



Help is here this winter

Winter can be a difficult time - existing pressures can be heightened when we have to deal with keeping warm, the costs of Christmas and possible health challenges. We've put together some ways you can find support.

Emergency help

Ways to Welfare

Cumberland Council's helpline offers emergency support with essentials, and advice on other financial support. Call **0300 373 3730** (option 2) or visit the Ways to Welfare webpage at legacy.cumberland.gov.uk/welfare/

Homelessness and housing help

If you are homeless now, or in danger of losing your accommodation, call **0300 373 3730** or email:

- Allerdale: Homelessness1@cumberland.gov.uk
- Carlisle: Homelessness2@cumberland.gov.uk
- Copeland: Homelessness3@cumberland.gov.uk

You can also get help by calling Shelter on **0300 330 1234** or emailing info@shelter.org.uk. In an emergency call **0808 800 4444**.

If you are concerned about someone sleeping rough, a referral can be made via streetlink.org.uk

Domestic abuse

If you are at risk, or experiencing abuse, support is available.

Call Cumbria Police on **101** or visit cumbria.police.uk/report-it to report domestic abuse.

In an emergency, always call 999.

Cumbria-wide services

- **Cumbria Victim Support** - call **0300 3030 157**. Monday - Friday 9am - 6pm.
For 24/7 support call 0808 1689 111 or email cumbria.admin@victimsupport.org.uk
- **Safety Net** - **01228 515859**. www.safetynetuk.org
- **The Bridgeway** - free and confidential out-of-hours advice for victims of rape or sexual assault. Call **0808 118 6432** or email info@thebridgeway.org.uk.

Local support services

- **Gateway 4 Women (Carlisle)** call **01228 212090** or email: admin@cumbriagateway.co.uk
- **Freedom Project (West Cumbria)** for women, men and children affected by domestic abuse. Call **01900 67167** or **07712 117986**, or email admin@freedom-project-westcumbria.org.uk.
- **Women Out West** supports women in West Cumbria. Call **01946 550103** or **07539 780431**, email contactus@womenoutwest.co.uk or go online at: womenoutwest.co.uk.

National services

Galop - for LGBT+ victims of domestic abuse - **0800 9995428**

Mankind - **01823 334244**

Men's Advice Line - **0808 8010327**

The Freedom Programme - Freephone helpline **01942 262 270**

Child Line - **0800 1111**

Bereavement services

The bereavement services team can be contacted on **01228 817390** (Carlisle) **07762 421072** (Allerdale) or **01946 598305** (Copeland).

Food help

Food banks

To get help from a food bank you need to be referred with a voucher. Contact Citizens Advice on **0808 208 2138** for more information.

Food banks are usually closed on Bank Holidays. Please check their websites for details:

- carlislefoodbank.org.uk
- thefoodbank.org.uk
- barrow.foodbank.org.uk

Brampton

Brampton Community Centre, Union Lane, Brampton, CA8 1BX

- Open Tuesdays and Thursdays 10am - 2pm.
- Contact **01697 745000**.

Carlisle

Carlisle Foodbank, 4 Tower Court, West Tower Street, Carlisle CA3 8QT

- Open Monday, Tuesday, Wednesday and Friday from noon - 3pm.
- Contact **07512 552449**.

St Barnabus Church, Shady Grove Road, Brookside, Carlisle CA2 7JT

- Open Thursdays from 10am - 11am. Call 01228 538983 to arrange a collection outside these times.

St Luke's Church, Stonegarth, Carlisle

- Open Thursdays from 10am - 11am. Call 01228 538983 to arrange a collection outside these times.

Cockermouth

North Lakes Foodbank, Lorton Street Methodist Church, Cockermouth, CA13 9RH

- Open Tuesday, Wednesday and Thursday 10am - noon.

Cornerstone food bank

Denton Street, Carlisle

- Open Monday to Friday 10am - 3pm.
- Closed from 12pm on Friday 22 December 2023 until Tuesday 2 January 2024.
- Contact **01228 549796**.

Egremont

The Hub, The Meeting Place, Egremont, CA22 2DR

- Open Tuesday and Friday 1pm - 3pm.

Maryport

St Mary's Church, Netherhall Corner, Maryport, CA15 6LL

- Open Tuesday and Thursday noon - 2pm and Friday 4pm - 6pm.

Millom

Barrow Foodbank in Millom, Crown Street Baptist Church Hall, Crown Street, Millom, LA18 4AG

- Open Tuesdays and Fridays, 11am - 1pm.
- Contact 01229 774601 (during food bank hours).

Whitehaven

New Life Church, 24 Irish Street, Whitehaven, CA28 7BY

- Open Monday, Tuesday and Thursday 11.30am - 1.30pm.

Wigton

Cornerstone Methodist Church, 50 High Street, Wigton, CA7 9PG

- Open Tuesdays and Fridays, 10am - 2pm.

Workington

The Bridge Centre, Central Square, Workington, CA14 3BG

Food support groups

West Cumbria:

Aspatia Dreamscheme

Rainbow Room, King Street, Aspatia, CA7 3ES

- Rainbow Pantry - Fridays, 10am - 5pm.
- Contact: office@dreamscheme.club

Harriston Community Food Pantry

Harriston, Aspatia, CA7 2ED

- Tuesdays noon - 2pm or by prior appointment.
- Contact: **07795 907985** or email harristonvillagehall@gmail.com

Highfield Food Pantry

Highfield Road, Cockermouth, CA13 9JF

Second and fourth Friday of every month from 10.45am - 12.15pm

- Contact: **07901 616436**.

Keswick Area Food Share (KAFS)

Heads Lane, Keswick, CA12 5HD (next to Keswick Library)

- Open Wednesdays, 10am - 1pm.
- Contact: **07876 568596** or email keswickareafoodshare@gmail.com

King's Church Meal Share

The Hub, Market Street, Cockermouth, CA13 0AX

- Open Thursdays 1pm - 2pm for food and prepared meals.
- Contact: **01900 821100** or email admin@kingscc.org

Millom Network Centre Community Shop

Unit 3, Devonshire Road Industrial Estate, Devonshire Road, Millom LA18 4JS

- Open Tuesday, Wednesday and Thursday 10am - 2pm.
- Contact: **01229 666025**.

Moorclose Community Centre

Needham Drive, Workington, CA14 3SE

- Regular community food pantries. See Moorclose Community Centre Facebook page for details.

Northside Community Centre

Trinity Drive, Northside, Workington, CA14 1AX

- Community shop and food pantry. See NCCL Facebook page for details.

The Oval Pantry

The Oval Centre, Salterbeck Drive, Salterbeck, Workington, CA14 5HA

- Third Friday of every month at 11am.
- Contact: **01946 834713** or email theoal@riverside.org.uk

Phoenix Enterprise Centre

Phoenix House, Jacktrees Road, Cleator Moor, CA25 5BD

- Thrift Hub Food Pantry provides fresh and store cupboard food and personal care items.
- Open Monday to Friday 9am - 4.30pm.
- Contact: **01946 813555** or email advice@phoenixenterprisecentre.co.uk

Wigton Food Pantry

St Cuthbert's Church Hall, Wigton, CA7 9HU

- Open Wednesdays 9am - 12.30pm. Coffee Morning 9am - noon.
- See Wigton Food Pantry Facebook page for details.

Workington Derwent Rotary Community Food Pantry

St John's Court, Workington, CA14 3DS

- Community Food Pantry is on the first Friday of each month at 11am.
- Contact: **07505 243677** or email antonymcguckin@talktalk.net

Carlisle area:

Botcherby Pop-up Pantry

Botcherby Community Centre, Victoria Road, Carlisle, CA1 2UE

- Open Wednesdays noon - 4pm.
- Contact: **01228 596992**.

Brampton Community Food

Methodist Church Hall, Main Street, Brampton, CA8 1RS

- Open Fridays 9.30am - 12.30pm.
- Contact **07394 546877**.

Carlisle Community Help

Unit 100, Brunthill Road, Kingstown Industrial Estate, Carlisle, CA3 0EH

- Open Monday to Friday, 9.30am - 4pm.
- Contact: **07394 546877** or email info@carlislecommunityhelp.co.uk

Harraby Campus Pop-up Pantry

Harraby Community Centre, Edgehill Road, Carlisle, CA1 3SN

- Open Monday and Wednesday 1pm - 4pm.
- Contact: **01228 537831**.

Longtown Pop-up Pantry

Longtown Community Centre, Arthuret Road, Longtown, CA6 5SJ

- Open Wednesdays 4pm - 7pm and Friday 9am - 12pm.
- Contact: **01228 791876**.

The Lookout Community Hub

Shady Grove Road, Carlisle, CA2 7LD

- Open Monday, Wednesday, Thursday and Friday from 10am - 4pm.
- Contact: **07413 258279**.

Oasis Pantry

St Paul's Church, Carlisle, CA1 1BJ

- Open Fridays 10am - 1pm.
- Contact: **07838 349561**.

Petteril Bank Community Fareshare

Petteril Bank Community Centre, Mead Road, Carlisle, CA1 3BX

- Open Wednesdays 1.30pm - 2.30pm.
- Contact: **01228 530190**.

Free meals

108 Mealbank

108 Botchergate, Carlisle, CA1 1SN

- Open Mondays from 6pm - 7.30pm.
- Contact **01228 593256**.

Cornerstone Free Community Breakfast

Denton Street, Carlisle

- Open Wednesdays, between 8am to 9am
- Contact **01228 549796**.

Wednesday Breakfast

Church of Scotland, Chapel Street, Carlisle, CA1 1JA

- Open Wednesdays, 8am - 9.30am

Yewdale Community Centre Home Hub

Yewdale Community Centre, Hutton Way, Carlisle, CA2 7TH

- Contact **01228 591270** for opening hours.

Free school meals

If you already qualify for free school meals, you will automatically receive a voucher for the school holidays. Your school will buy the vouchers on your behalf.

If you have any questions about holiday vouchers, please speak to your child's school.

Mental health support

If someone is in a mental health crisis and needs urgent help, they can call their local Crisis Team 24 hours a day, 7 days a week:

North Cumbria - **0800 6522 865**. Those who are deaf/hard of hearing should text **0779 565 6226**.

South Cumbria - **0800 953 0110**.

The **Samaritans** are available 24/7 on **116 123** for people who need to talk to someone urgently. Find out more at: www.samaritans.org.

Additional mental health support

Kooth is an online service for people aged 11 - 18: www.kooth.com

Mindline Cumbria offers support via phone, text or email. Call 0300 561 0000, email info@mindlinecumbria.org or go online at: www.mindlinecumbria.org

Lighthouse - **0300 561 0000**. Open 5pm - 11pm every night. Crisis support based in Carlisle, for people in Carlisle and Eden. Appointments only - call **0300 561 0000** to arrange.

Financial help

Citizens Advice - free advice on many issues including debt, benefits, employment, energy and housing.

- Allerdale: call **01900 604735** or email advice@citizensadviceallerdale.org.uk
citizensadviceallerdale.org.uk

- Carlisle: call **0800 278 7844** www.cca.org.uk

- Citizens Advice National Advice Line **0800 278 7959**

Worrying About Money - the Independent Food Aid Network's step by step guide to finding support with financial issues in Cumberland. www.worryingaboutmoney.co.uk/Cumberland

Credit unions

Credit unions provide savings, loans and other services to members.

Carlisle and District Credit Union - **01228 594007** or email info@carlislecu.com

Pennine Credit Union (PCCU) - **01282 691333** or email enquiries@pccu.co.uk

Whitehaven, Egremont and District Credit Union (WEDCU) - **01946 66755** or email info@wedcu.co.uk

Help for families

Family Action provides support for families with children aged 0 - 19 years.

Allerdale contact: 07815 687287.

- North Allerdale Children's Centre, 10-12 Wampool Place, Wigton, CA7 9SA call **016973 43870**.
- West Allerdale Children's Centre, Ennerdale Road, Maryport, CA15 8HN call **01900 819190**.

Copeland contact: 01946 64600.

- South Whitehaven Centre, Whinlatter Road, Whitehaven, CA28 8BN.
- Millom Children's Centre, Lapstone Road, Millom, LA18 4LP.

Carlisle contact: 07734 003789 or email: Carlisle@family-action.org.uk

- Carlisle West Children's Centre, Morton, Wigton Road, Carlisle, CA2 6JP.
- Newtown Children's Centre, Shady Grove, Carlisle, CA2 7LE.
- Petheril Bank Child and Family Centre, Burnett Road, Carlisle, CA1 3BX.
- Longtown Child and Family Support Centre, Mary Street, Longtown, CA6 5UF.

FamilyLine Free support to adult family members on all aspects of family life. Call **0808 802 6666**, text **07537 404282**, email familyline@family-action.org.uk or visit family-action.org.uk to webchat. Monday to Friday 9am - 9pm. Outside these hours there is a text crisis line.

Help for the over 55s

Age UK provide free information on issues including benefits, energy bills, daily living aids, social isolation and housing.

Call **0800 678 1602** between 8am and 7pm.

Copeland Age and Advice Service helps over 55s in Copeland and is open Monday to Thursday 9am - 5pm and Friday 9am - 4pm.

Call **01946 552166** or email referrals@caasteam.com

Winter Warmth Fund - This is for people aged over 60 who have less than £5,000 savings. If you get the state pension (and/or pension credit), or struggle in winter due to heating costs, you can apply for a Cumbria Community Foundation grant of £200.

Contact:

- Age UK Carlisle and Eden **01228 536673**
- Copeland Age & Advice Service **01946 552166**
- Age UK West Cumbria (Allerdale) **01900 844670**