

# Support Directory West Cumbria



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# Food Support Services in West Cumbria



## Council Support

If you are struggling to feed yourself or your family, there are organisations that can help. They are used by hundreds of people every week in Cumbria and from all walks of life.

There are food banks and other food projects located across the county, find your nearest at

### **Ways to Welfare -**

<https://legacy.cumberland.gov.uk/welfare>

**Council's support line** 0800 783 1966

## Food Banks

### **Lorton St Methodist Church**

Lorton St, Cockermouth, CA13 9RH

01900 823273

**Open Tuesday to Thursday 10 am to 12 pm**

### **The Hub Egremont**

The Meeting Place, Egremont, CA22 2DR

07737 505387

**Open Tuesday and Friday 1 pm to 3 pm**

### **St Mary's Church**

Netherhall Corner, Maryport, CA15 6LL

01900 66190

**Open Tuesday and Thursday 12 pm to 2 pm**

**Friday 4 pm to 6 pm**

### **New Life Church**

24 Irish St, Whitehaven, CA28 7BY

01946 66556

**Open Monday, Tuesday and Thursday 11.30 am to 1.30 pm**

### **Cornerstone Methodist Church**

50 High St, Wigton, CA7 9PG

016973 42468

**Open Tuesday and Friday 10 am to 12 pm**

## **The Bridge Centre**

Central Square, Workington, CA14 3BG

01900 606989

**Open Monday, Wednesday and Friday 12 pm to 2 pm**

## **Whitehaven Foodbank - Referral only.**

New Life Church, 24 Irish Street, Whitehaven, CA287BY. Referral only.

Call 7506 311452 for more information or email [info@thefoodbank.org.uk](mailto:info@thefoodbank.org.uk)

**Open Monday, Tuesday and Thursday 11.30 am to 1.30 pm**

## **Egremont Foodbank - Referral only.**

The Hub, The Meeting Place, Egremont CA22 2DR. Call

7507 311452 for more information or email

[info@thefoodbank.org.uk](mailto:info@thefoodbank.org.uk)

**Open Tuesday and Fridays 1 pm to 3 pm**

## **Millom Foodbank - Referral only.**

Crown Street Baptist Church Hall Millom.

Call 01229774601 for more information.

**Open Tuesdays and Fridays 11am to 1pm**

## Pantries

### **The Oval Pantry**

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

01946 834713

**Third Friday of every month at 11 am**

### **Escapes Food Pantry**

Moorclose Community Centre, Needham Drive

Workington CA14 3SE

07713 864850

**Open Tuesday 10 am**

# Riverside

## Food Support Services in West Cumbria



### **Harriston Community Food Pantry**

Harriston Aspatria CA7 2ED

07795907985

**Open Tuesday 12 pm to 2 pm and weekly food club each Thursday**

### **Northside Community Centre**

Trinity Drive, Northside, Workington, CA14 1AX

Call 01900 68739 for more information

### **Rainbow Pantry**

King Street, Aspatria, CA7 3ES

016973 42468

**Open Friday 11 am to 4 pm and 5 pm to 7 pm**

### **Wigton Food Pantry**

St Cuthbert's Church, Wigton, CA7 9HT

016973 42379

**Wednesdays 9 am to 1 pm**

### **Workington Derwent Rotary Community Food Pantry**

Workington Legion

Call for more information 07505 243677

**Open first Friday of each month 11 am**

### **Distington Action Against Hunger**

Distington Community Centre Church Road Distington. Self-referral service. Food pantry runs every Tuesday and delivers to Pica and Gilgarran.

**Call 07742387797 for more information.**

### **Highfield Community Centre Pantry**

Highfield Road Cockermouth CA13 9JF

**Open on the second and fourth Friday of every month.**

### **Northside Community Centre**

Community shop and food pantry Trinity Drive

Northside food pantry

**Call 01900 68739 for more information.**

### **Additional Support**

#### **Grow West, Allerby community gardens**

Vegetables boxes

**Call 01900 815003 for more information**

#### **Incredible Edibles, Rotary Club of Cockermouth**

Community organisation coming together to plant trees, veg, salad and herbs which are all available to local residents.

**secretary@cockermouth.rotary1190.org**

#### **Kings Church Meal Share**

4 Market Street Cockermouth.

Open every Thursday: 1.30pm for food and prepared meals and every Sunday: lunch 12.30 £2 per person, places must be booked.

**Call 01900 821100 for more information or email admin@kingscc.org**

#### **Helen's Herbs**

St Mary's church hall, Mossbay. Workington. Self-referral service to those living in West Cumbria aimed at cooking seasonal food from scratch with a budget in mind and are free of charge for anybody in West Cumbria.

**Booking essential.**

# Food Support Services in West Cumbria



## **Family Action Copeland 0 - 19**

South Whitehaven Children's Centre, Whinlatter Road, Whitehaven CA28 8BN.

Online Cook-a-long programme, where parents and children can join weekly for 6 weeks to learn how to prepare and cook healthy meals for the full family. All ingredients are supplied to the family and delivered a day or 2 prior to the group.

**Call 01946 64600 for more information or email [copeland@family-action.org.uk](mailto:copeland@family-action.org.uk)**

## **PEC Phoenix Enterprise Centre**

Thrift Hub Food Pantry, Phoenix House, Jacktrees Road, Cleator Moor. Self-referral service. Weekly shopping is delivered to those suffering financial distress. It will contain meat products, fruit, and veg, bread, milk, pasta, rice, tinned products and jars, baby milk and nappies if required. The organisation has a small number of large slow cookers available which are normally offered to large families.

**Call 01946 813555/07388996202 for more information or email [advice@phoenixenterprisecentre.co.uk](mailto:advice@phoenixenterprisecentre.co.uk)**

## **Millom Network Centre**

Unit 3 Devonshire Road Industrial Estate Millom. Self-referral service. Weekly community food pantry/meals on wheels every Wednesday.

**Call 01229 666025 for more information or email [enquiries@m-n-c.co.uk](mailto:enquiries@m-n-c.co.uk)**

## **Cumbria County Council Adult Learning Self-referral service.**

In partnership with the Copeland Wellness Team run free Healthy Cooking on a Budget courses and £1 Meals.

**Call 01946 506416 for more information or email [copelandadultlearning@cumbria.gov.uk](mailto:copelandadultlearning@cumbria.gov.uk)**

## **Thrift Food pantry**

Phoenix House, Jacktrees Road, Cleator Moor. Self-referral service. Food pantry, works with FareShare and local business to provide free or low cost food to residents who engage with appropriate support, to make them more financially resilient.

**Call 01946 813555/07388996202 for more information or email [advice@phoenixenterprisecentre.co.uk](mailto:advice@phoenixenterprisecentre.co.uk)**

# Riverside

## National Food Support Services



### Council Support

You may be able to get help with essential costs from your local council. This is sometimes known as ‘the Household Support Fund’. This could help if you’re struggling to afford things like:

- **energy and water bills**
- **food**
- **essential items**

Your council may also offer food vouchers to families during the school holidays.

### **Who the Household Support Fund is for**

Funding is aimed at anyone who’s vulnerable or cannot pay for essentials. You do not have to be getting benefits to get help from your local council.

If you get benefits, they will not be affected if you get a payment from a Household Support Fund scheme.

### **Find out about schemes in your area**

Councils decide how to run their schemes. There may be differences in:

- **If you can apply**
- **if or how you need to apply**
- **who money is given to**

For example, some councils share out money through local charities and community groups and some limit household applications to one per year.

Check with your local council to find out what support is available.

<https://www.gov.uk/find-local-council>

### **Trussel Trust**

Food banks in the Trussel Trust network welcome and support everyone who is referred to them,. Volunteers will give a minimum of three days’ emergency food.

### **How to get a food voucher**

In order to get help from a food bank you will need to be referred with a voucher, which can be issued by a number of local community organisations (for instance schools, GPs and advice agencies). Your local food bank can advise which agencies can help.

You can search food banks local to you by visiting: <https://www.trusselltrust.org/get-help/find-a-foodbank/>

If you live in England or Wales please call Help through Hardship for free to talk confidentially to a trained Citizens Advice adviser on: **0808 208 2138** **Monday to Friday, 9 am to 5 pm. Closed on public holidays.)**

They can help address your crisis and provide support to maximise your income, help you navigate the benefits system, and identify any additional grants you could be entitled to. If needed, they’ll issue you with a voucher so you can get an emergency food parcel from your local food bank.

**Trussell Trust Helpline - 0800 915 4604**  
**Open Monday to Friday 9 am to 5 pm**

# National Food Support Services



## **Feeding Britian**

Feeding Britain supports a national network of 80 organisations – ranging from community centres and schools, to local authorities and social enterprises.

To find your local centre please visit

<https://feedingbritain.org/about-us/where-we-work/>

## **Your Local Pantry**

Pantries stock a wide range of food including fresh fruit and veg, frozen and chilled food, meat and dairy products, and long-life tinned and packaged food. To find your local pantry visit

<https://www.yourlocalpantry.co.uk/pantry-listings/>

## **Independent Food Aid Network**

Across the UK there is a growing network of food banks, food distribution charities and local support hubs. To find one nearest to where you live, search the Independent Food Aid Network's interactive map.

## **Community Shops**

Community Shop membership is free and open to those who live locally to a Community Shop store and receive a means-tested benefit. If you think you may be eligible, find your nearest Community Shop and contact them directly about membership.

<https://www.companyshopgroup.co.uk/company-shop/store-locations/>

<https://communitygrocery.org.uk/our-locations/>

## **National Organisations**

### **Too good to go**

On the Too Good To Go app, restaurants, cafes and bakeries list leftover food that would otherwise be thrown away. Users can then browse the map for food near them and pick up a 'magic bag' for a fraction of the original retail cost. Registration to the app is free and users can specify their dietary requirements.

<https://www.toogoodtogo.com/en-gb>

### **Olio**

Olio provides a platform for neighbours to share unwanted food and other items, all for free. People are free to share or pick up anything from an unwanted gift, produce that's on its date from a local store, leftover event catering supplies or excess food that won't get eaten.

<https://olioapp.com/en/>

### **Karma**

The Karma app enables users to rescue fresh food from restaurants, bakeries, cafes and even wholesalers that would have otherwise been thrown away.

<https://save.karma.life/>

### **NoWaste**

NoWaste users can scan receipts and barcodes, log each weekly shop, make lists of what's in, plan meals more effectively and receive automatic expiration reminders.

### **NOSH**

Nosh is an app offering another option to track the food you have in your home. With nosh, users can view categorised expiry and use by dates all on one screen, so they can easily prioritise which foods to use up first.

# National Food Support Services



## KITCHE

The free app has thousands of recipe suggestions that users can filter by the ingredients in their kitchen that need to be used up.

## OddBox

Oddbox is a subscription service that delivers straight to your door, fruit & veg that is considered either too large or too small to be sold in supermarkets. When you sign up to Oddbox, you'll need to decide what you would like to be sent and how often. You can choose fruit, vegetables or a selection of both and have them delivered each week or fortnightly.

<https://www.oddbox.co.uk/>

## Kids Eat Free Deals

Many restaurants, Supermarkets, Cafes and pubs will have Kids Eat Free Deals. You can find a list at Money Saving Expert.

<https://www.moneysavingexpert.com/deals/cheap-restaurant-deals/#kids>

## ASDA

If you dine in at any Asda Café (there are 205 of them) you can get a free bowl of porridge and a hot drink from 8am to midday every day of the week until Wednesday 20 March. There's no minimum spend, so just order at the counter.

## Salvation Army

Run food banks year-round from many of their churches and community centres. To find the closest centre to you visit.

<https://www.salvationarmy.org.uk/map-page>

## Bread and Butter Thing

Their mobile food clubs give access to nutritious and affordable food taken into the heart of communities. This low cost weekly shop provides essential produce for family eating – fresh fruit and veg, fridge favourites and cupboard staples.

**Find your nearest hub by visiting**

<https://www.breadandbutterthing.org/become-a-member>

Once you have found the nearest hub Text **07860 063 304** with your full name, postcode, and the name of the hub you will be collecting from.

## HAF Programmes

The HAF programme provides free holiday provision, including healthy food and enriching activities, for children in receipt of benefits-related free school meals in England.

**To find a programme near you, visit your local council website.**

# Furniture Support in West Cumbria



## Council Support

### **Cumberland Council**

The Council's Ways to Welfare helpline offers help and emergency support with basics and essentials for people struggling to cope with their current situation. They can also advise on which other financial support you may be entitled to.

**Call 0800 783 1966 for more information**

### **Focus Family**

As part of the Think Family approach, Focus Family can offer support in signposting professionals and families to other local service providers who would be able to offer them additional support. How they can help

- Employment Advisors who offer a full welfare benefit health check to make sure that the families are receiving all benefits that they are entitled to as well as other services
- Signposting to community food hubs / pantries and locally accessible grants and funding
- Project Linus - providing quilts for children and young people in need of comfort
- Families in need (including domestic abuse, poverty, SEND) - signposting to services
- Welfare assistance and guidance for professionals to share with service users
- Assist in getting white goods for households in need

Focus Family Community Navigator: Ann Crook  
**[Ann.Crook@cumbria.gov.uk](mailto:Ann.Crook@cumbria.gov.uk)**

For support regarding out of work benefits and barriers to employment:

**[focus.family@cumbria.gov.uk](mailto:focus.family@cumbria.gov.uk)**

### **Cumbria Recycling Workington**

Specialise in the refurbishment and resale of electrical goods.

**For more information contact 01900 65222**

## Charity Shops

### **Barnardo's Whitehaven**

57/60 King Street, Whitehaven, CA28 7JH

### **Barnardo's Keswick**

23 Station Street, Keswick, CA12 5HH

**01768 771484**

**Small Household items**

### **Age UK West Cumbria**

Workington Superstore

50 Finkle Street, Workington, CA14 2AZ

**01900 844670**

### **Age UK West Cumbria**

Workington Warehouse

The Bradbury Independent Living Centre

Oxford Street Workington CA14 2AL

**01900 844670 \*Mobility Specialists**

### **Hospice at Home Wigton Shop**

9 King Street, Wigton, CA7 9DT

**016973 45656**

### **Hospice at Home Workington Shop**

54 Pow Street, Workington, CA14 3AB

**01900 268045**

### **Knoxwood Animal Charity - Wigton Shop**

King Street, Wigton, CA7 9EJ

**01697 343812**

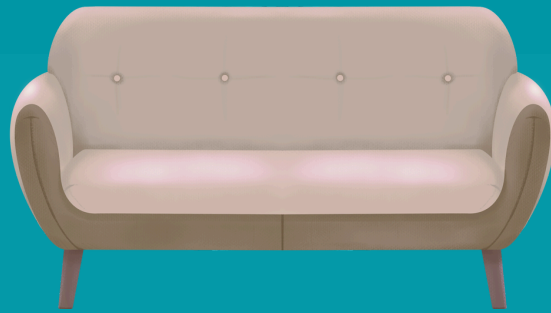
### **Knoxwood Animal Charity - Maryport Shop**

Senhouse Street, Maryport, CA15 6BS

**01900 816082**



# Furniture Support in West Cumbria



## **British Heart Foundation**

Whitehaven - 55 King Street, CA28 7JH

**01946 592594**

Penrith - 53 King Street, Penrith, CA11 7AX

**01768 890253**

Workington - 50 Pow Street, CA14 3AG

**01900 873177**

Workington Home Store - 45-49 Pow Street,  
Workington, CA14 3AB

**01900 358 780**

## **Oxfam**

Wigton Shop, 47 High Street, Wigton, CA7 9NJ

**016973 44444**

Penrith Shop 23 Devonshire Street, CA11 7SU

**01768 863064**

**One in Workington and whitehaven**

## **Restore New Squares**

11 Brewery Lane, New Squares, CA11 7BU

**07988 780 663**

## **Cumbria Cerebral Palsy - Wigton Shop**

2A West Street, Wigton, CA7 9NP

**016973 45066**

## **Scope - Workington Shop**

8 Murray Road, Workington, CA14 2AD

**01900 63492**

## **British Red Cross - Workington Shop**

16A Murray Road, Workington, CA14 2AD

**01900 65093**

## **Cumbria Recycling - Workington showroom**

Unit 2 Hallwood Road, Lillyhall Industrial Estate,  
Workington, CA14 4JR

**01900 604466/ 01900 605358**

## **The Scout Shop - Wigton**

1 High St, Wigton, CA7 9NJ

**07517 128007**

## **Cancer Research - Workington Shop**

Unit 4 Ritz Shopping Centre, Murray Road,  
Workington, CA14 2AG

**01900 603581**

## **Facebook Groups**

There are several groups on Facebook that offer free or low cost furniture.

These include:

**Free Things in Workington and around  
Workington, Whitehaven and surrounding selling  
and free items**

**Free in Whitehaven, Egremont, Workington**

## **Second Hand Furniture Websites**

**Facebook Market Place and Groups**

**Gumtree**

**FreeCycle**

**Pre-Loved**

**Freeads**

**VivaStreet**

**Freegal**

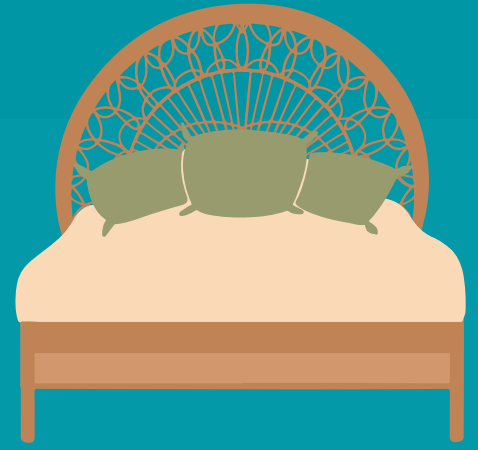
## **Resources**

### **Reuse Network**

Reuse Network supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change.

**<https://reuse-network.org.uk/>**

# National Furniture Support



## Local Council Support

Your local council may be able to help you get hold of items of furniture – as well as helping with other issues, such as debt advice, food and fuel poverty. They do this through what are known as their local welfare assistance schemes (LWASs), also known as local welfare provision (LWP) or crisis support.

Not all councils have these schemes, and some do not provide help with furniture and white goods. If they do help with furniture, most provide it for free, while others will only offer you a loan to get the items yourself. You can usually only apply a limited number of times within a given period.

Most local authorities with a scheme only help with the most essential items such as a cooker, fridge/freezer, and bed. Some will also provide a washing machine, sofa and wardrobe. Many schemes also provide other support beyond furniture, such as help with utility bills and food.

If your council doesn't have a scheme, they will be offering some sort of support through their allocation of the Household Support Fund so we have now included links to every local authority scheme. Authorities are using this funding in different ways, a few are using it for furniture and appliances so do have a look at the link. Local authorities also provide other support such as advice on any additional benefits that you may be entitled to so it is worth getting in touch with them.

**To find the details of your local council visit**  
<https://www.gov.uk/find-local-council>

## End Furniture Poverty

End Furniture Poverty have a list of resources and advice on their website on how to access new and preloved furniture.

<https://endfurniturepoverty.org/>

## Reuse Network

The Reuse supports reuse charities across the UK to help them alleviate poverty, reduce waste and tackle climate change.

You can search charity shops, projects and groups near you who offer affordable household items including furniture, electrical appliances, IT equipment and more.

**Search by visiting**

<https://reuse-network.org.uk/>

## Charities

### Glasspool Trust

UK-wide charity that provides grants support for people experiencing financial hardship, with no restrictions on who they can help.

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

### Buttle UK

Support children and their families, including the provision of beds, and offer more comprehensive packages of support.

<https://buddleuk.org/apply-for-a-grant/>

### Family Fund

Helping vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency. They provide essential furniture items and they accept direct applications.

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

# Cost of Living Support in West Cumbria



## Council Support

### **Cumberland Council**

The Council's Ways to Welfare helpline offers help and emergency support with basics and essentials for people struggling to cope with their current situation. They can also advise on which other financial support you may be entitled to.

**Call 0800 783 1966 for more information**

Libraries are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

### **Cumbria County Council - Welfare - contact community support**

**01228 221100** (Monday - Thursday 9am to 4:30pm, Friday 9am - 4 pm)

**communitysupport@cumbria.gov.uk** - You will receive a response within one working day.

### **Heating Grants**

If you:

- Are struggling to heat your home and have at least one child under the age of five
- Have a chronic underlying health condition (particularly respiratory or coronary), or
- Have a disability particularly affected by the cold weather

then you may be entitled to financial assistance. Contact the Cumbria Community Foundation to see if you qualify. **Telephone: 01768 891 414.**

### **Winter warmth fund**

Grants to help older people in Cumbria stay warm and healthy. The normal grant is £150 or £250 in exceptional circumstances

If you would like to apply to this fund please contact one of the following:

**Age UK Carlisle and Eden:** Paul Grindley 01228 536673

**Age UK West Cumbria (Allerdale and Copeland):** Christine Timney 01946 66669 or 08443 843843

### **Citizens Advice Workington**

Town Hall, Oxford Street, Workington CA14 2RS  
01900 604735

**advice@citizensadviceallerdale.org.uk**

Call to book an appointment.

**Phone lines open Monday, Wednesday, Thursday and Friday 9 am to 4 pm**

### **Money Advice Service - 0300 500 5000**

### **National Debt Line - or call 0808 808 4000**

### **Christians Against Poverty**

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians).

**Money Advice service** free, impartial advice, to help improve your finances, set up by government to help keep track and plan ahead **0800138 7777**

### **Debt Support Charities**

#### **Cumbria Law Centre**

Cumbria Law Centre is a community organisation offering free legal advice and representation to people who live or work in the county.

8 Spencer Street, Carlisle, Cumbria, CA1 1BG  
**01228 515129**

**reception@cumbria-law.org.uk**

## Credit Unions

### **Carlisle and District Credit Union**

95 Lowther Street, Carlisle CA3 8ED  
01228 594007

[info@carlislecu.com](mailto:info@carlislecu.com)

**Open Monday to Friday 9.30 am to 4 pm**

### **Pennine Community Credit Union**

**01282 691333**

[enquires@pccu.co.uk](mailto:enquires@pccu.co.uk)

### **Whitehaven, Egremont and District**

24 James Street, Whitehaven, CA28 7HZ

**01946 66755** [info@wedcu.co.uk](mailto:info@wedcu.co.uk)

## Financial and employment support

Your financial situation may be affecting your health and there are a range of organisations which can provide advice and assistance. These include:

### **Advice UK**

**0300 777 0107** [www.adviceuk.org.uk](http://www.adviceuk.org.uk)

**Jobcentre Plus** - [www.gov.uk/contact-jobcentre-plus/existing-benefit-claims](http://www.gov.uk/contact-jobcentre-plus/existing-benefit-claims)

## Employment Support

### **Cumbria Jobs Fuse**

helps to connect people looking for work to local employers looking for staff. If you're looking for work, call **0800 100 900**

### **Inspira**

Inspira is a leading employability skills expert, providing FREE professional careers advice and guidance.

Gillan Way, Penrith 40 Business Park, Cumbria, CA11 9BP

**0345 658 8647**

## **Further Education / Training:**

Lakes College

Lillyhall Business Park, Hallwood Rd,  
Workington CA14 4JN

**01946 839300**

### **Energus Campus**

Blackwood Road, Lillyhall, Workington, Cumbria, CA14 4JW

**01900 605665**

## Fuel and Energy Support

### **Energy Projects Plus**

Free and impartial advice to help you save money on your energy bills.

0800 043 0151

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

### **British Gas Energy Trust**

<https://britishgasenergytrust.org.uk/>

### **Scottish Power Hardship Fund**

<https://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund>

### **E.On Energy Fund**

<https://www.eonenergyfund.com/>

### **Support from Banks**

Most banks offer help for those struggling during the current cost of living surge, with most stating that they plan to ramp up their guidance and support services.

### **Cumbria Action for Sustainability**

Helping Cumbrians to reduce their carbon footprint and prevent climate change.

01768 210276|[office@cafs.org.uk](mailto:office@cafs.org.uk)

## National Debt services

### **Turn2us**

Turn2us is a national charity providing practical help to people who are struggling financially.

**0808 802 2000 [www.turn2us.org.uk](http://www.turn2us.org.uk)**

### **National Debtline**

National Debtline is a debt advice charity run by the Money Advice Trust. We are a free and confidential debt advice service for people in England, Wales and Scotland.

**0808 808 4000 [www.nationaldebtline.org](http://www.nationaldebtline.org)**

# National Cost of Living Support Benefits



## GOV.UK

The GOV.UK website has a list of resources to help support those who are struggling due to the cost-of-living crisis.

<https://www.gov.uk/>

## Benefits and Financial Support

There are several benefits that you may be eligible for including:

**Universal Credit** - If you're on a low income, you're out of work or you cannot work

**Carer's Allowance** - If you care for someone who gets certain benefits at least 35 hours a week

**New Style Employment and Support Allowance (ESA)** - If you have a disability or health condition that affects how much you can work or if you need support to get back into work.

**New Style Jobseeker's Allowance (JSA)** - If you need help when you're looking for work

**Access to Work** - If you have a physical or mental health condition or disability you may be able to receive support to help you stay in work.

To find out what benefits and support you may be eligible for visit

<https://www.gov.uk/cost-of-living/benefits-tax-work>

## Help for Households

See what support is available to help with the cost of living and save money with our energy saving tips.

<https://helpforhouseholds.campaign.gov.uk/>

## Personal Independence Payment

Personal Independence Payment (PIP) can help with extra living costs if you have both:

- a long-term physical or mental health condition or disability
- difficulty doing certain everyday tasks or getting around because of your condition

You can get PIP even if you're working, have savings or are getting most other benefits.

**To find out more visit - <https://www.gov.uk/pip>**

## Citizens Advice

The national charity and network of local charities offer confidential advice online, over the phone, and in person, for free.

You can contact an adviser through the national phone service: Adviceline (England): **0800 144 8848**

Relay UK - if you can't hear or speak on the phone, you can type what you want to say: **18001** then the Adviceline or Advicelink number

You can use Relay UK with an app or a textphone. There's no extra charge to use it.

**Adviceline's available 9am to 5pm, Monday to Friday. It's usually busiest at the beginning and end of the day. It's not available on public holidays.**

To find your nearest Citizens Advice visit <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/>

# National Cost of Living Support Debt Help



## Citizens Advice

Full debt and consumer advice service in England and Wales. Many have specialist case workers to deal with any type of debt, including repossessions and negotiation with creditors. If you live in England or Wales, get in touch by:

**Web chat:** The web chat service is open Monday to Friday, 8am - 7pm and Saturday 9.30am - 1pm (except bank holidays).

**0800 240 4420 (debt helpline)** The debt helpline is available 9am to 5pm, Monday to Friday (excluding bank holidays).

## Step Change Debt Charity

Online support is available via the debt advice tool where you can create a budget and get a personal action plan with practical next steps. .

**0800 138 1111** Opening times: Monday to Friday, 8am to 8pm, Saturday, 8am to 2pm (closed on Sundays and bank holidays).

<https://www.stepchange.org/>

## National Debtline

National Debtline provides free advice and resources to help people deal with their debts. Advice is available over the phone, online and via webchat.

**0808 808 4000** Opening times: Monday to Friday, 9am to 8pm, Saturday, 9.30am to 1pm.

<https://www.nationaldebtline.org/about-us/>

## Debt Advice Foundation

Debt Advice Foundation is a debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt.

**0800 043 40 50** Monday to Friday 8am to 6pm

## Christians Against Poverty

National debt counselling charity with a network of 160 centres based in local churches, offering hope and a solution to anyone in debt (not just Christians).

<https://capuk.org/>

## PayPlan

PayPlan offer free, simple debt advice to anyone who needs it. When you go to them for debt advice, they will show you all the different debt solutions that are out there so you've got a clear idea of what your options are, and how each one could help you. They can also advise you on what the best solution is for your circumstances, plus any other options that might work for you.

**0800 316 1833 Available between 8am to 8pm Monday to Friday and 9am to 3pm on Saturday.**

<https://www.payplan.com/>

## Community Monday Advice

Community Money Advice (CMA) is a charity dedicated to supporting and helping community groups, churches and groups of churches set up free, face to face debt & money advice centres in their neighbourhood.

<https://www.communitymoneyadvice.com/freedom-from-debt/get-help>

## Turn2Us

Turn2us is a national charity providing practical help to people who are struggling financially. You can use their free Benefits Calculator and Grants Search to find out what help you can get.

<https://www.turn2us.org.uk/>

# National Cost of Living Support Services



## **Money Advice service**

The Money Advice Service is a free, impartial advice, to help improve your finances, set up by government to help keep track and plan ahead  
**0800138 7777**

## **Credit Unions**

Credit unions come in all shapes and sizes. Whether you're looking for a credit union with online and phone banking, a payroll partnership with your employer, a local branch or service point you can walk into – or a combination of all three – there's a good chance you'll find the credit union you're looking for to meet your needs.

To find a credit union near you visit

<https://www.findyourcreditunion.co.uk/>

## **Fuel and Energy Support**

### **Energy Projects Plus**

Free and impartial advice to help you save money on your energy bills.

0800 043 0151

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

### **British Gas Energy Trust**

<https://britishgasenergytrust.org.uk/>

### **Scottish Power Hardship Fund**

<https://www.scottishpower.co.uk/support-centre/help-paying-your-bill/hardship-fund>

## **E.On Energy Fund**

<https://www.eonenergyfund.com/>

## **Support from Banks**

Most banks offer help for those struggling during the current cost of living surge, with most stating that they plan to ramp up their guidance and support services.



# National Cost of Living Support Employment



## Government Support

Find a Job in England, Scotland or Wales through the government's official job vacancy service that offers a simple way for people to search for the latest jobs.

Find additional job opportunities through the Job Help website.

<https://jobhelp.campaign.gov.uk/>

## Apprenticeship's

An apprenticeship combines practical training in a job with study.

You can start an apprenticeship if you're:

- 16 or over - there's no upper age limit
- not in education (full or part-time)

You can have a previous qualification, like a degree, and still start an apprenticeship.

<https://www.gov.uk/apply-apprenticeship>

## Learn online for free

Learn online for free with The Skills Toolkit, where you can access more than 70 courses in digital, numeracy and employability skills.

<https://nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit>

## Get a free Level 3 qualification

If you are 19 or over and don't yet have A levels or equivalent you can now take your first Level 3 qualification for free. There are hundreds of free

courses available linking to jobs in sectors such as building and construction, health and social care, accounting, engineering, environmental conservation and more.

To find out more visit

<https://www.gov.uk/guidance/free-courses-for-jobs>

## The Job Entry Targeted Support Scheme

The Job Entry Targeted Support scheme is providing six months of personalised support for people who have been unable to find work within the first 3 months of unemployment.

To find out more visit <https://www.gov.uk/>

## Get support from a work coach

Work coaches use their experience of the jobs market to help you find opportunities that match your skills, which could include types of work you've never considered before. Get support from your work coach by asking at your nominated Job Centre.

## National Careers Service

Provide careers information, advice and guidance. We can help you make decisions at all stages in your career.

Call 0800 100 900 to speak to an adviser.

8am to 8pm Monday to Friday, 10am to 5pm Saturday and bank holidays.

<https://nationalcareers.service.gov.uk/>

# Welcoming Spaces in West Cumbria



## Welcoming Spaces

Libraries are Welcoming Spaces where people can meet up, socialise, access support on issues such as money, welfare and mental wellbeing, access computers, free wi-fi and charging points, and heated spaces.

### **Whitehaven Library**

Lowther Street, Whitehaven, CA28 7QZ  
01946 506400

**Open Monday, Wednesday, Friday 9 am to 5 pm  
Tuesday and Thursday 9 am to 6 pm Saturday  
10 am to 2 pm**

### **Distington Library**

Link Church Road, Distington, CA14 5TE  
01946 506400

**Open Monday, Tuesday, Thursday and Friday  
10 am to 2 pm**

### **Workington Library**

Vulcan's Lane, Workington, CA14 2ND  
01900 706170

**Open Monday, Wednesday 9 am to 6 pm Tuesday,  
Thursday, Friday 9 am to 5 pm Saturday 9 am to  
2 pm**

### **Seaton Library**

Ling Beck Park, Seaton, CA14 1JD 01900 68441 Open  
**Monday 1 pm to 5 pm Tuesday, Thursday 10 am to  
5 pm Friday 9 am to 12 pm**

### **Aspatria Library**

King Street, Aspatria, CA7 3ET  
07557499129

**Open Monday, Tuesday and Friday 1 pm to 5 pm**

### **Maryport Library**

Lawson Street, Maryport, CA15 6LY  
01900 706135

**Open Monday to Friday 9.30 am to 5 pm  
Saturday 9.30 am to 12.30 pm**

### **Welcoming Spaces/Warm Hubs**

Many warm hubs are based in Churches, Community Venues and Libraries. They offer a safe space to access food and refreshments, advice and guidance on benefits and keeping your home warm, activities and the opportunity to make new friends.

### **Warm Welcome**

Warm Welcome Spaces are opening their doors to local communities, offering everyone a free, warm, welcoming and friendly space. You can search spaces near you by visiting <https://www.warmwelcome.uk/>

# Riverside

## Digital Inclusion Support in West Cumbria



### National Organisations

#### **Job Centre Support**

Connectivity provider TalkTalk is rolling out a new voucher scheme that gives jobseekers across the UK free access to high-quality broadband. The programme, offered in partnership with the Department for Work and Pensions (DWP), aims to tackle digital exclusion and remove barriers to employment across the UK.

**Your work coach will be able to help support you to access further information**

#### **Social Tariffs**

Internet access at home can be expensive, some broadband providers offer social tariffs – broadband and phone packages at a reduced price for people claiming Universal Credit, Pension Credit as well as some other benefits. Some providers call them ‘essential’ or ‘basic’ broadband.

**Visit [www.ofcom.org.uk](http://www.ofcom.org.uk) and search social tariffs to find out more.**

#### **The Department for Education**

The Department For Education offers free qualifications and provides access to free, high-quality provision to equip them with the essential digital skills they need for life and work. To be eligible for full funding under the entitlement:

- Be a UK resident
- Aged 19 and over
- Do not have the essential digital skills required to operate effectively in work and day to day life

**[www.gov.uk/guidance/free-qualifications-for-adults-with-low-digital-skills](http://www.gov.uk/guidance/free-qualifications-for-adults-with-low-digital-skills)**

#### **Get Online @ Home**

Get Online @ Home sells heavily discounted, refurbished computers and tablets.

**<https://www.getonlineathome.org>**

#### **Family Fund**

Devices, such as computers and tablets, can have a huge impact on disabled children and their families. Family Fund can help support families.

**[www.familyfund.org.uk](http://www.familyfund.org.uk)**

#### **The Charity Excellence**

The Charity Excellence Framework provides a resource for a wide range of free laptops, computers, software, IT support and grants for UK charities and social enterprises.

**[www.charityexcellence.co.uk](http://www.charityexcellence.co.uk)**

#### **The National Data Bank**

The National Databank is a national foodbank for connectivity data. Run by Good Things Foundation, data to help almost 500,000 people will be donated by Virgin Media O2, Vodafone, and Three Mobile from September 2022.

**[www.goodthingsfoundation.org](http://www.goodthingsfoundation.org)**

#### **National Device Bank**

Good Things Foundation is building the UK's first ever National Device Bank. Devices will be provided to people in need by thousands of community organisations in Good Things Foundation's network.

**<https://www.onlinecentresnetwork.org>**

# Riverside

## Digital Inclusion Support in West Cumbria



### Libraries

Libraries across North Lakes offer a range of different services and support including computer access, printing, group activities and wellbeing support.

#### **Whitehaven Library**

Lowther Street, Whitehaven, CA28 7QZ  
01946 506400

**Open Monday, Wednesday, Friday 9 am to 5 pm  
Tuesday and Thursday 9 am to 6 pm  
Saturday 10 am to 2 pm**

#### **Distington Library Link**

Church Road, Distington, CA14 5TE  
01946 506400

**Open Monday, Tuesday, Thursday and Friday  
10 am to 2 pm**

#### **Workington Library**

Vulcan's Lane, Workington, CA14 2ND  
01900 706170

**Open Monday, Wednesday 9 am to 6 pm  
Tuesday, Thursday, Friday: 9 am to 5 pm  
Saturday 9 am to 2 pm**

#### **Seaton Library**

Ling Beck Park, Seaton, CA14 1JD  
01900 68441

**Open Monday 1 pm to 5 pm  
Tuesday, Thursday 10 am to 5 pm  
Friday 9 am to 12 pm**

#### **Aspatia Library**

King Street, Aspatia, CA7 3ET  
07557499129

**Open Monday, Tuesday and Friday 1 pm to 5 pm**

#### **Maryport Library**

Lawson Street, Maryport, CA15 6LY  
01900 706135

**Open Monday to Friday 9.30 am to 5 pm  
Saturday 9.30 am to 12.30 pm**

### Learning

#### **Learn My Way**

Learn My Way is a website of free online courses for beginners to develop digital skills to make the most of the online world.

[www.learnmyway.com](http://www.learnmyway.com)

#### **Barclays Digital Wings**

Barclays Digital Wings platform offers free online digital skills courses from how to stay safe online, use social media, make your business digital and much more. Available to everyone, no eligibility criteria.

<https://digital.wings.uk.barclays/>

#### **FutureLearn**

FutureLearn provide a suite of free digital skills courses from digital skills for work and life to advanced skills like web analytics, social media, AI and much more.

[www.futurelearn.com](http://www.futurelearn.com)

#### **Adult Learning Workington**

01900 706023

[workingtonadultlearning@cumberland.gov.uk](mailto:workingtonadultlearning@cumberland.gov.uk)  
[whitehavenadultlearning@cumberland.gov.uk](mailto:whitehavenadultlearning@cumberland.gov.uk)

#### **CRL Recycle and Retail**

Unit 2, Hallwood Road, Lillyhall Industrial Estate,  
Workington, Cumbria, CA14 4JR

01900 604466

<https://cumbriarecycling.co.uk>



Riverside

# Digital Inclusion Support in West Cumbria



## Computer Club

Lamplugh Village Hall, Lamplugh

Improve your computing skills, whatever your current level, through a mixture of formal teaching and learning.

**Fortnightly - Monday Evenings at 7.30pm**

**Contact Bob Marshall: 01946 861493**

## IT Drop In

The Bradbury Independent Living Centre, Oxford Street, Workington,

**Monday 10 am to 12 pm**

**Contact Bradbury Independent Living Centre**

**01900 844670**

## Seaton Digipals

Need to book a session

Seaton Library, Main Road, Seaton, Workington

**Alternate Thursdays 2 pm to 3.30 pm**

**Contact the Library: 01900 68441**

# Youth Provision in West Cumbria



## Children's Centres

### **Derwent Valley Children's Centre**

South Street, Cockermouth, Cumbria, CA13 9RT  
**07815686871**  
[Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk)

### **North Allerdale Children's Centre - Workington**

Nilsson Drive, Workington, Cumbria, CA14 5BD  
**07815686871**  
[Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk)

### **West Allerdale Children's Centre - Maryport**

Ennerdale Road, Maryport, CA15 8HN  
**07815686871**  
[Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk)

## **Focus Family**

As part of the Think Family approach, Focus Family can offer support in signposting professionals and families to other local service providers who would be able to offer them additional support. How they can help:

- Employment Advisors who offer a full welfare benefit health check to make sure that the families are receiving all benefits that they are entitled to as well as other services
- Signposting to community food hubs / pantries and locally accessible grants and funding Project Linus - providing quilts for children and young people in need of comfort Families in need (including domestic abuse, poverty, SEND) - signposting to services
- Welfare assistance and guidance for professionals to share with service users Assist in getting white goods for households in need

## **Focus Family Community Navigator: Ann Crook** [Ann.Crook@cumbria.gov.uk](mailto:Ann.Crook@cumbria.gov.uk)

For support regarding out of work benefits and barriers to employment:  
[focus.family@cumbria.gov.uk](mailto:focus.family@cumbria.gov.uk)

The Children and Families Information Service provides free information, advice and guidance about a wide range of services including: local childcare providers including brokerage service free early years entitlement support and advice groups parent and toddler groups

## Local Services

### **Friday Night Projects**

Working in partnership with the following agencies Cumbria Youth Alliance secured the funding for Friday Night Provision for young people 11+ across Allerdale. The services are delivered on the ground by the partners in various locations to meet identified needs and offers an environment where the young people can socialise safely, discuss worries, ask advice, and take part in sport and fun activities they would not normally have access to.

- North Allerdale Development Trust - Silloth/ Maryport
- Wigton Youth Station - Wigton
- Aspatria Dreamscheme - Aspatria
- Kings Church - Cockermouth
- South Workington Youth Partnership - Moorclose

**If you want to know more about this project call the team on 01900 603131**

# Youth Provision in West Cumbria



## **MyTime - Barnardos**

Team of therapeutically trained staff who work with children and young people that want support with their emotional health and wellbeing. The service offers different types of support including counselling, play therapy, creative therapy, solution focussed brief interventions and CBT based intervention.

**01539 742626**

**[mytimecumbria@barnardos.org.uk](mailto:mytimecumbria@barnardos.org.uk)**

## **Together We**

Together We is a Community Interest Company in West Cumbria that aims to empower people to learn skills to better manage their own physical and mental health and their overall wellbeing.

**To find out more Contact 0808 196 1773 or email [referral@togetherwe.uk](mailto:referral@togetherwe.uk)**

## **Mental Health support**

### **Young Minds Website and 24/7 text line**

Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

**[www.youngminds.org.uk](http://www.youngminds.org.uk)**

**Young Minds Textline: Text YM to 85258**

### **Kooth – Online Counselling and Support (11-25)**

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

**Access through [www.Kooth.com](http://www.Kooth.com)**

**0203 984 9337 [contact@kooth.com](mailto:contact@kooth.com)**

## **Short Breaks - Tea Time Fun**

A group for children with a disability or undergoing diagnosis. These sessions offer the opportunity for children to socialise with others of the same age giving them the opportunity to play and learn in a safe environment.

**Contact Claire on 01900 604822**

## **West Coast Youth Club at the Carnegie Theatre**

Finkle Street, Workington, Cumbria, CA14 2BD

**01900 602122**

## **Harrington Youth Club**

26 Church Rd, Harrington, Workington CA14 5PT

## **Workington Sea Cadets**

Stanley Street Workington

**01900 871381**

## **Cumbria Army Cadets**

Army Reserve Centre Harrington Road

WORKINGTON Cumbria CA14 3XD

# National Support for Young People



## Children's Centres

Children's centres bring together a range of free services for children from birth to five, and their families. Services vary at each centre according to local community needs but all centres provide child and family health, family support services and a range of parent and toddler activities.

Contact your local council to find out about Sure Start centres in England.

<https://www.gov.uk/find-local-council>

## National Support Services

### Youth Access

Youth Access works with organisations delivering support for young people. You can search their Find Help page to find support near you.

<https://www.youthaccess.org.uk/our-network/find-help>

### National Youth Advocacy Service

The Get Support page offers a wide range of advice, guidance and support available for many issues affecting young people.

<https://www.nyas.net/get-support/>

### Young Minds

Mental health support for young people, parents and carers. Young Minds provide young people with tools to look after their mental health. The website is full of advice and information on what to do if you're struggling with how you feel.

[www.youngminds.org.uk](http://www.youngminds.org.uk)

Young Minds Textline: Text YM to 85258

## The Mix

At The Mix, trained staff provide help for young people aged 11-25. This Mix isn't just about young people and mental health, they also provide support for relationship issues, working life, school life, housing, depression and any other issues all year round.

Support Available.

**Crisis Messenger:** If you feel like you can't cope or are worried about how you are feeling, you can contact the crisis messenger 24 hours a day, 7 days a week by texting **THEMIX** to **85258**. The text messaging support service is free and for any issue.

**Email Support:** The Mix can help you find the information you need.

<https://www.themix.org.uk/get-support/speak-to-our-team/email-us>

**One-to-one chat** One to one chat allows you to live message trained helpline supporters about any issue that is troubling you. The one-to-one chat is open from 4pm to 11pm, Monday to Friday.

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

**Mind** - Useful contacts for supporting Children and young people

<https://www.mind.org.uk/for-young-people/how-to-get-help-and-support/useful-contacts/>



# National Support for Young People



## **Kooth – Online Counselling and Support (11-25)**

Kooth is an, online counselling and emotional well-being platform for children and young people, accessible through mobile, tablet and desktop.

**Access through [www.Kooth.com](http://www.Kooth.com)**

**0203 984 9337 [contact@kooth.com](mailto:contact@kooth.com)**

## **PAPYRUS**

PAPYRUS is the national charity dedicated to the prevention of young suicide.

**HOPELINE247** advisers want to work with you to understand why thoughts of suicide might be present. They also want to provide you with a safe space to talk through anything happening in your life that could be impacting on your or anyone else's ability to stay safe.

- For children and young people under the age of 35 who are experiencing thoughts of suicide
- For anyone concerned that a young person could be thinking about suicide

**Call: 0800 068 4141**

**Text: 07860039967**

**Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)**

Line are open 24 hours every day of the year (Weekends and Bank Holidays included)

\*If you are not able or prefer not to speak English, please request Language Line when calling for support.

## **Safe4Me**

The Safe4me website provides educators, service providers and parents with information and resources to help educate, guide and support children and young people to keeping safe.

**<https://www.safe4me.co.uk/support-services/>**

## **National Services**

### **National Citizenship Service**

Delivers a range of experiences for young people across the UK.

**<https://wearencs.com/> 0800 197 8010**

### **Duke of Edinburgh**

Delivers a range of experiences for young people across the UK.

**<https://www.dofe.org/>**

### **Virtual KEEN**

Inclusive online activities for young people

**[www.keenuk.org/virtualkeen](http://www.keenuk.org/virtualkeen)**

### **Support for different identities and communities**

**Bayo** - An online search tool to find mental health and wellbeing support or services, run by and for the Black community.

**[bayo.uk](http://bayo.uk)**

**Being Gay is OK** - Provides advice and information for LGBTQIA+ people under 25.

**[bgiok.org.uk](http://bgiok.org.uk)**

**Kids of Colour** - Online platform for young people to learn about race, identity and culture, and to challenge racism. Offers a YouTube channel, summer school and workshops.

**[kidsocolour.com](http://kidsocolour.com)**

**Mermaids UK** - Support for transgender, nonbinary and gender-diverse people up to 18. Runs events, local groups, online courses and a webchat.

**0808 801 0400**

**[mermaidsuk.org.uk](http://mermaidsuk.org.uk)**

# National Support for Young People



**Muslim Youth Helpline** - Provides faith and culturally sensitive support to young Muslims by phone, webchat, WhatsApp and email.

**0808 808 2008**  
**myh.org.uk**

**The Proud Trust** - Support for LGBTQIA+ young people through youth groups, peer support, mentoring schemes and a webchat.

**0161 660 3347**  
**theproudtrust.org**

**Stonewall** - Information and advice for LGBTQIA+ people on a range of issues, like coming out and hate crimes. Provides an information phoneline for people and their families.

**0800 050 2020**  
**stonewall.org.uk**

**Switchboard** - Provides a helpline, webchat and nationwide database of LGBTQIA+ services. A safe space to discuss topics like sexuality, gender identity and wellbeing.

**0800 0119 100**  
**hello@switchboard.lgbt**  
**switchboard.lgbt**

## Support for grief, trauma and abuse

**Help 2 Make Sense** - Advice and resources for coping with grief, plus an email helpline and webchat. **help2makesense.org**

**Child Bereavement UK** - Help for children, young people, parents and families after the death of someone close. Offers support through local services, groups for young people, plus films and blogs.

**0800 028 8840**  
**childbereavementuk.org**

**Hope Again** - Information, resources and support for young people coping after the death of someone close.

**0808 808 1677**  
**hopeagain@cruse.org.uk**  
**hopeagain.org.uk**

**Kidscape** - Information and advice for young people, parents and carers with concerns about school bullying and abuse.

**kidscape.org.uk**

**Stop Hate UK** - Offers a 24-hour phone and text service for people under 18 who have experienced or seen a hate crime. Provides an online service for reporting hate crimes.

**0808 801 0576**  
**07717 989025 (textline)**  
**stophateuk.org**

**Victim Support** - Emotional and practical support for people affected by crime and traumatic events. Offers specific information for young people.

**0808 168 9111**

# Family Support in West Cumbria



## Focus Family

As part of the Think Family approach, Focus Family can offer support in signposting professionals and families to other local service providers who would be able to offer them additional support. How they can help

- Employment Advisors who offer a full welfare benefit health check to make sure that the families are receiving all benefits that they are entitled to as well as other services
- Signposting to community food hubs / pantries and locally accessible grants and funding
- Project Linus - providing quilts for children and young people in need of comfort
- Families in need (including domestic abuse, poverty, SEND) - signposting to services
- Welfare assistance and guidance for professionals to share with service users
- Assist in getting white goods for households in need

Focus Family Community Navigator: Ann Crook  
[Ann.Crook@cumbria.gov.uk](mailto:Ann.Crook@cumbria.gov.uk)

For support regarding out of work benefits and barriers to employment:

[focus.family@cumbria.gov.uk](mailto:focus.family@cumbria.gov.uk)

The Children and Families Information Service provides free information, advice and guidance about a wide range of services including:

- local childcare providers including brokerage service
- free early years entitlement
- support and advice groups
- parent and toddler groups

- activities for children and young people
- services, a helpline, publications and websites
- financial help
- maternity and paternity rights and benefits
- parental rights

Children and Families Information Service  
Tel: **03457 125 737**

Email:

[childrens.information@cumbria.gov.uk](mailto:childrens.information@cumbria.gov.uk)

## Baby Basics West Cumbria

Howgill Family Centre, Birks Road, Cleator Moor, CA25 5HR

[babybasicswestcumbria@gmail.com](mailto:babybasicswestcumbria@gmail.com)  
**07856 496631**

## Happy Mums

Activities delivered across Cumbria and online  
For more information go visit  
[www.happymums.org.uk](http://www.happymums.org.uk) or email  
[info@happymums.org.uk](mailto:info@happymums.org.uk)

## Active Cumbria

Active Cumbria have published a list of half term activity clubs that support young people and their families during the school holidays.  
[www.activecumbria.org](http://www.activecumbria.org)

## The Oval Breakfast club and STAR Half Term Activities

The Oval Centre, Salterbeck Drive, Salterbeck, Workington, CA14 5HA  
01946 834713

**Contact for more information**

# Family Support in West Cumbria



## **Family Action Copeland 0 - 19,**

South Whitehaven Children's Centre, Whinlatter Road, Whitehaven CA28 8BN

Self-referral service or via partners.

Online Cook-a-long programme, where parents and children can join weekly for 6 weeks to learn how to prepare and cook healthy meals for the full family.

All ingredients are supplied to the family and delivered a day or 2 prior to the group.

**Call 01946 64600 for more information or email [copeland@family-action.org.uk](mailto:copeland@family-action.org.uk)**

## **South Workington youth partnership**

Needham Drive, Workington, Cumbria, CA14 3SE work with children, young people, children and people with disabilities and the local communities to provide activities, support and learning to enable them to improve their own lives and develop the local community.

**01900 871789**

**[moorclosecommunitycentre@gmail.com](mailto:moorclosecommunitycentre@gmail.com)**

## **The Holiday Activity and Food (HAF)**

Provides free, fun activities during the Easter, summer and winter holidays funded by the Department for Education.

Children of families supported by benefits-related free school meals can access up to four days of free activities during Easter and winter and sixteen days during the summer. The activities will help to:

- increase self-esteem
- improve wellbeing
- provide information and advice on healthy eating and nutrition

**[www.cumberland.gov.uk/schools-and-education/holiday-activities-and-food-haf-programme](http://www.cumberland.gov.uk/schools-and-education/holiday-activities-and-food-haf-programme)**

## **Period and Hygiene Product Support**

Many food banks, pantries and community centres will have access to free sanitary products.

**Bloody Good Period** - Give period products to those who can't afford them and provide reproductive health education to those less likely to access it. **[hello@bloodygoodperiod.com](mailto:hello@bloodygoodperiod.com)**

## **Morrisons - Package for Sandy**

Customers in need can now go to any Morrisons customer service desk nationwide and ask for a package for 'Sandy' or a 'period product pack'. The customers will then be given a free discreet envelope with sanitary products and no questions asked.

**Freedom4Girls** - provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK

**<https://www.freedom4girls.co.uk/request-products/>**

# National Support for families



## Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops.

### You can use your card to buy:

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables
- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

### You can also use your card to collect:

- Healthy Start vitamins – these support you during pregnancy and breastfeeding
- vitamin drops for babies and young children – these are suitable from birth to 4 years old

<https://www.nhs.uk/start-for-life/>

## Family Action

Family Action supports families who are in financial hardship, mental health problems, social isolation, learning disabilities, domestic abuse, or substance misuse and alcohol problems.

You can search activities and support local to you by visiting: <https://www.family-action.org.uk/worried/in-your-area/>

## Baby Banks

A baby bank works in a similar way to a food bank, but instead of giving out food, families can get free baby items. This can include nappies and toiletries, clothing, cots, prams, highchairs and toys.

Baby banks don't only provide help for babies, however. With some you may be able to get clothing and items for children up to age sixteen. You can find baby banks near you by visiting <https://littlevillagehq.org/uk-baby-banks/> <https://www.babybankalliance.org/baby-bank-map> <https://baby-basics.org.uk/>

## Period and Hygiene Product Support

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**Freedom4Girls** - provides period products to those in Leeds, Sheffield, West Yorkshire, and select other regions of the UK <https://www.freedom4girls.co.uk/request-products/>



# Older People Support in West Cumbria



## **Carnegie Arts Centre**

Weekly activities for older people  
Finkle Street, Workington, Cumbria CA14 2BD  
**Contact Mind 01900 66518**

## **Crooklands Community Centre**

Weekly activities for older people  
High Harrington, Workington, CA14 4NJ  
**Contact Muriel Johnstone 01946 831 509**

## **Workington Leisure Centre**

Weekly activities for older people  
Griffin St, Workington CA14 2DX  
**Contact 01900 878718**

## **John Parish Rooms**

Weekly activities for older people  
Washington Street, Workington, CA14 3BS  
**Contact Jean Gordon - 01900 267305**

## **Link up and Laugh**

Social afternoon with chat and activities.  
The Bradbury Independent Living Centre  
Oxford Street, Workington.  
**Thursday 1 pm to 3 pm**  
**Contact 01900 706170 for more information**

## **Friendship Group Social get-together**

Ullock Village Hall, Ullock,  
Monthly 2nd Thursday 2 pm to 4 pm (summer  
months) and 12.30 pm to 2.30pm (winter  
months).  
**Contact Claire Chittenden: 01946 861089 or  
Eleanor Gate: 01900 872568**

## **Morning Coffees and Lunch Clubs**

### **Coffee Morning**

Lamplugh Village Hall  
Join for a chat with coffee, tea and cake,  
**3rd Monday of the month 10 am to 11.30 am**  
**Contact Sandra Cooper 01946 861416**

### **Coffee Morning Social Group**

Little Clifton Village Hall, Workington,  
**Fortnightly alternate Thursdays 10.30 am.**  
**Contact Simon Thompson: 07544487161**

### **Coffee, Cake and Chat**

Moorclose Library, Needham Drive, Workington,  
**Every 6 weeks Thursdays 3 pm to 4 pm**  
**Contact the library for more details on the next  
meeting: 01900 602736**

### **Lunch Club**

The Bridge Centre (Christ Central), Central  
Square, Workington. £4.00 for 2 courses.  
Transport can be provided within the Workington  
area.  
**Last Thursday of month 12 pm to 2 pm,**  
**For further details contact Karen Carbert:  
01900 873042, 07951132586**

### **Lunch Club**

St Marys Church Rooms, Westfield, Workington  
Lunch and social, including Bingo and occasionally  
entertainment £5.00 for 2 course lunch. Trips out  
once a year.  
**1st Wednesday of the month 10.30am to 3 pm**  
**Contact Mr Roper: 01946 832457**



# Older People Support in West Cumbria

## Local Support

### Age UK Cumbria

08443 843 843 [info@agewestcumbria.org.uk](mailto:info@agewestcumbria.org.uk)

### Lamplugh Village Hall

Weekly activities for older people  
Lamplugh, Workington, Cumbria, CA14 4SF

**Contact Mark -**

### Harrington Youth Club

Weekly activities for older people  
9 Church Rd, Harrington, Cumbria CA14 5PT

**Contact Shelia Fielder - 01946 831 199**

### Distington Community Centre

Weekly activities for older people  
Church Road, Distington, Cumbria, CA14 5TE

**Contact 01946 834297**

### Moorclose Library

Weekly activities for older people  
Needham Drive, Workington, Cumbria, CA14 3SE

**Contact 01900 325190**

### Helena Thompson Museum

Weekly activities for older people  
Park End Road, Workington, Cumbria, CA14 4DE

**Contact 01900 64040**

### St Marys Church Rooms

Weekly Activities for older people  
Salisbury St, Workington, CA14 3TR

**Contact Robin Woodbury - 01900 871 853**

# National Support for Older People



**Age UK** - Age UK's Advice Line is a free, confidential national telephone service for older people, as well as their families, friends, carers and professionals. The team will give you information that's reliable and up to date and help you access the advice you need.

**Age UK Advice Line: 0800 678 1602**  
**Lines are open 8 am to 7 pm, 365 days a year**

**The Silver Line Helpline** run by Age UK is a free, confidential telephone service for older people. We provide friendship, conversation and support 24 hours a day, 7 days a week.  
**Call free on 0800 4 70 80 90**

**Age UK day centres** provide older people with both practical assistance and a chance to socialise, with support from trained staff and volunteers. You can find services in your area by visiting  
<https://www.ageuk.org.uk/services/in-your-area/day-centres/>

**IT Training** - Many local Age UKs offer computer training for older people. In these courses, things are explained clearly and in plain English to help you get online. You can find services in your area by visiting  
<https://www.ageuk.org.uk/services/in-your-area/it-training/>

**Handyperson service** - This service offers older people extra help with small practical jobs to make their lives easier and safer around the home. You can find services in your area by visiting -  
<https://www.ageuk.org.uk/services/in-your-area/handyperson-services/>

**Social Activities** - Each local Age UK has its own timetable of clubs and classes. Examples include Arts & Crafts, Bridge group, Coffee morning, Men in Sheds, Photography club, Pub lunch, Quizzes, Tea dance and much more.

You may need to book a place in the class and you will usually pay a small amount to take part. You can find services in your area by visiting  
<https://www.ageuk.org.uk/services/in-your-area/social-activities/>

**Friends of the Elderly - Grants for older people**  
Friends of the Elderly's grants programme is designed to assist older individuals facing financial difficulties. Grants can be used to cover essential expenses such as purchasing a new fridge, paying unexpected bills, food, clothing, or covering gas and electricity costs.  
<https://www.fote.org.uk/our-charity-work/grants-2/>

## **Hourglass**

Support and information for older people and those concerned about an older person facing abuse or exploitation.  
**08088088141**

## **Ability Net**

Ability Net has a UK-wide network of Tech volunteers who offer free technology support to older people and disabled people. You may need help to set up a new device, connect to the internet, have a problem with a computer virus or require support to connect to family and friends online.  
**0300 180 0028**  
<https://abilitynet.org.uk/free-tech-support-and-info/about-our-support>



# National Support for Older People



## **The Cinnamon Trust:**

National charity for elderly or terminally ill people and their pets. Network of volunteers who can visit homebound owners to take dogs for daily walks, foster pet as one of their family when owners face time in hospital, take pets to the vet, buy pet food, clean budgie cage.

**01736 757900**

**[www.cinnamon.org.uk](http://www.cinnamon.org.uk)**

## **Re-engage**

Group and one-to-one social activities will help older people connect with others.

**0800 716543**

## **Omega (befriending service for caregivers / carers)**

Chatterbox Action Against Loneliness telephone chat

**01743 245088 [chatterbox@omega.uk.net](mailto:chatterbox@omega.uk.net)**

A Letter from Louise pen pal befriending

**01743 245 088 [aletterfromlouise@omega.uk.net](mailto:aletterfromlouise@omega.uk.net)**

## **Tax Help for Older People**

01308 488066 [taxvol@taxvol.org.uk](mailto:taxvol@taxvol.org.uk)

**Dementia UK** - 0800 888 6678

**Alzheimers Society** - Support for those living with, or caring for those with dementia.

**Telephone: 0333 150 3456**

# Mental Health and Wellbeing Support in West Cumbria



## Local Services

### **Crisis Support**

If you, or someone you know needs immediate support then call

North Cumbria NHS Universal Mental Health Crisis Line - **0800 652 2865**

South Cumbria NHS Urgent Mental Health Support Line - **0800 953 0110**

**These are open 24 hrs a day/7 days a week and are for all ages.**

### **MindLine Cumbria**

**0300 561 0000** text Mind to **81066** for Information, guidance and support.

**Open Monday to Friday 12 pm to 11 pm**

**Saturday and Sunday 5 pm to 11 pm**

### **Papyrus Hopeline**

**0800 068 4141** – Support and advice for Young People under 35. open 24/7

### **Young Minds Parent Line 0808 802 5544**

Advice for parents and carers worried about a young person

**Lines Open Monday to Friday 9.30 am to 4 pm**

### **The Mix**

Advice and support for under 25s

**0808 808 4994 4 pm to 11 pm**

### **People First**

Provide advocacy, representation and Health watch across Cumbria **03003 038037**

### **The Oval**

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

The Oval deliver several Mental Health Support Groups including the Well Group, Support for families struggling with addictions and NHS Drop Ins.

**For more information contact Caroline on 01946 834713**

### **Recovery Steps Cumbria**

Commissioned Drug and Alcohol Recovery Service across Cumbria, local offices within Carlisle, Barrow-in-Furness, Workington, Whitehaven, Kendal and Penrith.

**referrals@recoverystepscumbria.org.uk**

### **CADAS**

Countywide confidential support and help with drug and alcohol issues from aged 10+

**0300 114002**

### **The Well**

Provides support to people in South Cumbria recovering from drug and alcohol addiction through therapy, counselling, peer mentoring, employment training and social activities

**01229 829832**

**Health & Wellbeing Officers** for young people under the age of 18 who show substance misuse needs including alcohol.

**North Cumbria 0782 5340514**

**West Cumbria 0788 7947621**

**South Cumbria 0790 0060645**

### **Adult Social Care**

New Oxford Street, Workington, CA14 2LW

**01900 706301 [workingtonssd@cumbria.gov.uk](mailto:workingtonssd@cumbria.gov.uk)**

# Mental Health and Wellbeing Support in West Cumbria



## **NHS Talking Therapies – North Cumbria**

**0300 123 9122** Currently offering telephone based and online CBT therapy

## **NHS Talking Therapies – South Cumbria**

**0300 555 0345** Currently offering telephone based and online CBT therapy

## **Addiction**

### **Gambling Support**

GamCare - **0808 8020 133**

### **Alcoholic's Anonymous**

Further information about the local meetings or A.A. group can be obtained by contacting

**National Helpline 0800 9177 650**

**help@aamail.org**

### **Narcotics Anonymous**

Further information about the St Helens support group can be found by calling Helpline and general enquiries: **0300 999 1212**

**Frank** - Advice, information and support for anyone concerned about drugs and substance misuse.

**Helpline: 0300 123 6600 24/7 Text 82111**

## **Online Support**

**Side by Side** - Minds online support community. A place to be heard, listen and share.

**<https://sidebyside.mind.org.uk>**

**Togetherall** - A safe community to support your mental health, 24/7. Get support. Take control. Feel better.

**<https://togetherall.com/en-gb>**

# National Mental Health and Wellbeing Support



## Mind

Mind offers help and support to those who need it most. There's more than 100 local Minds across England and Wales, offering specialised support and care based on the needs of their communities.

Local Minds run mental health services in local communities. Anyone can get in touch – you don't need to have a GP referral. Each local Mind is different, but the services they offer might include:

- Talking therapy
- Crisis helplines
- Advocacy
- Employment and training schemes
- Counselling
- Befriending services

### To find support near you visit

<https://www.mind.org.uk/information-support/local-minds/>

**Samaritans** - To talk about anything that is upsetting you, you can contact Samaritans 24 hours a day, 365 days a year. You can call **116 123** (free from any phone), email [jo@samaritans.org](mailto:jo@samaritans.org) or visit some branches in person. To find your local branch visit <https://www.samaritans.org/branches/>

**SANEline** - If you're experiencing a mental health problem or supporting someone else, you can call **SANEline** on **0300 304 7000 (4.30pm–10pm every day)**.

## National Suicide Prevention Helpline UK.

Offers a supportive listening service to anyone with thoughts of suicide. You can call the National Suicide Prevention Helpline UK on **0800 689 5652 (6 pm to midnight every day)**.

## Campaign Against Living Miserably (CALM).

You can call the CALM on **0800 58 58 58** (5pm–midnight every day) if you are struggling and need to talk. Or if you prefer not to speak on the phone, you could try the CALM webchat service. <https://www.thecalmzone.net/get-support>

**Shout** - If you would prefer not to talk but want some mental health support, you could text **SHOUT** to **85258**. Shout offers a confidential 24/7 text service providing support if you are in crisis and need immediate help.

**Side by Side** - Minds online support community. A place to be heard, listen and share. <https://sidebyside.mind.org.uk>

**Togetherall** - A safe community to support your mental health, 24/7. Get support. Take control. Feel better. <https://togetherall.com/en-gb>

## Hub of Hope

The Hub of Hope is the UK's leading mental health support database of local, national, peer, community, charity, private and NHS mental health support and services together in one place. Support available online or through the Hub of Hope App. <https://hubofhope.co.uk/>

**Mental Health Matters** - National Support service providing help for those struggling with their mental health **0191 516 3500** [info@mh.org.uk](mailto:info@mh.org.uk)

## Depression UK

<https://www.depressionuk.org/>



# Riverside National Mental Health and Wellbeing Support



## Addiction

**GamCare** - Support for those struggling with a gambling addiction.  
**0808 8020 133**

## **Alcoholic's Anonymous**

Further information about the local meetings or A.A. group can be obtained by contacting  
**National Helpline 0800 9177 650**  
**help@aamail.org**

## **Narcotics Anonymous**

Further information about the St Helens support group can be found by calling Helpline and general enquiries: **0300 999 1212**

**Frank** - Advice, information and support for anyone concerned about drugs and substance misuse.

**Helpline: 0300 123 6600 24/7 Text 82111**

# Domestic Abuse Services in West Cumbria



## Local Support

### **Independent Domestic and Sexual Violence Advisers IDSVAs in Cumbria**

If you need help after domestic abuse, please call  
**0300 303 0157**

### **Allerdale Borough Council**

Homeless and Domestic Abuse Team  
**03031231702**  
[homelessness@allderdale.gov.uk](mailto:homelessness@allderdale.gov.uk)

### **Cumbria Constabulary**

Call **999** if a crime is occurring or **101** for a non-emergency

If calling from a mobile press **55** to make yourself heard. This will transfer your call to the Police.

### **Gateway 4 Women (Carlisle)**

01228 212090  
[admin@cumbriagateway.co.uk](mailto:admin@cumbriagateway.co.uk)

### **Cumbria Victim Support 0300 3030 157** (local)

Monday to Friday 9 am to 6 pm and  
24/7 Support Line 0808 1689 111

[Cumbria.Admin@victimsupport.org.uk](mailto:Cumbria.Admin@victimsupport.org.uk)

**Safety Net** - for women and men affected by Domestic Abuse. County Wide Service contact  
**01228 515859** [office@safetynet.org](mailto:office@safetynet.org)

**The Birchall Trust** for women and men affected by Domestic Abuse - County Wide Service

## **Government Support -**

<https://www.gov.uk/guidance/domestic-abuse-how-to-get-help>

## **Support from a Job Centre**

Jobcentres are a safe space and the DWP supports victims of domestic abuse. This includes helping you access temporary accommodation and supporting you to make new applications for Universal Credit and putting you in touch with local experts and support networks.

## **Citizen's Advice**

Ask your local Citizens Advice if your local council operates a welfare assistance scheme or hardship fund and how you can apply.

## **IKWRO Women's Rights Organisation**

Support for Middle Eastern, North African and Afghan survivors.

**0208906460**

**07846275246** Kurdish/Arabic and English Speakers

**07846310157** Farsi/Dari and English Speakers

**Jewish Women's Aid** - 0808 801 0500

## **Muslim Women's Network**

0800 999 5786 or 0303 999 5786  
[info@mwnhelpline.co.uk](mailto:info@mwnhelpline.co.uk)

# National Domestic Abuse Services



## If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

## Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

## If you are deaf or can't use a phone

You can register with the emergencySMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

## Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.

The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

## Safe Spaces

Safe Spaces are available in Boots, Morrisons, Superdrug and Well pharmacies, TSB banks and independent pharmacies across the UK.

## Ask for ANI codeword

If you are experiencing domestic abuse and need immediate help, ask for ANI (Action Needed Immediately) in participating pharmacies and Jobcentres

When you ask for ANI, you will be offered a private space, provided with a phone and asked if you need support from the police or other domestic abuse support services.

To find your nearest participating provider, search using the postcode checker on the Ask for Ani page on the Enough website.

<https://enough.campaign.gov.uk/get-support/ask-for-ani>

**Refuge** - Refuge offers a freephone, 24 hour National Domestic Abuse Helpline, Webchat, advice and guidance on what support is available to you.

**Helpline - 0808 2000 247**

**Webchat - <https://www.nationaldahelpline.org.uk/en/Chat-to-us-online>**

## Women's Aid

Women's Aid's directory contains details of local, regional and national services specialising in violence against women and girls including domestic abuse, sexual violence, forced marriage and stalking/harassment.

<https://www.womensaid.org.uk/womens-aid-directory/>

If you are experiencing domestic abuse or are worried about friends or family, you can access the Women's Aid live chat service 7 days a week, 10am to 6pm.

[helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)

# Riverside

## National Domestic Abuse Services



### **Victim Support**

Victim Support run these services for victims and survivors of any abuse or crime, regardless of when it occurred or if the crime was reported to the police: free, independent and confidential

24/7 Supportline - **08 08 16 89 111**

live chat service -

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/>

My Support Space - free online resource

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

### **Mankind**

A confidential helpline is available for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.

**Helpline 01823 334244 open Monday to Friday 10am to 4pm**

The website also includes a directory of services called the Oak Book Directory. This can be found by visiting <https://mankind.org.uk/help-for-victims/directory/>

### **Galop**

Galop exists to help those who are lesbian, gay, bisexual or trans-plus (LGBT+) suffering domestic abuse, or biphobia, homophobia, transphobia or sexual violence.

**800 9995 428.**

<https://galop.org.uk/>

### **Charities and Grants**

#### **Heinz, Anna and Carol Kroch Foundation**

Search by visiting

<https://grants-search.turn2us.org.uk/>

**Smallwood Trust** - [www.smallwoodtrust.org.uk](http://www.smallwoodtrust.org.uk)

#### **Skidders Benevolent Trust -**

[www.skidders.org.uk/sbt](http://www.skidders.org.uk/sbt)

### **Family Support**

**NSPCC Helpline** - 0808 800 5000

**Childline** - 0800 1111

#### **Family Action**

Provides grants to families in crisis, including those who have recently experienced domestic abuse.

<https://www.family-action.org.uk/what-we-do/grants/welfare-grants/>

#### **Dogs Trust Freedom Project**

Refuges for women leaving domestic abuse are often unable to take pets, including dogs. Dogs Trust offers free and confidential foster care while their owner is in a refuge.

[www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project](http://www.dogstrust.org.uk/help-advice/hope-project-freedom-project/freedom-project)

#### **Cats Protection Paws Protect**

Cats Protection has a network of fosterers that provides a retreat for cats of people going into a refuge until the owner has a safe place to live and they can be reunited.

[www.cats.org.uk/what-we-do/paws-protect](http://www.cats.org.uk/what-we-do/paws-protect)



# Disability Support in West Cumbria



## Local Support

### **Support for people living with hearing loss**

United Reformed Church, South William Street  
Workington

**Contact Caritas Care - 01228 595937**

### **Workington Stroke Support Group**

Helena Thompson Museum, Park End Road,  
Workington, Cumbria, CA14 4DE

Every alternate Tuesday 1.30 pm to 3.30 pm

**For more information contact Claire 07739746095**

### **Visually Impaired Club**

The Bradbury Independent Living Centre, Oxford  
Street, Workington.

First Thursday of the month 10 am to 12 pm

**Contact the centre on 01900 844670**

### **Dementia Café Workington Alzheimer's Society,**

Oxford Street, Workington

Last Wednesday of month 10.30 am to 12.30pm

**Contact Alzheimer's Society: 01900 607280**

### **Jubilee Club Activities & lunch for people living with memory loss**

Bradbury Independent Living Centre, Oxford Street  
Fridays 10.30 am to 1.30pm

**Please contact Age UK if you are interested in  
attending: 08443 843 843 or 01900 84467**

## **RNIB**

RNIB is an expert national organisation, ensuring  
blind and partially sighted people get practical  
support in all aspects of their lives.

**0303 123 9999**

## **Cumbria Autism Family Support Project**

The Project covers the five district council areas of  
Carlisle, Eden, Allerdale, Copeland and Barrow. The  
Family Support Workers will work with families of  
children under the age of 18 who have a diagnosis  
of autism.

**07900 923900**

**juliet.buchanan@carlisle Mencap.co.uk**

## **Allerdale Disability Association**

Allerdale Disability Association is a user-led  
organisation providing a range of quality services to  
people with disabilities across Allerdale and the  
West Coast.

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

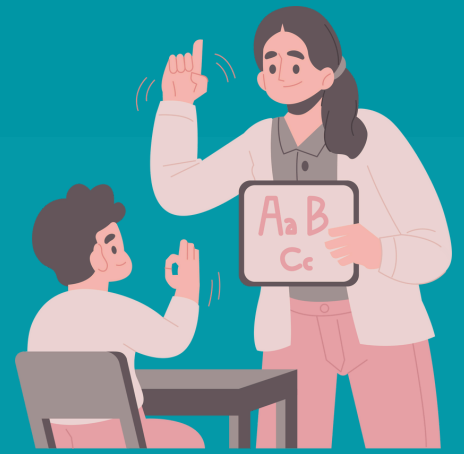
**01900 61912**

## **SHINE**

Shining a light on the 'superpowers' of adults living  
with disabilities and/or long term conditions.  
SHINE is a peer support community for adults in the  
workplace with lived experience of disabilities and  
long term conditions.

**SHINE@cumberland.gov.uk**

# National Support for Disabilities



## Government Support

There is a wide range of disability-related financial support, including benefits, tax credits, payments, grants and concessions.

Some benefits you might get are:

- Universal Credit
- Personal Independence Payment (PIP) or Disability Living Allowance (DLA)
- Attendance Allowance
- New Style Employment and Support Allowance (ESA)

## Vehicles and transport

If you're disabled you can apply for the following:

- exemption from paying vehicle tax
- parking benefits - Blue Badge
- disabled persons bus pass or Disabled Persons Railcard
- help to buy or lease a car from The Motability Scheme

**To find out more visit**

<https://www.gov.uk/financial-help-disabled>

## Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. Access to work may pay for

- special equipment, adaptations or support worker services to help you do things like answer the phone or go to meetings
- help getting to and from work
- mental health support
- communication support at a job interview (for example, a British Sign Language interpreter or a lipspeaker)

<https://www.gov.uk/access-to-work>

## Disability Rights UK

Disability Rights UK is the UK's leading organisation led by, run by, and working for disabled people. To find out more visit <https://www.disabilityrightsuk.org/>

## Citizens Advice

Citizens Advice can offer advice, support and guidance in finding what support is available to you. To find out more visit

<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/>

## Scope

Scope provide practical information and emotional support when it's most needed.

Free disability helpline - **0808 800 3333**

Open Monday to Friday 9am to 6pm. Saturday to Sunday 10am to 6pm.

[helpline@scope.org.uk](mailto:helpline@scope.org.uk)

To access the support services and resources available visit

<https://www.scope.org.uk/advice-and-support/legal-information-and-your-rights/>

## Money Helper

The Money Helper website provides resources and information to help those living with a disability to find the support that is available to them.

<https://www.moneyhelper.org.uk/en/benefits/benefits-if-youre-sick-disabled-or-a-carer/charitable-grants-for-ill-or-disabled-people>

## RNIB

RNIB is an expert national organisation, ensuring blind and partially sighted people get practical support in all aspects of their lives.

**0303 123 9999**

# National Support for Disabilities



## **Mencap**

Mencap is a UK learning disability charity working with people with learning disabilities and their families and carers.

**02074540454**

**information@mencap.org.uk**

**www.mencap.org.uk**

## **National Autistic Society**

The National Autistic Society is a charity which exists to champion the rights and interests of all people with autism and to ensure that they and their families receive quality services appropriate to their needs.

**02078332299 nas@nas.org.uk**

**www.autism.org.uk**

## **British Institute of Learning Disabilities (BILD)**

A charity that exists to improve the quality of life of all people with a learning disability.

**01562723010 enquiries@bild.org.uk**

**www.bild.org.uk**

## **Disability Law Service**

Disability Law Service offers a National Advice Line that provides specialist legal advice and information for disabled people, their families and carers.

**02077919800 advice@dls.org.uk**

**www.dls.org.uk**

## **HFT - Family Carer Support Service**

The HFT Family Carer Support Service offers a variety of information and support to family carers.

**01179061751**

**familycarersupport@hft.org.uk or info@hft.org.uk**

**www.hft.org.uk**

## **Respond**

Services for people with learning disabilities or autism, who've experienced abuse or trauma.

**0207 383 0700 respond.org.uk**

## **United Response**

Support in England and Wales for people with learning disabilities, autism and mental health needs. Services include help with housing, supported living, education and employment.

**unitedresponse.org.uk**

## **Turning Point**

Health and social care services in England for people with a learning disability. Also supports people with mental health problems, drug and alcohol abuse or unemployment.

**turning-point.co.uk**

## **Equality Advisory & Support Service (EASS)**

Advice on issues relating to equality and human rights, including guidance for disabled people.

**0808 800 0082**

**equalityadvisoryservice.com**

## **Livability**

Christian organisation providing care services for disabled people in England and Wales

**020 7452 2110**

**livability.org.uk**

## **Foundation for People with Learning Disabilities (FPLD)**

Promotes the rights of people with a learning disability, and their families. FPLD also offer an easy-read online resource to help people with a learning disability to take care of their mental health.

**learningdisabilities.org.uk**

## **CHANGE**

Helps organisations to support the rights of people with a learning disability. Its services include producing Easy Read resources and providing accessibility training.

**changepeople.co.uk**

# National Support for Disabilities



## Support for Carers

### Mind

Being a carer can often be stressful and can have an impact on your mental health. Mind offers support to anyone who may be struggling.

**Mind's helplines** provide information and support by phone and email.

**0300 123 3393** [info@mind.org.uk](mailto:info@mind.org.uk)

**Local Minds** offer face-to-face services across England and Wales. These services include talking therapies, peer support and advocacy.

<https://www.mind.org.uk/information-support/local-minds/>

**Side by Side** is Mind's supportive online community for anyone experiencing a mental health problem.

<https://www.mind.org.uk/information-support/local-minds/>

### Benefits for carers

You might not think of yourself as a carer. But you probably are if you're looking after someone regularly, including your spouse or a family member, because they're ill or disabled.

As a carer, you may be entitled to one or more state benefits to help you with the costs.

To find out more visit

<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/benefits-for-carers/>

### Carers UK

Carers UK is an online resource for those caring for someone. There is lots of helpful advice, guidance and resources available to support you.

**0808 808 7777**

[advice@carersuk.org](mailto:advice@carersuk.org)

To find out more visit

<https://www.carersuk.org/>

## The Carers Trust Network

Carers Trust works with charities across the UK providing support for carers.

<https://carers.org/>

# Migrant and Multi-Cultural Support in West Cumbria



## **AWAZ Cumbria CiC,**

282, Carlisle, Cumbria, CA2 6WZ

To find out more [www.awazcumbria.org](http://www.awazcumbria.org)

## **Carlisle One World Centre**

COWC is a local charity based in Carlisle city centre supporting people from all backgrounds.

2 Lowthian's Lane, Carlisle, CA3 8JR

[contact@cowc.org.uk](mailto:contact@cowc.org.uk)

## **Multicultural Cumbria**

Multicultural Cumbria has been set up to empower minority groups & the wider community. We aim to improve communication on grass roots level.

Building confidence, self esteem, social opportunities and community cohesion.

For support or advice please visit.

<https://multiculturalcumbria.org.uk/>

## **Multicultural Cumbria**

UofC, Homeacres, Brampton Road, CA3 9AW

03003020924 [saj@mcc1.org.uk](mailto:saj@mcc1.org.uk)

## Useful Links

**British Red Cross** - [RAMP@redcross.org.uk](mailto:RAMP@redcross.org.uk)

**SHAP** - [cdw@shap.org.uk](mailto:cdw@shap.org.uk)

**Oneworld Parish Nurse** -

[rachelsutton.parnurse@mail.com](mailto:rachelsutton.parnurse@mail.com)

**Refugee Women Connect**

[info@refugeewomenconnect.org.uk](mailto:info@refugeewomenconnect.org.uk)

**Cafe Laziz** - [cafelaziz@hotmail.com](mailto:cafelaziz@hotmail.com)

## **Boloh Helpline**

Offers advice, signposting, emotional support and free therapy to adult asylum seekers UK Wide.

To find out more contact **0800 151 2605**

## **BME Youth**

BME Youth is a national youth organisation of children and young people from Black, Asian and Minority Ethnic (BAME) communities in the UK.

<https://www.bmeyouth.org.uk/about/>

## **Muslim Women's Network UK**

MWNUK is the only national Muslim women's organisation in Britain. They offer a helpline, counselling services, training and workshops.

<https://www.mwnuk.co.uk/>

## **Migrants Rights Network**

The Migrants' Rights Network is a UK charity that stands in solidarity with all migrants in their fights for rights and justice.

<https://migrantsrights.org.uk/>

## **The Muslim Community Helpline**

The Muslim Community Helpline is a confidential, non-judgemental listening and emotional support service.

**0208 908 6715 / 0208 904 8193**  
[ess4m@btinternet.com](mailto:ess4m@btinternet.com)



# Women's Groups in West Cumbria



## Women's groups

### **Gateway 4 Women**

Gateway 4 Women is a not-for-profit organisation offering support to all women in a safe, welcoming and women-only space.

Lorne Street, Denton Holme, Carlisle CA2 5DU

Open Monday to Friday by appointment only

You can call on **01228 212090**

**admin@cumbriagateway.co.uk**

### **WOW - Welcome to Women out West**

Welcome to Women out West have a range of events each month, go along and chat at one of their drop in sessions.

Unit B4, Haig Enterprise Park, Kells, CA28 9AN

**For further details on events please contact**

**01946 550103**

### **Women's Institute**

12A Clifford Court, Parkhouse Business Park

Carlisle, Cumbria, CA3 0JP

**01228 521774 secretary@ccfwi.org.uk**

### **Young Women's Trust**

Young Women's Trust champions young women aged 18 to 30 on low or no pay. They offer young women free coaching, feedback on job

applications and information to help them get where they want to be. To find out more visit

**<https://www.youngwomenstrust.org/get-support/>**

### **The National Women's register**

The website has a map of activities running across the UK, you can search groups by visiting

**<https://nwr.org.uk/network/groups/>**

### **Ladies Circle**

Ladies Circle provides the opportunity for women to connect across the UK.

**<https://www.ladiescircle.co.uk/>**

# Riverside Men's Groups in West Cumbria



## Men's Groups

### Wigton Men in Sheds

West Street, Wigton CA7 9NP

For more information or to join please Contact:

Hazel Stewart on **016973 42279**

**[hazel.stewart@ageukwestcumbria.org.uk](mailto:hazel.stewart@ageukwestcumbria.org.uk)**

### Houghton Men's Shed

Houghton Road, Houghton, Carlisle, CA3 0LD

For more information or to join please Contact:

Adam or Gemma on **01228 829573** or **01228 829576**

### BroRoom Kendal

Bro Room is a men's mental health and wellbeing support group based in Kendal that provides face to face and online meetings for men to discuss their mental health and wellbeing in a safe space

**[broroomkendal@gmail.com](mailto:broroomkendal@gmail.com)**

### Andy Man's Club

James Walker & Co. Cockermouth CA13 0NH

Gus Risman Suite, Derwent Park, Workington, Cumbria CA14 2HG

**<https://andysmanclub.co.uk>**

**Search Andy Man's Club on Facebook**

### Men's Shed Groups

Men's Shed Groups bring together social connections and friendship building, sharing skills and knowledge, and of course a lot of laughter.

There are a number of groups across the UK, to find the one closest to you visit

**<https://menssheds.org.uk/find-a-shed/>**

# LGBTQ+ Support in West Cumbria



## Local Support

### **OutREACH Cumbria**

The county's main service provider for Lesbian, Gay, Bisexual and Transgender support, advice and engagement in Cumbria.

9 Brunswick Street, Carlisle, CA1 1PB

**07369 228836** [info@outreachcumbria.co.uk](mailto:info@outreachcumbria.co.uk)

### **Change - Outspoken Project**

The Outspoken Project offer opportunities for people with a learning disability and autistic people to be supported and social together through peer support activities

**info@changepeople.org**

### **LGBT Plus Spectrum**

A group for those who identify as neurodiverse and/or pan-disabled. Although they are based in Stockport, they accept members from anywhere in the UK.

**07562 269 558**

**<https://www.stockportplus.org/>**





## LGBTQ+ National Support

### **Corner House Range of support opportunities for LGBTQ+ ages 11 to 17**

Offer a support group for LGBTQ+ young people aged 11-17, who want to socialise with other young people experiencing similar things to them. This is a weekly session currently running on Zoom, Tuesdays 4.30 pm to 6 pm.

[leahfewlass@wearecornerhouse.org](mailto:leahfewlass@wearecornerhouse.org)

### **Mermaids Support for gender diverse young people and their families**

Mermaids supports transgender, nonbinary and gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.

[www.mermaidsuk.org.uk](http://www.mermaidsuk.org.uk)

**0808 801 0400 Monday to Friday 9 am –to 9 pm**

### **Stonewall**

Stonewall stand for lesbian, gay, bi, trans, queer, questioning and ace (LGBTQ+) people everywhere. The website provides resources for individuals and workplaces across the UK.

[www.stonewall.org.uk](http://www.stonewall.org.uk)

**Mind** - Mindline Trans+ - helpline for LGBT / non-binary people - **0300 330 5468**

### **Mindout**

MindOut is a mental health service run by and for lesbian, gay, bisexual, trans, and queer (LGBTQ) people. We work to improve the mental health and wellbeing of all LGBTQ communities and to make mental health a community concern.

**01273 234839** [info@mindout.org.uk](mailto:info@mindout.org.uk)

### **LGBT Hero**

LGBT HERO provide information, advice and various types of support including one-to-one, group and peer-support on a range of topics including mental health, sexual health, Living with HIV, coming out, gender and sexuality and hate crime and discrimination. LGBT HERO also campaigns for LGBTQ+ people to lead happier, healthier lives.

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

### **LGBT Foundation**

The LGBT Foundation services have been designed by LGBTQ+ people for LGBTQ+ people. They offer a number of services including talking therapies, sexual health support, helpline, befriending, peer support, advocacy and much more.

<https://lgbt.foundation/>

### **Switchboard**

Switchboard is for all. Figuring out your gender expression? Questioning your sexuality? Or is someone you care about facing a challenge? Wherever you fit into the picture, they are here to listen. Acknowledging and celebrating wherever people are on their journey, we meet you where you are.

**0800 0119 100 Open 10 am to 10 pm**

[hello@switchboard.lgbt](mailto:hello@switchboard.lgbt)

<https://switchboard.lgbt/get-support>

### **TransUnite**

Have an online directory of trans support groups near you.

<https://www.transunite.co.uk/find-a-group/>

# National Support Services



## Sexual Violence Support

### Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

### Rape Crisis

**If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened.**

**0808 500 2222 open 24 hours a day**  
**<https://rapecrisis.org.uk/get-help/>**

### Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

**Victims can contact the Helpline by phone 0800 999 5428 or via email [help@galop.org.uk](mailto:help@galop.org.uk).**

### The 24/7 Rape and Sexual Abuse Support Line

247 offers Free, specialist and confidential support delivered by Rape Crisis England & Wales  
**0808 500 2222**

**To chat online or find out more visit**  
**<https://247sexualabusesupport.org.uk>**

### National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity. Live chat, SMS and email support.

**<https://www.survivorsuk.org/>**

### Safeline

A dedicated service in England and Wales for adults and children affected by rape or sexual abuse who identify as male and for those that support them such as friends and family.

**<https://www.safeline.org.uk>**

**0808 800 5005** or visit

**<https://www.safeline.org.uk/contact-us/>** to chat online

Text support: **07860 065187** Open Monday to Friday 9 am to 8 pm, Saturday and Sunday 10 am to 2 pm.

### The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

**08088 010818**

**[info@thesurvivorstrust.org](mailto:info@thesurvivorstrust.org)**

More information can be found at  
**[www.thesurvivorstrust.org](http://www.thesurvivorstrust.org)**

### Victim Support

If you've been affected by sexual violence and would like information or support, you can get in touch by:

contacting your local Victim Support team

**<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/>**

Calling the Supportline on **08 08 16 89 111** using the free 24/7 live chat service

**<https://www.victimsupport.org.uk>**

If English is not your first language and you would like support, call supportline and let us know which language you speak. They will call you back with an interpreter as soon as possible. They also welcome calls via Relay UK and SignLive (BSL).

# Additional Support in West Cumbria



## **The Birchall Trust**

Offers support to those affected by rape and sexual abuse in South Cumbria and North Lancashire  
**01229 820828**

## **Bridgeway Sexual Assault Support Service**

Providing support for anyone in Cumbria who have been raped or sexually assaulted **0808 118 6432 (24hrs)**

## **The Freedom Project**

Providing support in West Cumbria Helpline  
**07712 117986**

## **Safety Net**

Supporting those affected by rape, exploitation sexual abuse or domestic violence in North & West Cumbria **01228 515859**

## **Hate Crime**

Report a hate crime

You can report a hate crime online or call 101 to speak to the police.

Call 999 if you're reporting a crime that's in progress or if someone is in immediate danger.

## **Stop Hate UK**

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.

You can report a hate crime by:

**0800 138 1625 Text: 07717 989 025**

**Text relay: 18001 0113 293 5100**

**Webchat at [www.stophateuk.org/talk-to-us](http://www.stophateuk.org/talk-to-us)**

## **Victim Support: (24/7 support)**

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.

**0808 16 89 111**

Live chat available by visiting

**<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>**

## **Hate Crime Campaign**

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

**<https://hatecrime.campaign.gov.uk/>**

# The Oval Centre - Riverside



## The Oval Centre

The Oval Centre is a community centre and conferencing facility in the heart of the Salterbeck estate. It offers comprehensive, spacious, and multi-functional conferencing facilities and services. A great location for anyone looking to run a conference, exhibition or sales event, run training courses, charity or club events.

Salterbeck Drive, Workington, CA14 5HA  
01946 834 713  
theoval@riverside.org.uk

**Open Monday to Friday 9 am to 5 pm**

Activities currently running:

### The Oval Pantry

The Oval Food Pantry is held the 3rd Friday of every month from 11 am

### The Well Group

Addiction support group for carers and loved ones of addicts and alcoholics.

Monday 6.30 pm to 7.30 pm

**For more information contact Janice -  
07529297175/ families@thewell2.co.uk**

### Creative Collection - Sound Wave

Youth Music Group delivering music and vocal group sessions and the opportunity to write and record your own music.

Monday 5.30 pm to 7.30 pm

**To find out more contact 01946663971  
info@soundwave.org.uk**

## Community Wellbeing Hub - NHS Cumbria, Northumberland, Tyne and Wear

Drop in sessions in a safe space with on the support and intervention.

**The Oval - Wednesday 10 am to 3 pm**

**\*No booking needed.**

Also delivered at

### Botcherby Community Centre

Victoria Road, Carlisle CA1 2UE

**Wednesday 10 am to 1 pm**

### Grief Support Cafe

Dealing with grief and loss can trigger many different and unexpected emotions and you may find it hard to speak to friends, family and loved ones. The group provides a safe space for people to come together to chat.

**\*No booking needed**

For more information email

referral@togetherwe.uk or call 0808 176 1773

**The group meet on the second Monday of the month from 4 pm to 6 pm.**

### Soup and Social

The Oval Centre has teamed up with The Carnegie Theatre and STAR (Salterbeck Tenants and Residents) to bring you Soup and Social every Friday from 12 pm.

Free soup and roll will be provided for lunch followed by a trivia quiz at 1.30 pm.

**All welcome, bring your family and friends for a bit of healthy competition and community spirit.**



## **2024 DATES**



16th February  
15th March  
19th April  
17th May  
21st June  
19th July  
16th August  
20th September  
18th October  
15th November  
20th December

***THE OVAL FOOD PANTRY IS HELD THE 3RD FRIDAY  
OF EVERY MONTH FROM 11AM.  
NO REFERRAL NECESSARY.***



Club of Workington Derwent

