

# Help is here this Christmas



## Emergency Help

**Ways to Welfare** - Cumbria County Council can provide urgent help and emergency support, including basic food and essential items, or if you are struggling to cope with your current situation for whatever reason.

Call the county council's Support Helpline on **0800 783 1966**

Supportive staff will talk to you and suggest ways to help. You can also email

**COVID19support@cumbria.gov.uk** and you will receive a response within one working day.

## Food Help

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

**Food Banks** - To receive a voucher please contact Citizens Advice on **01946 693321**

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

**Free School Meals** - Families of children who receive Free School Meals will continue to be provided with support over the Christmas period, most likely in the form of vouchers but also through Holiday Lunchpacks 4 Kids scheme. Your child's school will be in touch.

**Millom Food Pantry** - Food parcels available for a small donation. The pantry will be open on Tuesday 22, Thursday 24, Tuesday 29 and Thursday 31 December. Contacts over this period are **01229 774917** and **07514 098920**.

## Financial Help

**Citizens Advice Copeland** - will be open until 12pm on Christmas Eve and then closed until the 29 December. Opening hours will then be 10am – 1pm for emergencies on 29, 30 and 31.

Telephone calls and referrals can be made via **01946 693321** or **advice.copeland@gmail.com**

Normal opening hours will resume on Monday 4 January 2021

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



**SUPPORT EACH OTHER**  
#TogetherCumbria

**Whitehaven, Egremont & District Credit Union** will be closed on Christmas Eve, Christmas Day, New Year's Eve and New Year's Day. The Credit Union will be open on Tuesday 29 and Wednesday 30 December from 10am – 2pm. WEDCU can provide budgeting advice and access to low cost loans as well as access to small hardship grants.

**info@wedcu.co.uk** Tel: **01946 66755** Whitehaven & District Credit Union is working in partnership with the England Illegal Money Lending team. To report a loan shark call **0300 555 2222** or email **reportaloanshark@stoploansharks.gov.uk**

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

## Help for Families

**Family Action** - Children's Centres that will be open over Christmas are:

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

Opening times for all centres will be:

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

Services available will include support with food, whether picking up and dropping off for families; emotional support for any families who may be struggling and need someone to talk to; checking in with families; delivering Christmas toys to families.

**Women out West** - supporting women in West Cumbria. WOW will be closed on Christmas Day, Monday 28 December and Friday 1 January. Appointments and online/phone support will be available over the festive period. Email: **contactus@womenoutwest.co.uk** Tel: **01946 550103** Text: **07539 780431** **www.womenoutwest.co.uk**

**The Freedom Project** - support for individuals and families around domestic abuse. Email: **hope@freedom-project-west-cumbria.org.uk** Tel: **07712 117986** **www.freedom-project-west-cumbria.org.uk**  
Closed from 21 Dec to 11 Jan but helpline available throughout.

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

## Help for the over 55's

**CAAS** - If you are aged 60 or over you may be eligible for a grant of up to £250 towards your fuel bills this winter. Contact Copeland Age and Advice Service on **01946 552166** for more details or to apply.

The office will close on the 23 December and reopens at 9am on the 4 January. Phone lines however will be manned 9am – 5pm over the Christmas break.

**Age UK West Cumbria** - contact **01900 844670** or email **info@ageukwestcumbria.org.uk** for services that help support older people to make the most of later life.

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

You can also obtain help and advice by contacting;

**Shelter** on **0802 800 4444** or in an emergency call **0808 1644 6600**

**Citizens Advice** on **03444 111 444**

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

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

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

如果您希望通过母语了解此信息, 请致电

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer

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

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen numaralı telefonu arayınız