

Help and Support

Copeland
borough council



Proud of our past. Energised for our future.



Shielding

If you are shielding as you are clinically extremely vulnerable and need support please contact the Cumbria County Council helpline on **0800 783 1966** or email **COVID19support@cumbria.gov.uk**. You will receive a response within one working day.

Finances

Cumbria County Council can provide urgent help and emergency support, including food and essential items, through Ways to Welfare. Call their support line on **0800 783 1966** or email **COVID19support@cumbria.gov.uk**.

Citizens Advice Copeland can help with debt issues, benefit claims, legal issues and energy advice. Call **01946 693321** or email **advice.copeland@gmail.com**.

Phoenix Enterprise Centre can help with employment issues, skills and claiming Universal Credit. Call **07388 996202** or email **joanne@phoenixenterprisecentre.co.uk**.

Whitehaven, Egremont and District Credit Union can provide low cost loans, budgeting advice and small hardship grants. Call **01946 66755** or email **info@wedcu.co.uk**.

Christians Against Poverty Whitehaven is a charity that will give free help to anyone in debt. You can book an appointment by calling **0800 328 0006**.

Food

The **Thrift Hub Food Pantry** can provide fresh food and store cupboard essentials as well as personal care items. Call **07388 996202** or email **joanne@phoenixenterprisecentre.co.uk** for more information.

North Lakes Foodbank vouchers are provided through Copeland Citizens Advice on **01946 693321**. There are foodbank centres in Whitehaven, Egremont and Millom.

Millom Food Pantry can provide food parcels for a small donation and are open on Tuesdays and Thursdays. Call **01229 774917** or **07514 098920**.

Families of children who receive **free school meals** will continue to receive help with food through the lockdown. For more information contact your child's school.



Heating your home

Citizens Advice Copeland can help with advice on available grants if you are struggling to pay utility bills. Call **01946 693321** or email advice.copeland@gmail.com.

Families

Family Action can provide support to any family in Copeland that is struggling. Telephone **01946 64600** or email Copeland@family-action.org.uk.

Together We can help with mental health and wellbeing issues. Call **0808 196 1773** or email info@togetherwe.co.uk.

Domestic abuse - Fleeing domestic abuse is a valid reason for not staying at home during the lockdown period.

- **Women Out West** provide support to all women in West Cumbria, particularly around domestic abuse. Call **01946 550103**, text **07539 780431** or email contactus@womenoutwest.co.uk.
- **The Freedom Project** provides support for individuals and families around domestic abuse. Call **07712 117986** or email hope@freedom-project-west-cumbria.org.uk.
- **Copeland Borough Council's** Crisis and Prevention Officer offers help and support to victims of domestic abuse who are homeless or threatened with homelessness through leaving an abusive relationship. Call **01946 598300** or email Housing.Options@copeland.gov.uk.



Over 55s

Copeland Age and Advice Service (CAAS) can provide help with grants for fuel bills, financial advice and guidance on matters such as Power of Attorney, claiming benefits, living independently and housing. Call **01946 552166** or email referrals@caasteam.com.

Age UK West Cumbria can be contacted on **01900 844670** or by email at info@ageukwestcumbria.org.uk.

Housing and Homelessness

Copeland Borough Council's Housing Options team can help if you are homeless or threatened with homelessness. Call **01946 598300** and ask for housing options or email Housing.Options@copeland.gov.uk.

You can also get help and advice from **Shelter** on **0802 800 4444** (in an emergency call **0808 1644 6600**) or from **Citizens Advice** on **03444 111 444**.

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

Further help

You can find full information on these and other types of support at www.copeland.gov.uk/attachments/social-prescribing-directory

