

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**

Supportive staff will talk to you and suggest ways to help. You can also email **COVID19support@cumbria.gov.uk** and you will receive a response within one working day.

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

- Open: 29, 30 and 31 December 9am-5pm
- Closed: 25, 26, 27, 28 December 2020, 1, 2, 3 January 2021

Local Volunteer Support Groups - If you need emergency help or support if you are staying at home due to coronavirus, the county councils website will be able to provide you with details of volunteer support groups in your local area who can help you.

You simply enter your address and select which services you need help with such as; food banks, emergency food parcels, befriending, grocery shopping, pharmacy collections etc. and contact details of the group will be provided to you. Use the Cumbria County Council's website to access this service here. **www.cumbria.gov.uk**

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/**

Food Help

Food Banks - North Lakes Foodbank have four centres across Allerdale, details of these can be found below. For general inquiries, use the contact details listed here:

Email: **info@thefoodbank.org.uk** Tel: **07502 311452** or **01900 823854** Web: **www.thefoodbank.org.uk/**

Wigton	Cornerstone Methodist Church, 50 High Street, Wigton, CA7 9PG	Tuesday and Friday: 10-12pm
Xmas opening times: Last session Tuesday 22 December, reopening Tuesday 5 January 2021		
Maryport	St Mary's Church, Netherhall Corner, Maryport, CA15 6LL	Tuesday and Thursday: 12-2pm, Friday: 4-6pm
Xmas opening times: Last session Tuesday 22 December, opening on Tuesday 29 December, then again Tuesday 5 January 2021		
Workington	The Bridge Centre, Central Square, Workington, CA14 3BG	Monday, Wednesday and Friday: 12-2pm
Xmas opening times: Last session Wednesday 23rd December, reopening Monday 4th January 2021		
Cockermouth	Lorton St Methodist Church, Lorton Street, Cockermouth, CA13 9RH	Tuesday, Wednesday and Thursday: 10-12pm
Xmas opening times: Last session Tuesday 22nd December, reopening Tuesday 5th January 2021		

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' – Friday's 11am-4pm. 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

Flimby Vulnerable Persons Group: Community Food Pantry every Friday 10.30 to 12:30. Please see Facebook for further details. Address: Flimby Band Room, Wedgewood Road, Flimby, Maryport, CA15

Facebook: www.facebook.com/groups/545282559432075/ Areas supported: Flimby

Harriston Community Food Pantry: Weekly food club on each Thursday. 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 Friday of every 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

Maryport Emergency Response Group: If you are struggling financially due to Covid-19 the Maryport Emergency Response Group can offer assistance in the way of food parcels. These are available Monday and Thursday afternoons.

Phone: **074793 88409** Email: Maryport.cer@gmail.com

Facebook: www.facebook.com/groups/675112079929745/ Areas supported: Maryport and surrounding villages

Maryport Settlement: Community Food Pantry the first Friday of each month, usually 11.00am to 12.00pm. Please see contact information for further details. Address: Castle Hill, High Street, Maryport, CA15 6BQ

Phone: **01900 818075** Email: mail@castlehilltrust.org.uk Web: www.castlehilltrust.org.uk/main-page

Facebook: <https://en-gb.facebook.com/maryportsettlement/> Areas supported: Maryport and surrounding villages

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.

Seaton Food Distribution Centre: We are now offering a telephone request service only. We can offer a couple of bags of pantry essential goodies for a donation of just £1.00. Call 07835 524254 between 1pm and 4pm to arrange collection. Address: Seaton Methodist Chapel Phone: **07835 524254**

Facebook: m.facebook.com/groups/501869134033005/ Areas supported: Seaton

Silloth Community Hub: Community food project. Open Mondays, Wednesdays and Fridays 11am-1pm.

Address: Eden Street, Silloth Facebook: www.facebook.com/sillothcommunityhub/

Area supported: Silloth and surrounding areas.

Workington Derwent Rotary Community Food Pantry: Community Food Pantry the first and third Friday of each month. Please contact the group for further details.

Phone: **07505 243677** Email: antonymcguckin@talktalk.net

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

Financial Help:

Citizens Advice Allerdale - fCitizens Advice Allerdale will be open until 12 noon on Christmas Eve.

Emergency telephone contact can be made via 01946 693321 between 10.00am – 1.00pm on 29, 30 and 31 December 2020. Normal opening hours will resume on Monday 4 January 2021.

Tel: **01900 604735** Email: advice@citizensadviceallerdale.org.uk Web: citizensadviceallerdale.org.uk/

Affinity Credit Union - Affinity Credit Union will close on Christmas Eve and reopen on 4 January. Affinity can provide access to low cost loans and in some cases subsidised savings accounts, please ask if you would like to save but have been financially disadvantaged by Covid-19. Contact us via info@affinitycu.co.uk through our website www.affinitycu.co.uk or during office hours (which are part time) Tel: **01900 65723**. To report a loan shark call **0300 555 2222** or email reportaloanshark@stoploansharks.gov.uk

Help for Families

Family Action – Allerdale 0-19 Child and Family Support Service - The Centre that will be open in the Allerdale area over the Christmas period will be:

West Allerdale Children's Centre, Ennerdale Road, Maryport CA15 8HN

Our opening times will be:

- Monday 21 Wednesday 23 December 9am – 5pm,
- Thursday 24 December 9am – 3pm (mobile will be available to 4pm)
- Tuesday 29 Wednesday 30 December 9am – 5.00pm,
- Thursday 31 December 9am – 3pm (mobile will be available to 4pm)

Please contact us on **01900 810869** 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 on the upcoming dates below from 7:30-9pm:

- Wednesday 9 December – Looking After Your Wellbeing!
- Monday 14 December – Alternative Ways to Celebrate the Holidays
- Wednesday 23 December – Holiday Social Takeover!
- Monday 28 December – Reflecting on Positives from 2020

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

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.

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