



**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/](https://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](mailto:Homelessness1@cumberland.gov.uk)
- Carlisle: [Homelessness2@cumberland.gov.uk](mailto:Homelessness2@cumberland.gov.uk)
- Copeland: [Homelessness3@cumberland.gov.uk](mailto:Homelessness3@cumberland.gov.uk)

You can also get help by calling Shelter on **0300 330 1234** or emailing [info@shelter.org.uk](mailto: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](https://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](https://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](mailto:cumbria.admin@victimsupport.org.uk)
- **Safety Net** - **01228 515859**. [www.safetynetuk.org](https://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](mailto:info@thebridgeway.org.uk).

## Local support services

- **Gateway 4 Women (Carlisle)** call **01228 212090** or email: [admin@cumbriagateway.co.uk](mailto: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](mailto: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](mailto:contactus@womenoutwest.co.uk) or go online at: [womenoutwest.co.uk](http://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](http://carlislefoodbank.org.uk)
- [thefoodbank.org.uk](http://thefoodbank.org.uk)
- [barrow.foodbank.org.uk](http://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](mailto: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](mailto: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](mailto: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](mailto: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 [theoval@riverside.org.uk](mailto:theoval@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](mailto: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](mailto: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](mailto: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](http://www.samaritans.org).

## Additional mental health support

**Kooth** is an online service for people aged 11 - 18: [www.kooth.com](http://www.kooth.com)

**Mindline Cumbria** offers support via phone, text or email. Call 0300 561 0000, email [info@mindlinecumbria.org](mailto:info@mindlinecumbria.org) or go online at: [www.mindlinecumbria.org](http://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](mailto:advice@citizensadviceallerdale.org.uk)  
[citizensadviceallerdale.org.uk](http://citizensadviceallerdale.org.uk)

- Carlisle: call **0800 278 7844** [www.cca.org.uk](http://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](http://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](mailto:info@carlislecu.com)

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

**Whitehaven, Egremont and District Credit Union (WEDCU)** - **01946 66755** or email [info@wedcu.co.uk](mailto: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](mailto: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](mailto:familyline@family-action.org.uk) or visit [family-action.org.uk](http://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](mailto: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**