a part of your initial meet and greet with our Support Officers they will discuss this with you and help you to apply.

You have a six-month entry stamp in your passport. This provides proof of your UK immigration status to ensure you can access the benefits and services you are entitled to during that period.

During that six-months, you will need to apply to extend your stay (up to three years in total). The steps you will need to take are as follows.

1. [Apply on GOV.UK](#). You do not need to apply as soon as you have arrived in the UK unless you intend to travel internationally, but you must apply within six months of the date you entered the UK.
2. As part of the application, you will book an appointment at a UK Visa and Citizenship Application Services office to provide your biometrics (photograph and fingerprints) and you must take your Ukrainian international passport to that appointment.
3. Following your appointment, your application will be considered, and you will be informed of the decision and if successful, you will be issued with evidence of your extended immigration status in the form of a Biometric Residence Permit (BRP).

National Insurance Number

You might already have a National Insurance number if you applied for any benefits or have one on your BRP. If you do not have one, you need to apply for a National Insurance number to work in the UK. [Apply for a National Insurance number: Who can apply for a National Insurance number - GOV.UK \(www.gov.uk\)](#)



Access to Technology

We know how important technology is to be able to communicate with your friends and family and how it can help to support you in your training and education while you are in the UK. We are linked to certain organisations who may be able to help provide you with electronic items to do this such as, smartphones, laptops and tablets. Please speak with your Support Officer so they can arrange to complete a referral for these services.

Solidaritech

Solidaritech is a Community Interest Company that exists solely to help Refugees and Asylum Seekers get access to technology.

“We repurpose unwanted laptops, desktops, tablets and smartphones, passing them on to asylum seekers and refugees to help them resolve their immigration status, pursue studies and start their lives in their new country. Solidaritech professionally wipe your old hard drives, installing new Operation Systems to make a new, quicker and more usable machine”.

Mobile Phones and Sim Cards

If you already have a mobile phone it may work within the UK depending if it has been unlocked. There are some UK mobile phone providers who offer free sim cards, you can contact them directly or look on their websites below:

The British Red Cross – The organisation have been offering help with SIM cards In the UK. To enquire please call 0808 196 3651.

Three Mobile – “Preloaded SIMs are available for free to all refugees from the conflict in Ukraine now in the UK via Three’s 311 stores located up and down the country” Nearest three store:
Freshney Place Shopping Centre, Unit B10, Freshney Place, Grimsby, DN31 1QL

Vodafone - <https://www.vodafone.co.uk/mobile/everyone-connected/charities-connected>





