

Vicky moved into YMCA in an emergency in 2021.



Vicky received support from the HRS scheme through the YMCA, and gained valuable experience from volunteering in the café, while attending a healthy relationships course.

After two years, Vicky is now living in a semi-supported flat, which she says would not have been able to achieve if it wasn't for the YMCA and their help.

Vicky says that she often comes back to the YMCA to see the staff and her friends, she said the YMCA was such a huge part of her life and she has come such a long way, all thanks to the support of YMCA.

A mum of two who would prefer to stay anonymous received Housing Related Support in July 2023 from Longhurst Group.



The woman needed support getting back on her feet after a move into the area, where she previously worked in accountancy.

She was introduced to Centre 4, where her support worker was able to help her set up her home by securing donations of furniture, clothing, toys for her children, and other household items.

Her support worker has also supported the woman to set up direct debits, helping her to arrange payment of her bills, she also helped her to register with a local GP. She has even helped the woman to enrol at the local university to update her accountancy qualifications to get back to doing the job she loved.

She said she wished she could say more than thank you to her support worker, but that her children shall be forever grateful.

Our partners

Longhurst Group – 0800 111 4013
www.longhurst-group.org.uk



Nurtrio – 01472 472105
www.nurtrio.co.uk



YMCA – 01472 403020
www.ymca-humber.com



Salvation Army – 01472 346620/01472 403348
www.salvationarmy.org.uk/grimsby



Doorstep – 01472 321444
www.mydoorstep.org.uk



Humbercare – 01472 245820
www.humbercare.org.uk



Creative Support – 01472 345174
www.creativesupport.co.uk



Housing Related Support



Do you need help with your tenancy or living arrangements?

Are you struggling to pay your bills on time?

Do you need help setting up a direct debit or applying for benefits?



Here's how the NELC Housing Related Support could help you...

WHAT IS HRS?

Housing Related Support also known as HRS is a short term support service delivered by North East Lincolnshire Council in partnership with local housing support services.

The aim of HRS is to give you the skills to manage your home well. We hope that at the end of your support, you will be ready to live an independent life and no longer need any further assistance from any other homelessness services.

HRS can be delivered in your own home, in supported accommodation or alongside an accommodation offer from one of our providers.

When being supported by HRS, you will have your own support worker who will guide you throughout the programme. This support worker will not do things for you, but will support you to do things for yourself.

It is so important that you contact us for support as soon as you find yourself struggling with your housing situation.

You can apply for HRS support by filling in a homeless prevention form found on the housing website, or by ringing **01472 326296 option 1.**

For more information visit Housing related support | NELC (nelincs.gov.uk)

What can we do?

HRS is tailored to support each individual's needs, so every case is different, but there are lots of things our support workers will be able to help you with such as:

- 🏠 Assisting you to report issues to your landlord i.e. repairs
- 🏠 Budgeting and money management
- 🏠 Organising medical appointments or registering with medical services
- 🏠 Joining leisure activities
- 🏠 Claiming benefits
- 🏠 Gaining confidence
- 🏠 Applying for jobs
- 🏠 Enrolling in education
- 🏠 Setting up a bank account
- 🏠 Accessing statutory services

Who can we help?

While each provider has their own specifications for who they are able to help, HRS is available to anyone in the borough over the age of 16 who is willing to learn new skills and work with us to achieve your goals.

Graham had been living in shared accommodation until a bad mental health episode, he lost his job and his long-term relationship broke down. He struggled so much that he turned to alcohol to help. His landlord was concerned about the other tenants in the property so issued Graham with a Section 21 eviction notice.

Graham started receiving help from Humbercare on HRS, who have helped him to secure accommodation. Since he had lost his employment and had no income coming in, Humbercare also helped Graham to apply for Universal Credit, and referred him for food vouchers to see him through while his universal credit claim was processed.

Graham struggled with reading and writing, so was supported with his application for PIP, which was successful and is now in payment.

Graham has been encouraged to engage with mental health services, which is making him feel much better, he has also reduced his alcohol intake and is eating and sleeping much better which has improved his quality of life.

Graham is now in receipt of benefits and is receiving budgeting advice to help him manage his finances.

