



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 - crisis support

If you are in financial crisis, you may be eligible for the Household Support Fund, which helps vulnerable households with essentials. This fund is intended to meet one-off needs rather than ongoing expenses, and focuses on those who have no other means to pay for what they need: [cumberland.gov.uk/hsf](https://www.cumberland.gov.uk/hsf) or telephone **0300 373 3730** (option 2).

There are other sources of help with the cost of living at www.cumberland.gov.uk/costofliving

Homelessness and housing

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

Discretionary Housing Payments

You may be eligible for Discretionary Housing Payments to help with rent or housing costs.

Find out how to apply and whether you're eligible at [cumberland.gov.uk/dhp](https://www.cumberland.gov.uk/dhp)

Contact our Benefits Team at www.cumberland.gov.uk/contact-benefits

Domestic abuse

If you are a victim of domestic abuse, we have 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 us at 0300 373 3730 (24 hours), 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)

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)
- **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)
- **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**](mailto:admin@freedom-project-westcumbria.org.uk)
- **Safety Net** - for anyone affected by domestic abuse. Call **01228 515859** or visit [**www.safetynetuk.org/make-a-referral**](http://www.safetynetuk.org/make-a-referral)

Local support services

- **Gateway 4 Women (Carlisle)** - call **01228 212090** or email [**admin@cumbriagateway.co.uk**](mailto:admin@cumbriagateway.co.uk)
- **Gateway 4 Men (Carlisle)** - call **01228 212091** or email [**info@cumbriagateway.co.uk**](mailto:info@cumbriagateway.co.uk)
- **Gateway 4 Women (Workington)** - call **01900 403220** or email [**contactus@cumbriagateway.co.uk**](mailto: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 at [**cumberland.gov.uk/bereavement**](http://cumberland.gov.uk/bereavement)

Food help

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 - 4pm.
- Contact: office@dreamscheme.club

Great Clifton Village Larder

Great Clifton Village Hall, Workington CA14 1UG

- First and third Friday of the month, from 12.30pm.
- Join for £1 and buy a bag of food for £3.
- Transport from Little Clifton available - email blc.villagelarder@gmail.com to book.

Harriston Community Food Pantry

Harriston, Aspatia, CA7 2ED

- Tuesdays, 12 noon - 1.30pm 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 12.30pm - 1.30pm for food and prepared meals.
- Contact: **01900 821100** or email admin@kingscc.org

Millom Community Larder

St Georges Terrace, Millom LA18 4DB

- Food at low cost. Open Monday, Tuesday, Thursday and Friday 9am – 2pm, and Saturdays 9am - 12.30pm.
- Contact: **0333 3582215**

Millom Network Centre Community Shop

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

- Open Monday 10am - 1pm, and 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. Every Wednesday at 12.30pm (apart from the week of the third Friday in the month, when it is on Friday at 12 noon).
- 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 **theoal@riverside.org.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 or call 07344 368198

Workington Derwent Rotary Community Food Pantry

Royal British Legion Club, St John's Court, Workington, CA14 3DS

- Community Food Pantry is on the first Friday of each month at 11am.

Carlisle area:

Botcherby Pop-up Pantry

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

- Open Wednesdays 12noon - 3pm.
- Contact: **01228 596992**

Brampton Community Food

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

- Open Fridays 9.30am - 11.30am.
- Contact: **07501 883294** or search Brampton Community Larder on Facebook.

Carlisle Affordable Food Shop and Café

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

- Open Monday, Tuesday, Wednesday and Friday from 12 noon - 3pm.
- Contact **07512 552449**

Cornerstone Foodbank

62 - 66 Denton Street, Carlisle, CA2 5EH

- Open Monday, Tuesday, Wednesday and Friday from 9.30am - 3.30pm.
- No referral needed.
- Free breakfast Wednesday mornings (term time only). Toast, cereal, tea, coffee and squash from 8am - 9am.
- Contact **01228 549796**

Currock Community Lunch

Currock House Community Centre, 4 Lediard Avenue, Carlisle, CA2 4BS

- Every other Wednesday, 12noon - 2pm.
- A two-course meal for £5. Open to all, booking advised.
- Call **01228 591868** or email [**info@currockcc.co.uk**](mailto:info@currockcc.co.uk)

Currock Community Pantry

Currock House Community Centre, Lediard Avenue, Durdar, CA2 4BS

- Open Wednesdays, 12.30pm - 2.30pm.
- £3 for eight items. Open to all.
- Call **01228 591868** or email [**info@currockcc.co.uk**](mailto:info@currockcc.co.uk)

Currock Soup Spot

Currock House Community Centre, 4 Lediard Avenue, Carlisle, CA2 4BS

- Every Monday (November to March) from 11.30am - 1pm.
- £1 for soup, roll, drink and a cake. Warm clothes also available.
- Call **01228 591868** or email info@currockcc.co.uk

Greystone Community Pop up Shop

Greystone Community Centre, Close Street, Carlisle, CA1 2HA

- Open Thursdays 9am - 10am.
- Contact sharina.simpson@greystonecc.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 Fridays 9am – 12 noon
- 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**

Meals on Wheels Cumbria

- Fresh, nutritious meals for people who might struggle to cook for themselves.
- Delivery to Carlisle, Wigton, Brampton, Longtown and surrounding areas.
- Every weekday except bank holidays.
- Contact **01228 267167** or visit www.mealsonwheelscumbria.org/

Oasis Pantry

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

- Open Fridays 10am - 2pm.
- Contact: **07838 349561**

Petteril Bank Community Fareshare

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

- Open Wednesdays 12.30pm - 1.30pm.
- Contact: **01228 530190**

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

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 12 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 – 12 noon.

Egremont

North Lakes Foodbank, Egremont Methodist Church, Egremont, CA22 2DR

- Open Tuesday and Friday 1pm - 3pm.

Maryport

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

- Open Tuesday and Thursday 12noon - 2pm and Friday 2.30pm - 4.30pm.

Whitehaven

North Lakes Foodbank, New Life Church, 24 Irish Street, Whitehaven, CA28 7BY

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

Wigton

North Lakes Foodbank, Cornerstone Methodist Church, 50 High Street, Wigton, CA7 9PG

- Open Tuesdays and Fridays, 10am – 12 noon.

Workington

North Lakes Foodbank, The Bridge Centre, Central Square, Workington, CA14 3BG

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

Free meals

108 Mealbank

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

- Live Well (for those living with dementia and their partners) offers a free light 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.

The Oval Community Lunch

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

- Every Monday and Wednesday, 12 noon - 2pm
- Free lunch and prize bingo
- Booking essential - **01946 834713**

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 us on **0300 373 3730**, or visit cumberland.gov.uk/haf

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** or email advice@ca-allerdale.org.uk or visit citizensadviceallerdale.org.uk
- Carlisle: call **03300 563 037** or visit www.cac-e.org.uk/make-a-referral/
- Copeland: call **01946 693321**, email advice@cacopeland.org or visit citizensadvicecopeland.org.uk

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

Other support with the cost of living is available at www.gov.uk/cost-of-living

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
- Northern Community Bank - Call **01282 691333** or email hello@northerncb.uk
- Whitehaven, Egremont and District Credit Union (WEDCU) - Call **01946 66755** or email info@wedcu.co.uk

Cumberland Home Improvement Agency - a Cumberland Council agency providing access to home-related grants around gas safety; measures required on leaving hospital or to prevent hospital admission; and home safety.

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 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 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 at <https://elimcarlisle.org/>
- Church on the Moor, Cleator Moor Civic Hall at www.churchonthemoor.com
- St John's Church, Hensingham, Whitehaven at www.stjohnshensingham.org.uk/
- St Andrew's Church, Mirehouse, Whitehaven at www.standrewsmirehouse.co.uk/
- Woodbank Community Church, Woodhouse, Whitehaven

Help for families

Cumberland Family Hubs provide a range of useful information to support you and your children. This includes mental health advice, family support and wellbeing services. Find out where your local hub is here: <https://cumberlandfamilyhubs.org.uk/>

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@ageuknorthcumbria.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 £227.10 a week (or £346.60 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 pension credit or only have a state pension and no other income, you can apply for up to £350. These grants are limited and not guaranteed even if you are eligible. Contact:

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

Social Prescribing

Our 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

Energy advice

Future Proof Cumbria offers free energy advice and more. Visit futureproofcumbria.org.uk or call **01768 216 500**.

HEAT offers free advice and advocacy for people struggling to pay energy bills.

Email heat@thewisegroup.co.uk or call **0800 0929002**.

For information on home improvement grants that can help save energy and keep warm, visit our Warm Homes page: www.cumberland.gov.uk/housing/warm-homes

Addiction support

Free confidential services for individuals and families affected by addiction across Cumbria:

CADAS (Cumbria Addictions Advice and Solutions) - call **0800 254 5658**. Available weekdays 11am - 5pm (Wednesdays, 11am - 7pm).

www.cadas.co.uk/

Recovery Steps - call **01900 512300**. Available weekdays 9am - 5pm.

www.waythrough.org.uk/find-support-near-me/recovery-steps-cumbria/