



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.

Listed are organisations' standard opening hours. These could change over Christmas and new year, so please get in touch directly to check festive opening hours before you visit a venue.

Emergency help

Household Support Fund

If you are in financial crisis, you may be eligible for the Household Support Fund, which helps with energy bills, food and other essentials: <https://www.cumberland.gov.uk/health-and-social-care/health-and-wellbeing/cost-living-and-welfare-support/household-support-fund> or telephone 0300 373 3730 (option 2).

Cumberland Council can also offer other sources of help with the cost of living at www.cumberland.gov.uk/costofliving

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 a victim of domestic abuse, Cumberland Council has a duty to accommodate and support you. You do not have to report domestic abuse to the police to get support, but if you wish to, call 101 or visit cumbria.police.uk/report-it

In an emergency, always call **999**.

To arrange accommodation, contact your local Cumberland Council office on **0300 373 3730** (24 hours), or email:

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

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
- 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
- The Freedom Project - for women, men and children affected by domestic abuse. Call **01900 67167** or **07712 117986**, or email admin@freedom-project-westcumbria.org.uk
- Safety Net - for anyone affected by domestic abuse. Call **01228 515859** or visit <https://www.safetynetuk.org/make-a-referral>

Local services

- Gateway 4 Women (Carlisle) - call **01228 212090** or email admin@cumbriagateway.co.uk
- Gateway 4 Men (Carlisle) - call **01228 212091** or email info@cumbriagateway.co.uk
- Gateway 4 Women (Workington) - call **01900 403220** or email contactus@cumbriagateway.co.uk

National services

- Refuge's National Domestic Abuse Helpline - **0808 2000 247** (24 hours)
- Galop - for LGBT+ victims of domestic abuse - **0800 9995428**
- Mankind - **01823 334244**
- Men's Advice Line - **0808 8010327**
- Child Line - **0800 1111**
- The Halo Project - forced marriage and honour-based violence charity. Call **01642 683 045**.

Bereavement Services

Our bereavement services team can be contacted on:

- Carlisle - **01228 817390**
- Allerdale - **07762 421072**
- Copeland - **01946 598305**

You can also find general support around bereavement here: <https://www.cumberland.gov.uk/health-and-social-care/health-and-wellbeing/support-after-death-loved-one>.

Food help

Food banks

To get help from a food bank, you need to be referred with an electronic voucher. This can be issued by agencies such as Citizens Advice, health practitioners, social prescribers or other community workers. If you are in financial crisis, call the 'Citizens Advice Help Through Hardship' helpline on 0808 208 2138. If appropriate you will be helped to access an emergency food parcel.

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

- Carlisle area: www.carlislefoodbank.org.uk
- West Cumbria area: www.thefoodbank.org.uk
- Millom area: www.barrow.foodbank.org.uk

Brampton

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

- Open Tuesdays and Thursdays, 10am - 2pm.
- Contact **016977 45000**

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 Barnabas 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 and Fridays 10am - noon.

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 2.30pm - 6pm.

Millom

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

- Open Tuesdays and Fridays, 11am - 1pm.
- Call **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 - noon.

Workington

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

- Open Monday, Wednesday and Friday, noon - 2pm.

Food support groups

You do not need a referral to visit these groups, and other support may be available at the same venues.

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: **07904 426099**

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.
- Contact: **01900 68739** or email: Northsidecommunitycentre@outlook.com

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

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

- Food pantry and coffee morning, Wednesdays 9am until 11.30am. 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 - 3pm (with community drop-in from 10am).
- 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 48 Carlisle Enterprise Centre, Carlisle, CA2 5BB

- For a set low cost, a week's worth of food can be ordered online and picked up from a selected community organisation.
- Open Monday to Friday, 9.30am - 12.30pm.
- 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**

The Lookout Community Hub

Shady Grove Road, Carlisle, CA2 7LD

- Open Monday, Wednesday, Thursday and Friday from 10am - 4pm.
- Contact: **07907 255028** or **07436 005238**

Oasis Pantry

Chatsworth House, 1 Chatsworth Square, Carlisle, CA1 1HB

- Open Fridays 10am - 2pm.
- 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**

Longtown Pop-up Pantry

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

- Open Monday to Thursday, 9am - 9pm.
- Contact: **01228 791876**

Free meals

108 Mealbank and Connect

108 Botchergate and Cafe space, Hebron Evangelical Church, Carlisle, CA1 1SN

- Open Mondays from 6pm - 7.30pm.
- Contact: **01228 593256** or **07726 105549**, or email mealbank108@hebronec.co.uk or connect@hebronec.co.uk

Currock Community Centre

Lediard Avenue, Carlisle, CA2 4BS

- Men's brunch club every other Monday, 11.30am - 1pm.
- Live Well (for those living with dementia and he partners) offers a free hot lunch, 1pm until 3pm, on the second Tuesday of every month.
- Contact: **01228 591868**

Monday Breakfast

Cumbria Gateway at 108 Botchergate, Carlisle, CA1 1SN

- Open Mondays from 9.45am - 11am.

Wednesday Breakfast

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

- Open Wednesdays, 8am - 9.30am.

Free school meals

For information on free school meals, clothing vouchers and activities, contact Cumberland Council on **0300 373 3730**, or visit www.cumberland.gov.uk/schools-and-education/free-school-meals-clothing-vouchers-and-activities

School meal vouchers in the school holidays: 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, seven days a week:

- North Cumbria - **0800 6522 865**. Those who are deaf or 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

Non-emergency 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.

Money and debt

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

- Allerdale: call **01900 604735**, email advice@ca-allerdale.org.uk or visit citizensadviceallerdale.org.uk
- Carlisle: call **0808 278 7844**, visit www.ca-ce.org.uk or email advicehub@ca-ce.org.uk
- Copeland: call **01946 693321**, email advice@cacopeland.org, or visit citizensadvicecopeland.org.uk
- Citizens Advice National Advice Line: **0800 144 8848**

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. All credit unions are accessible to all Cumberland residents.

- Carlisle and District Credit Union - Call **01228 594007** or email info@carlislecu.com
- Pennine Community Credit Union (PCCU) - Call **01282 594007** or email enquiries@pccu.co.uk
- Whitehaven, Egremont and District Credit Union (WEDCU) - Call **01946 66755** or email info@wedcu.co.uk

Homelife – a Cumberland Council agency providing access to various home-related grants, including for gas safety, adaptations needed on leaving hospital, warmth and dementia. Call **01228 817111** or email homelife@cumberland.gov.uk.

Cumbria Law Centre – Those on low incomes can get free legal advice on debt, benefits, housing and employment. Visit <https://www.cumbrialawcentre.org.uk/>

Benefits calculators - check if you can claim or increase your benefits. Visit <https://benefits-calculator.turn2us.org.uk/>

Money Helper is a government website with helpful tools and guides around the cost of living. Visit <https://www.moneyhelper.org.uk/en/money-troubles/cost-of-living>

Christians Against Poverty helps anyone regardless of their religious beliefs. Call **0800 328 006** or visit:

- [Elim Community Church, Carlisle](#)
- [Church on the Moor, Cleator Moor Civic Hall](#)
- [St. John's Church, Hensingham, Whitehaven](#)
- [St Andrew's Church, Mirehouse, Whitehaven](#)
- [Woodbank Community Church, Woodhouse, Whitehaven](#)

Help for families

Cumberland Family Hubs provide a range of useful information to guide and support you and your children at cumberlandfamilyhubs.org.uk.

Family Hub on the Harbour, Whitehaven - caters for families, children and young people, with comprehensive advice, support, activities and groups under one roof. Visit cumberlandfamilyhubs.org.uk/family-hub-harbour-whitehaven.

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

The former **Allerdale** area: Call **07815 687287** or email allerdale@family-action.org.uk.

- 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**.

The former **Copeland** area: Call 01946 64600 or email copeland@family-action.org.uk.

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

The former **Carlisle** area: Call 07815 686 762 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.
- Petteril 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, text **FAMILYACTION** to **85258** for free 24/7 crisis support.

Childcare costs - Find information on help with maternity costs, Healthy Start payments, tax free childcare and more at <https://helpforhouseholds.campaign.gov.uk/help-with-childcare-costs/>

Help for the over 55s

Age UK's national service provides free information on issues including benefits, energy bills, daily living aids, social isolation and housing. Call **0800 678 1602** between 8am and 7pm.

Age UK North Cumbria (serving the whole of Cumberland) - call **01228 536673** - 9am - 4pm, Monday to Friday, or email admin@ageukcarlisleandeden.org.uk

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

- **Pension Credit** - tops up weekly income for pensioners on less than £218.15 a week (or £332.95 for a couple), and with less than £10,000 savings. It can also unlock help with rent, council tax, Winter Fuel Payments and TV licences. www.gov.uk/pension-credit/how-to-claim or call **0800 99 1234**.
- **Winter Warmth Fund** - This is for people on a low income, aged over 60, who have less than £10,000 savings. If you get the state pension, or struggle in winter due to heating costs, you can apply for a Winter Warmth grant of £200.

Contact:

- Age UK North Cumbria **01228 536673**
- Copeland Age and Advice Service **01946 552166**

Social Prescribing

The council's Social Prescribing team can help you enhance your health and wellbeing by connecting you to groups, services and activities in your community.

You can find and contact nearby groups yourself, through our Social Prescribing directory at <https://services.thejoyapp.com>

Or, if you are over 18 and live in the former Copeland or Allerdale areas, you can email the team for support at social.prescribing@cumberland.gov.uk

Warm Spots

Warm Spots offer a warm space and hot drinks. Some may provide food, activities or support services too. See a list of Warm Spots here: www.cumberland.gov.uk/warmspots

Energy advice

Cold to Cosy Homes offers free energy advice and more.

Visit <https://cafs.org.uk/cold-to-cosy-homes-cumbria>, call 01768 216 500 or email cosyhomes@cafs.org.uk

cumberland.gov.uk