

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

Bereavement Services

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

Food Help

Phoenix Enterprise Centre – Thrift Hub - Thrift Hub Food Pantry provides fresh and store cupboard food, and access to personal care items. It will be running on Tuesday 22 and Tuesday 29 December – emergency provision will be available between Christmas and New Year, please contact **01946 813555** or **07388 996202** or email advice@phoenixenterprisecentre.co.uk

Food Banks - 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**.

Whitehaven	New Life Church, 24 Irish Street, Whitehaven, CA28 7BY	Mondays, Tuesdays and Thursdays	11.30-13.30
Last session before Christmas will be Thursday 22 December, reopening Tuesday 3 January			
Egremont	The Hub, The Meeting Place, Egremont, CA22 2DR	Tuesdays and Fridays	13.00 – 15.00
Last session before Christmas will be Friday 23 December, reopening Tuesday 3 January			
Millom	Millom Baptist Church, 5 Crown Street, Millom LA18 4AG	Tuesdays and Fridays	11.00 – 13.00
Will be open on Tuesday 22 and Tuesday 29 December, usual hours resume from Tuesday 3 January			

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 but also through Holiday Lunchpacks 4 Kids scheme. Your child's school will be in touch.

Millom Food Pantry - The pantry will be closed from Thursday 22 December until Tuesday till 3 January. Emergency contact over this period is **01229 774917** and **07514 098920**.



Financial Help

Citizens Advice Copeland - will close at 12pm on Friday 23rd December and reopen on Tuesday 3 January 2023 as normal. Clients can contact the National Advice line over the Christmas period on **0808 278 7959** (freephone). Online referrals can be made by visiting website cacopeland.org.uk and clicking on contacts, make a referral.

If you are suffering significant financial hardship, further help and financial assistance is available. For more information and support please email or joanne@phoenixenterprise.co.uk providing your name, address, contact number and a brief summary of your situation, or call **07388 996202**, or **01946 693321**.

Whitehaven, Egremont & District Credit Union will be open as normal between Monday 19 – Friday 23 December 10am - 2pm. Closed Monday 26 - Tuesday 27 December. Open Wednesday 28 - Friday 30 December 10am 1pm. Closed 2 January. From Tuesday 3 January, open as normal 10am – 2pm. WEDCU can provide budgeting advice and access to low cost loans as well as access to small hardship grants. info@wedcu.co.uk Tel: **01946 66755** Whitehaven & District Credit Union is working in partnership with the England Illegal Money Lending team. To report a loan shark call **0300 555 2222** or email reportaloanshark@stoploansharks.gov.uk

Christians Against Poverty Whitehaven is a charity that will give free help to anyone who is in debt. 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 - Children's Centres that will be open over Christmas are:

- South Whitehaven Centre, Mirehouse **01946 64600** or **07815 688393**
- Egremont Children Centre, Orgill **01946 823896** or **07815 688393**
- Millom Children Centre **01229 777592** or **07815 688393**

Opening times for all centres will be:

- Wednesday 28 & Thursday 29 December 9am- 5pm
- Friday 30 December 9am- 4.30pm and normal days from Tuesday 3 January 2023

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 - supporting women in West Cumbria. WOW will be closed from Friday 23 December until Tuesday 3 January. New opening times from 3rd January 9am-4.30pm Monday- Friday. Email: wowadmin@ttcwestcumbria.org or call **01946 550103**

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.

Together We - help with mental health and wellbeing. Email: info@togetherwe.co.uk tel: **0808 196 1773** www.togetherwe.co.uk

Help for the over 55's

CAAS - If you are aged 60 or over you may be eligible for a grant of up to £200 towards your fuel bills (must have savings of £5,00 or less before consideration). Contact Copeland Age and Advice Service on **01946 552166**

The office will close at 1pm on Friday 23 December and open Tuesday 3 January 2023

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

Homelessness & Housing Help - If you find yourself homeless and needing urgent help please telephone 01946 598300 for the Copeland Borough Council out-of-hours emergency service.

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 <https://www.streetlink.org.uk/>

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