

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

Free School Meals - Families of children who receive Free School Meals will continue to be provided with support over the Christmas period, your child's school will be in touch.

Community food share projects - There are a number of great community food share projects in Eden, helping to get food to households in need. Community food share groups are located in Kirkby Stephen, Milburn and Shap. Contact details for these group can be found locally, however please contact the County Council support line if you are unable to find them on **0800 783 1966** or **COVID19support@cumbria.gov.uk**.

Kirkby Stephen Community Support Free Christmas Soup and Puddings will be available to households struggling due to the pandemic in the week running up to Christmas. Free takeaway Christmas Breakfast will be available to struggling households every day the week following Christmas. A Christmas Meal on Christmas Eve and Christmas Day will be available for people on their own. If you live in or know a household who would appreciate a bit of extra help, please call or text **07393 049644** or email **info@kirkbystephencommunitysupport.co.uk**.

Food Banks - To receive a referral to one of Eden's food banks, contact Citizens Advice on **03300 563 037** or the County Council support line on **0800 783 1966**

Alston Moor Food Bank	Available 7 days a week.
Salvation Army Penrith	Food Bank collection times are Tuesdays 10am-2pm, Fridays 11am-1pm.
Upper Eden Food Bank	Opening hours are Monday-Friday 9am-5pm and Saturday's 9am-1pm. The last delivery of food parcels before Christmas will be on the afternoon of Thursday 24 December.

Financial Help

Citizens Advice Carlisle and Eden - Citizens Advice provide free, confidential, impartial information and advice on benefits, housing, employment and debt. Information and advice available on website. For Money Advice / Energy / Foodbank referrals call **03300 563 037**. For help claiming Universal Credit call **0800 1448 444**. For all other enquiries call **0800 144 8848**. The office will close to clients at the end of business on the Wednesday 23 December and will re-open on Monday 04 January. If you need support or advice during this time, please contact the national advice line on **0800 144 8848** or visit **www.ca-ce.org.uk**.

Christians Against Poverty Eden Debt Centre - Are on a mission to release people from grinding poverty through free, in-depth debt counselling. Referrals can be made by calling the Enquiries Team on: **0800 328 0006**. The Enquiries Team will be available to take bookings for new appointments up to Thursday 24 December at 12noon. The phone lines will reopen from Monday 4 January at 9:30am. **www.capuk.org**



Help for Families

Barnardo's Children's Centres - the centres open over the Christmas period are North Eden Children's Centre in Penrith and South Eden Children's Centre in Appleby. Contact number for both is **01768 899901**. Opening times for centres will be: Monday to Thursday 9am-5pm and Fridays 9am-4:30pm, however the centres will be closed on Friday 25 December, Monday 28 December and Friday 1 January. Services and activities available include Christmas Baby Play, 'Let's Get Christmassy', Christmas crafts and Rhyme Time. For more information on services and activities available please call Penrith Children's Centre on **01768 899901** or search for 'Barnardo's 0 – 19 Child and Family Support Service' on Facebook.

Cumbria Family Support - Cumbria Family Support will be open across the festive period, closed on Bank Holidays. However, there will be minimal staff cover and the main office number will not be covered but will take voicemails which will be monitored and responded to as appropriate. If you require support, please contact **01768 593102**

Help for the over 55s

Age UK Carlisle and Eden - Contact **01228 536673** (answerphone service) or freephone **0800 434 6105** for services that help support older people to make the most of later life.

Housing and Homelessness

Eden Housing Association - If you find yourself homeless or at risk of becoming homeless and need help, please get in touch with the Housing Options Team at Eden Housing Association on **01768 861499** or email housingoptions@edenha.org.uk. In an emergency, if you are made homeless outside office opening times (Mon-Fri 9-5) contact the emergency out of hours service **0800 061 4232** for help. You can also get help and advice by contacting; Shelter on **0802 800 4444** or in an emergency call **0808 1644 6600**, or Citizens Advice on **0800 144 8848**.

Wellbeing

Samaritans – If you are struggling and just need someone to talk to, you can call the Samaritans free helpline on **116 123**. Samaritans are available 24 hours a day, 7 days a week. They are not just a service for when you are in crisis, but are there for you at any time, whatever you are going through.

MindLine Cumbria – If you find yourself struggling, in need of some support or just need a listening ear, MindLine Cumbria is a local mental health support line which will continue to run throughout the current situation. MindLine Cumbria is open 12noon - 11pm Monday to Friday, and 5pm - 11pm on weekends and Bank Holidays. Call: **0300 561 0000**, text 'Mind' to **81066** followed by your message, or email info@mindlinecumbria.org. Web chat and further information available at www.mindlinecumbria.org.

Kooth – Kooth gives every child and young person aged 10-18 access to free online counselling and emotional wellbeing support every day. Online counselling is available for free to users through instant chat messaging from mid-day until 10pm on weekdays and from 6pm until 10pm at weekends. Visit www.kooth.com.

Bereavement

NHS Bereavement Helpline - Covid bereavement helpline for guidance and support. Helpline: **0800 2600 400**

Cruse Bereavement Care - Cruse provide free and confidential support to individuals and families, helping them to come to terms with the loss of someone important in their lives and to understand their grief. For support, call **0300 600 3434**.

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone **01228 606060**

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 606060 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 606060

Jeigu norėtumėte gauti šią informaciją savo kalba,
skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua,
telefone para o 01228 606060

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 606060 numaralı telefonu arayınız