# Help and Support

Copeland borough council

*Proud of our past. Energised for our future.*

## Shielding

If you are shielding as you are clinically extremely vulnerable and need support please contact the Cumbria County Council helpline on **0800 783 1966** or email **COVID19support@cumbria.gov.uk**. You will receive a response within one working day.

## Finances

**Cumbria County Council** can provide urgent help and emergency support, including food and essential items, through Ways to Welfare. Call their support line on **0800 783 1966** or email **COVID19support@cumbria.gov.uk**.

**Citizens Advice Copeland** can help with debt issues, benefit claims, legal issues and energy advice. Call **01946 693321** or **email advice.copeland@gmail.com.**

**Phoenix Enterprise Centre** can help with employment issues, skills and claiming Universal Credit. Call **07388 996202** or **email joanne@phoenixenterprisecentre.co.uk.**

**Whitehaven, Egremont and District Credit Union** can provide low cost loans, budgeting advice and small hardship grants. Call **01946 66755** or email **info@wedcu.co.uk.**

**Christians Against Poverty** Whitehaven is a charity that will give free help to anyone in debt. You can book an appointment by calling **0800 328 0006.**

## Food

The **Thrift Hub Food Pantry** can provide fresh food and store cupboard essentials as well as personal care items. Call **07388 996202** or email **joanne@phoenixenterprisecentre.co.uk** for more information.

**North Lakes Foodbank** vouchers are provided through Copeland Citizens Advice on **01946 693321**. There are foodbank centres in Whitehaven, Egremont and Millom.

**Millom Food Pantry** can provide food parcels for a small donation and are open on Tuesdays and Thursdays. Call **01229 774917** or **07514 098920**.

Families of children who receive **free school meals** will continue to receive help with food through the lockdown. For more information contact your child's school.

## Heating your home

**Citizens Advice Copeland** can help with advice on available grants if you are struggling to pay utility bills. Call **01946 693321** or email **advice.copeland@gmail.com**.

## Families

**Family Action** can provide support to any family in Copeland that is struggling. Telephone **01946 64600** or email **Copeland@family-action.org.uk**.

**Together We** can help with mental health and wellbeing issues. Call **0808 196 1773** or email **info@togetherwe.co.uk**.

**Domestic abuse** - Fleeing domestic abuse is a valid reason for not staying at home during the lockdown period.

- **Women Out West** provide support to all women in West Cumbria, particularly around domestic abuse. Call **01946 550103**, text **07539 780431** or email **contactus@womenoutwest.co.uk**.
- **The Freedom Project** provides support for individuals and families around domestic abuse. Call **07712 117986** or email **hope@freedom-project-west-cumbria.org.uk**.
- **Copeland Borough Council's** Crisis and Prevention Officer offers help and support to victims of domestic abuse who are homeless or threatened with homelessness through leaving an abusive relationship. Call **01946 598300** or email **Housing.Options@copeland.gov.uk**.

## Over 55's

**Copeland Age and Advice Service (CAAS)** can provide help with grants for fuel bills financial advice and guidance on matters such as Power of Attorney, claiming benefits, living independently and housing. Call **01946 552166** or email **referrals@caasteam.com**.

**Age UK West Cumbria** can be contacted on **01900 844670** or by email at **info@ageukwestcumbria.org.uk**.

## Housing and Homelessness

**Copeland Borough Council's** Housing Options team can help if you are homeless or threatened with homelessness. Call **01946 598300** and ask for housing options or email **Housing.Options@copeland.gov.uk**.

You can also get help and advice from **Shelter** on **0802 800 4444** (in an emergency call **0808 1644 6600**) or from **Citizens Advice** on **03444 111 444**.

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

## Further help

You can find full information on these and other support at **www.copeland.gov.uk/attachments/social-prescribing-directory**