



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/

Over Christmas and New Year, the Ways to Welfare line will be operating on the following dates:

- Closed Monday 25, Tuesday 26 December and Monday 1 January.
- Open Wednesday 27, Thursday 28, Friday 29 December, 9am - 5pm.
- Open as normal Tuesday 2 January 2024, 9am - 5pm.

Homelessness and housing help

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

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

You can also get help by contacting 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 help and support is available.

Call Cumbria 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.
- 24/7 support line **0808 1689 111** or email cumbria.admin@victimsupport.org.uk
- **Safety Net** call **01228 515859**. Closed from 20 December to 4 January.
www.safetynetuk.org
- **The Bridgeway** - free and confidential out-of-hours advice for the victims of rape or serious 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** support women in West Cumbria. Call **01946 550103** or **07539 780431** or 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 is available throughout the Christmas period and 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

Barrow foodbank in Millom

Crown Street Baptist Church Hall, Crown Street, Millom, LA18 4AG

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

Brampton food bank

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

- Open Tuesdays and Thursdays 10am - 2pm.
- Contact **016977 745000**.

Carlisle food bank

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

- Open Monday, Tuesday, Wednesday and Friday from 12pm - 3pm.
- Closed from 3pm on Friday 22 December 2023 and re-open Tuesday 2 January 2024.
- Contact **07512 552449**.

Cockermouth food bank

Lorton Street Methodist Church, Cockermouth, CA13 9RH

- Open Tuesday, Wednesday and Thursday 10am - 12pm.

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.
- Warm Welcome Space open every Wednesday until 31 March from 11 am - 1pm.

Maryport

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

- Open Tuesday and Thursday 12pm - 2pm and Friday 4pm - 6pm.

St Barnabus and St Luke's churches

In the west of Carlisle

- Open Thursdays from 10am - 11am at both churches. Please contact to arrange a collection out of these times.
- Closed from Friday 22 December 2023 re-open Thursday 4 January 2024.
- Contact **01228 538983**

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

- Open Monday, Wednesday and Friday, 12pm - 2pm.

Food support groups

West Cumbria:

Aspatria Dreamscheme

Rainbow Room, King Street, Aspatria, CA7 3ES

- Rainbow Pantry - Fridays, 10am - 5pm.
- Contact: **office@dreamscheme.club**
- Closed Friday 29 December

Harriston Community Food Pantry

Harriston, Aspatria, CA7 2ED

- Tuesdays 12noon - 2pm or by prior appointment.
- Contact: **07795 907985** or email **harristonvillagehall@gmail.com**
- Closed Tuesday 26 December. People in need over the Christmas period can call **07795 907985**.

Highfield Food Pantry

Highfield Road, Cockermouth, CA13 9JF

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

- Contact: **07901 616436**.
- December openings are on Friday 8 and Friday 15 December.

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**
- Extra opening on Saturday 23 December from 10am - 11.30am. Emergency packs will be available on Wednesday 27 December from 10am - 11.30am at the drop-in centre next to the library.

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**
- Closed Thursday 28 December.

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**.
- Closed from Friday 15 December, reopens Wednesday 3 January.

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**

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**
- Closed Monday 25, Tuesday 26 December and Monday 1 January.

Wigton Food Pantry

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

- Open Wednesdays 9am - 12.30pm. Coffee Morning 9am - 12noon.
- See Wigton Food Pantry Facebook page for details.
- Closing at 11am on Wednesday 20 December, reopening at 9am on Wednesday 3 January.

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 12pm - 4pm.
- Contact: **01228 596992**.
- Closed from Thursday 21 December 2023, reopens Thursday 4 January 2024.

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
- Closed Monday 25 and Tuesday 26 December 2023, and Monday 1 January 2024. However, will accept emergency callouts.

Harraby Campus Pop-up Pantry

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

- Open Monday and Wednesday 1pm - 4pm.
- Contact: **01228 537831**.
- Closed Tuesday 19 December 2023, reopens Wednesday 3 January 2024.

Longtown Pop-up Pantry

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

- Open Wednesdays 4pm - 7pm and Friday 9am - 12pm.
- Contact: **01228 791876**.
- Closed from Saturday 23 December 2023, reopening on Wednesday 3 January.

The Lookout Community Hub

Shady Grove Road, Carlisle, CA2 7LD

- Open Monday, Wednesday, Thursday and Friday from 10am - 4pm.
- Contact: **07413 258279**.
- Closed from Friday 22 December to Monday 1 January 2024.

Oasis Pantry

Address: 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.
- Closed Wednesday 27 December 2023 and Wednesday 3 January 2024.
- Contact: **01228 530190**.

Free meals

108 Mealbank

108 Botchergate, Carlisle, CA1 1SN

- Open Mondays from 6pm - 7.30pm.
- Contact **01228 593256**.
- Closed Monday 25 December 2023 and Monday 1 January 2024.

Wednesday Breakfast

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

- Open Wednesdays, 8am - 9.30am - including the festive period.

Yewdale Community Centre Home Hub

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

- Contact **01228 591270** for opening hours.
- Closed from 5pm Friday, 15 December, reopening Wednesday, 3 January 2024.

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 **0808 278 7844** www.cac-e.org.uk
- Copeland: call **01946 693321** or email advice@cacopeland.org
www.citizensadvicecopeland.org.uk
- Citizens Advice National Advice Line **0800 278 7959** is available 22 December 9am-5pm, and Wednesday 27, Thursday 28, Friday 29 December 9am - 5pm.

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. Their Christmas Clubs allow you to save throughout the year for Christmas. Start saving this January for Christmas 2024.

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

- Open Friday 22 December 9.30am - 12.30pm and Wednesday 27, Thursday 28, Friday 29 December 9.30am - 2pm.
- Closed Monday 25, Tuesday 26 December and Monday 1. Reopens Tuesday 2 January.

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

- Closed from 4pm Friday 22 December, open 12pm - 4pm Wednesday 27, 9.30am - 4pm Thursday 28 and Friday 29, closed Saturday 30 December and Monday 1 January, reopening 9.30am Tuesday 2 January.

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

- Closed Monday 25, Tuesday 26 December and 1 January. Open Tuesday 2 January as normal, 10am - 2pm.

Help for families

Family Action provide 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.
- Petteril Bank Child and Family Centre, Burnett Road, Carlisle, CA1 3BX.
- Longtown Child and Family Support Centre, Mary Street, Longtown, CA6 5UF.

Children's Centres will stay open 9am - 5pm Monday to Thursday, and Friday 9am - 4.30pm, over Christmas and the New Year - with the exception of Monday 25, Tuesday 26 December and Monday 1 January.

FamilyLine Free support to adult family members on all aspects of family life.

Available via phone, text and email. 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 & Advice Service (CAAS) help over 55s in Copeland and are open Monday to Thursday 9am - 5pm and Friday 9am - 4pm.

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

Winter Warmth Fund - individuals aged 60 and over in receipt of state pension and/or pension credit or struggling to maintain a basic acceptable standard of living during the winter due to the cost of heating their home and the restrictions of cold weather can apply for help.

Contact:

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