

Help is here this Christmas



Emergency Help

Ways to Welfare - Cumbria County Council can provide urgent help and emergency support, including basic food and essential items, or if you are struggling to cope with your current situation for whatever reason. Call the county council's Support Helpline on **0800 783 1966**

The Ways to Welfare line will be operating on the following dates:

- Closed: 25, 26, 27
- Open 28, 29, 30 December 9am- 5pm
- Open as normal from Tuesday 3 January 2023 9am-5pm

Homelessness and Housing Help: - If you are homeless now, or in danger of losing your accommodation, contact the Homelessness and Homelessness Prevention Team through the Housing Options Team at Allerdale Borough Council:

Tel: **01900 702660** Email: homelessness@allerdale.gov.uk Out of office hours: **0303 123 1702**

You can also obtain help and advice by contacting:
 Shelter on **0802 800 4444** or in an emergency call **0808 1644 6600**
 Citizens Advice on **03444 111 444**

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

Bereavement Services

The Bereavement Services team is available throughout the Christmas period and can be contacted on **07762 421072**.

Food Help

Food Banks - North Lakes Foodbank have four centres across Allerdale, details of these can be found below. In order to get help from the food bank you will need to be referred with a voucher. The referral system ensures you are provided with the right help and support for you. Contact Citizens Advice on 0808 208 2138.

Wigton	Comerstone Methodist Church, 50 High Street, Wigton, CA7 9PG	Tuesday and Friday: 10-12pm
Christmas opening times: Last session Friday 23 December, reopening Tuesday 3 January 2023		
Maryport	St Mary's Church, Netherhall Corner, Maryport, CA15 6LL	Tuesday and Thursday: 12-2pm, Friday: 4-6pm
Christmas opening times: Last session Friday 23 December, opening on Thursday 29 December, then again Tuesday 3 January 2023		
Workington	The Bridge Centre, Central Square, Workington, CA14 3BG	Monday, Wednesday and Friday: 12-2pm
Christmas opening times: Last session Friday 23 December, reopening Wednesday 4 January 2023		
Cockermouth	Lorton St Methodist Church, Lorton Street, Cockermouth, CA13 9RH	Tuesday, Wednesday and Thursday: 10-12pm
Christmas opening times: Last session Thursday 22 December, reopening Tuesday 3 January 2023		

Free School Meals - Families of children who receive Free School Meals will continue to be provided with support over the Christmas period, most likely in the form of vouchers. Your child's school will be in touch. Contact the county councils Free School Meals Service on **01228 606060** if you require further information or visit the website here: cumbria.gov.uk/childrensservices/schoolsandlearning/freeschoolmeals.asp

Food Support Groups - if you are struggling to access food over the Christmas period, there are numerous groups across Allerdale that will be able to provide support for you. The details for each group are listed below:

Aspatria Dreamscheme: 'Rainbow Pantry' – Fridays 10am-6pm. Select your food and leave a donation.

Address: Rainbow Room, King Street, Aspatria, CA7 3ES

Email: office@dreamscheme.club Areas supported: Aspatria and surrounding villages

Harriston Community Food Pantry: Weekly Food Club each Tuesday - everybody welcome. Open to members only, please contact the group if you would like to become a member. We do accept referrals.

Address: Harriston, Aspatria, CA7 2ED Phone: **07795 907985** Web: www.harristonvillagehall.com/

Email: harristonvillagehall@gmail.com Facebook: <https://en-gb.facebook.com/harristonvillagehall/>

Areas supported: Harriston and surrounding Area.

Highfield Community Centre: Community Food Pantry on the second and fourth Friday of every month (except December when it is the second and third Friday of that month). Please see contact information for further details.

Address: Highfield Road, Cockermouth, CA13 9JF

Phone: **07901 616436** or **01900 821612** and leave a message. Areas supported: Cockermouth and surrounding villages

Kings Church Meal Share: Open Thursday's 2:30pm. Ambient food, fresh food, pre-prepared meals and debt advice is offered. Address: The Hub, 4 Market Street, Cockermouth, CA13 0AX

Phone: **01900 821100** Email: admin@kingscc.org

Facebook: www.facebook.com/kings.cockermouth/ Areas supported: Cockermouth and surrounding area

Moorclose Community Centre: Regular community food pantries. Please see Facebook for further details.

Address: Moorclose Community Centre, Needham Drive, Moorclose, Workington, CA14 3SE

Facebook: www.facebook.com/moorclosecommunitycentre/ Areas supported: Workington and surrounding area

Northside Community Centre: Community shop and food pantry. Please see Facebook for further details.

Address: Trinity Drive, Northside, Workington, CA14 1AX Phone: **01900 68739**

Facebook: www.facebook.com/nc.cl.7/ Areas supported: Northside and surrounding areas.

Workington Derwent Rotary Community Food Pantry: Community Food Pantry the first Friday of each month.

Please contact the group for further details.

Phone: Doug Trotter **07505 243677** Email: douglastrotter@btinternet.com.

Facebook: <https://en-gb.facebook.com/workingtonderwentrotary/> Area supported: Workington and surrounding areas.

Financial Help:

Allerdale Citizens Advice- Are you struggling to pay your bills and heat your home? Want to check if you are entitled to any extra support? Worried about where you are living or having problems at work?

We offer free confidential, independent and impartial advice on a wide range of areas including debt, benefits, employment, energy, housing, relationships, consumer issues and many other problems.

Website: www.citizensadviceallerdale.org.uk Phone: **01900 604 735**

Email: advice@citizensadviceallerdale.org.uk

Closed at 12pm on Friday 23 December until 9am Tuesday 3 January 2023

Pennine Community Credit Union (formally Affinity Credit Union) - 49 Wood Street, Maryport, CA15 6LD. Contact **01282 691333**. Visit Contact - Pennine Community Credit Union (pccu.co.uk) for contact details and more information.

Christians Against Poverty is a charity that will give free help to anyone who is in debt. Covers West Cumbria, to book an appointment call **0800 328 0006**

Warm Spots

Cumbrians looking for somewhere to warm up and have a chat can now choose from nearly 200 local warm spots this winter. There are now Warm Spot venues in all corners of the county, operating from village halls, community centres, churches, libraries, pubs, and sports centres, some open every day and some just a few hours a week. Everyone is welcome and you will not need to give any explanation of why you are there. Most Warm Spots will be able to offer hot drinks and some will offer extras such as access to Wi-Fi or even meals. Find the Warm Spot nearest you at - cumbria.gov.uk/warmspots.



Help for Families

Family Action – Allerdale 0-19 Child and Family Support Service - Centres that are open over the Christmas period;

West Allerdale Children's Centre, Ennerdale Road, Maryport CA15 8HN – Tel: **01900 810869**

North Allerdale Children's Centre, 10-12 Wampool Place, Wigton, CA7 9SA - Tel: **016973 43870**

Our opening times will be:

Monday 19 - Thursday 22 December 9am – 5pm,

Friday 23rd 9am – 4.30pm

Wednesday 28th & Thursday 29th 9am – 5pm,

Friday 30th December 9am – 4.30pm,

Please contact us on **01900 810869**, **016973 43870** or **07815 687287** for any advice and support for families with children aged 0-19 years.

FamilyLine - www.family-action.org.uk/what-we-do/children-families/familyline/ is a free service available to support adult family members on all aspects of family life issues via telephone, text message and email. Whether it's emotional support or practical advice on any aspect of parenting or broader family issues, call: **0808 802 6666**, text: **07537 404282**, email: familyline@family-action.org.uk or live web via our website www.family-action.org.uk Monday to Friday: 9am – 9pm. The helpline will be covered by SHOUT our text crisis line outside these hours including weekends and bank holidays.

Women out West - Women out West support women in West Cumbria. WOW will be closed on Christmas Day, Monday 28 December and Friday 1st January. Appointments and online/phone support will be available over the festive period.

Email: contactus@womenoutwest.co.uk Tel: **01946 550103** Text: **07539 780431**

Website: www.womenoutwest.co.uk

Together We - Together We help with mental health and wellbeing.

Email: info@togetherwe.co.uk Tel: **0808 196 1773** Web: www.togetherwe.co.uk

Kooth - This December, Kooth will be sharing resources as part of the 'Struggling at Christmas' series.

The series covers different aspects that young people may struggle with over the seasonal period.

We will also be featuring the following live forums on our Kooth website, which young people can access by heading to www.kooth.com

Chat opening hours Saturday 24, Sunday 25, Monday 26, Tuesday 27 & Saturday 31 December 2022 4 – 8pm
Sunday 1 and Monday 2 January 2023, 4 – 8pm

Contact Heather Hook @ hhook@kooth.com if you would like to receive the resources or if you would like to be booked onto any sessions with Kooth.

The Freedom Project - support for individuals and family's around domestic abuse. Email: hope@freedom-project-west-cumbria.org.uk Tel: **07712 117986** www.freedom-project-west-cumbria.org.uk. Closed from Friday 16 December to Tuesday 3 January but helpline available throughout.

Help for the over 55's

Age UK West Cumbria:- contact **01900 844670** or email info@ageukwestcumbria.org.uk for services that help support older people to make the most of later life. Open Wednesday 28, Thursday 29 and Friday 30 December

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone 01228 606060

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 606060 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，请致电 01228 606060

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua, telefone para o 01228 606060

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 606060 numaralı telefonu arayınız