

Carlisle Support Directory



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Riverside

Food Support In Carlisle



Council Support

Struggling to feed yourself or your family? These organisations that can help. Used by hundreds of people in Cumbria every week from all walks of life. If you need urgent help finding food and essential items, or if you are struggling to cope with your current situation for whatever reason, you are advised to call the county council's Support **Helpline** on **0800 783 1966** (Monday to Thursday 9am to 5pm, Friday 9am to 4.30pm).

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.**

The team can provide support to maximise your income, help you apply for benefits and identify any additional grants you could get. 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

Food Banks

Foodbanks can provide emergency food parcels in a crisis:

Home - Carlisle Foodbank - Food from local people for local people

4 Tower Court, West Tower Street, Carlisle, Cumbria, CA3 8QT

07512552449 or hello@carlislefoodbank.org.uk

Open Monday, Wednesday, and Friday

Food Bank - St James Church Carlisle

St James' Church, St James' Road, Carlisle, CA2 5PD - **Food parcels** can be collected from

Cornerstone on Denton Street

Open Monday to Friday 9 am to 4 pm, and Saturday 10 am to 1pm

Parish Centre on St James Road

01228 810616 OR

parish.centre@stjamescarlisle.org.uk

Open Monday to Friday 9 am to 4 pm

Brampton Foodbank - Brampton Community Centre (bramptoncc.org.uk):

Referral only contact 016977 45023

admin@bramptoncc.org.uk

Centres | North Lakes Foodbank | Cumbria (thefoodbank.org.uk):

Cornerstone Methodist Church, 50 High St Wigton, CA7 9PG

Open Tuesday and Friday: 10 am to 12 pm

Riverside

Food Support In Carlisle



Pantries

Botcherby Community Centre - Carlisle Matters

Victoria Road, Carlisle, CA12UE
01228596992

Open Wednesday 2 pm to 4 pm

Arthuret Council Centre,

9 Esk Street, Longtown, CA6 5PU
01228791739

Open Monday 1 pm to 5 pm

Harraby Community Centre - community based cafe area with community facilities.

Edgehill Road, Carlisle, CA1 3PL
01228 537831 OR

Liz@harrabycommunitycentre.co.uk

During the Winter months - soup, roll, hot drink & cookie for £1.50.

During the Summer months - sandwich, hot drink & cookie for £1.50

Pop up shop any 6 items for £3.50.

Open Mondays & Wednesdays 1 pm to 4 pm

Pop up Pantry - Longtown

Longtown Community Centre
01228 791876

**Open Wednesday 4 pm to 7 pm and
Friday 9 am to 12pm**

Greystone Community Centre Pop up Pantry

Greystone Community Centre, Carlisle
01228 558602

Wednesday 1 pm to 3 pm

Community Shops

The Lookout, Shadygrove Road, Carlisle.

Fareshare open **every Thursday morning**. Call
07413258279 for more information or email
hayley_thelookout@outlook.com

Carlisle community help

Create a subscription below to access credits.
Use credits to order your shop online. orders are
then delivered to local community hubs and topped
up with excess food.

- Mondays - Currock and Upperby
- Tuesday - Brampton, Denton Holme, Cathedral and Castle
- Wednesday - Harraby and Botcherby
- Thursday - City West (Belle Vue, Yewdale and Sandsfield)
- Friday - Brampton, Belah and Stanwix

**To find out more information on how to access
this service visit**

www.carlislecommunityhelp.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 Britain

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 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.

<https://www.google.com/maps/d/u/0/viewer?mid=15mnlXFpd8-x0j406Ck6U90chPn4bkbWz&ll=54.09489700993946%2C-2.757892499999981&z=6>

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.

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/>

Furniture Support in Carlisle



Facebook Groups - There are several groups on Facebook that offer free or low-cost furniture. **To find groups search Help Groups or Bargain Groups in your area.**

Second Hand Furniture Websites

Facebook Marketplace and Groups

Gumtree

Freecycle

Pre-Loved

Freeads

VivaStreet

Freegal

Charity Shops

British heart foundation

106 English St, Carlisle CA3 8ND:

Open Monday to Friday 9.30 am to 5 pm and

Sunday 10 am to 4 pm

Barnardo's

55 English St, Carlisle CA3 8JU:

Open Monday to Saturday 9 am to 5 pm and

Sunday 10 am to 4 pm

Cats Protection - Carlisle Charity Shop

46-48 Castle St, Carlisle CA3 8JA:

Open Monday to Friday 9 am to 5 pm and

Sunday 10 am to 4 pm

Shelter Charity Shop

26-28 Scotch St, Carlisle CA3 8PX

Open Monday to Friday 9 am to 5 pm and

Sunday 10.30 am to 4.30 pm

OpShop

62-66 Denton St, Carlisle CA2 5EH

Open Monday to Saturday 9 am to 5 pm

UK Furniture Bank

UK Furniture Bank in partnership with the referring Social Service Agencies, Helping Organisations and or the local Faith Based Community creates a positive and comfortable environment which people can call home.

There are some costs involved, although these are kept to a minimum.

They only accept requests direct from your Support Worker, Housing Officer, Welfare Worker, or local Faith Organisation, who must apply on your behalf.

<https://theukfb.co.uk/furniture-request-form>

Cost of Living Support in Carlisle



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

Citizens Advice give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem. 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/>

Cost of Living Support in Carlisle



Citizens Advice

Full debt and consumer advice service in England and Wales. Many bureaux 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/>

Cost of Living Support in Carlisle



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

Carlisle & District Credit Union

95 Lowther Street Carlisle CA3 8ED
01228 594007 or info@carlislecu.com
<https://carlislecu.com/>

Open Monday to Friday 9 am to 4.30 pm

PCCU

<https://www.pccu.co.uk/cumbria/>
Telephone: **01900 65723 / 01946 817508 / 01768 890065**

Whitehaven, Egremont and District Credit Union

01946 66755
<https://carlislecu.com>

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.

Cost of Living Support in Carlisle



Government Support

Find a Job in England, Scotland or Wales through the government's official job vacancy service that offers a simple and streamlined 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, packaged up with support from some of the country's leading educational experts and employers.

<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/>

Cost of Living Support in Carlisle



Local Support Employment Support

Help with finances

The benefits advice team are specialist welfare rights advisors who provide a comprehensive advice service on the whole range of benefits provided by the Department for Work and Pensions, Cumbria County Council and Carlisle City Council.

Advisors can:

- Give advice on the claiming of benefits such as Universal Credit, Employment & Support Allowance, Income Support, Jobseeker's Allowance, Pension Credit, Personal Independence Payment, Attendance Allowance, Housing Benefit, Council Tax Reduction, Social fund payments and Welfare Assistance Scheme.
- Check whether you are receiving your correct entitlement to benefit.
- Help with appeals, mandatory reconsiderations and reviews.

Based at the Civic Centre, in Carlisle, the Benefit Advice Service offers appointments at the Civic Centre and at outreach surgeries available at:

- Longtown.
- Brampton.

Please contact them on 01228 817400 to arrange an appointment.

A worrying about money leaflet has also been produced and is attached as downloadable document. It is also available in different languages including Polish, Arabic, Urdu, Pashto, Chinese and Ukrainian.

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

Help with travel costs

You may be eligible for a Jobcentre Plus Travel Discount Card if you're on Universal Credit. To find out more visit **www.nationalrail.co.uk/ticket-types/promotions/**

In England you can get a bus pass for free travel when you reach the State Pension age.

www.gov.uk/apply-for-elderly-person-bus-pass

If you're disabled, then you may be eligible for a disabled person's pass if you live in England.

<https://www.gov.uk/apply-for-disabled-bus-pass>

Ways to Welfare

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 **0300 373 3730** or visit

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

Cost of Living Support in Carlisle



Cumberland Council

If you are having difficulties paying for housing, you should contact your landlord, housing association or mortgage company.

If you are struggling to pay your council tax, get in touch with your local council; if you are on a low income you may be eligible for a grant towards the cost. Your local council can also help if you are at risk of eviction or homelessness.

To find out more visit

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

Citizens Advice

If you are worried about money, you can contact Citizens Advice. They can give you free advice on debt, benefits, employment and housing problems, and make sure you're getting all the support you're entitled to.

Visit the Citizens Advice website or call your local office:

- Allerdale - **01900 604735**
- Barrow - **0808 278 7817**
- Carlisle and Eden - **03300 563037**
- Copeland and Whitehaven - **01946 693321**
- Millom - **01229 772395**
- South Lakeland - **03444 111444** for new enquiries; **015394 46464** for new debt and ongoing enquiries

Cumbria Law Centre can offer free legal advice on housing, debt, employment and welfare benefits to those on low incomes.

Call **01228 515129**

Welcoming Spaces in Carlisle



Libraries

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.

Local Libraries

Carlisle Library

Globe Lane Carlisle CA3 8NX
01228 227310 carlisle.library@cumbria.gov.uk
Open Monday, Wednesday, Thursday, Friday 9 am to 5.30 pm, Tuesday 10 am to 5.30 pm and Saturday 9 am to 4 pm

Carlisle West Library Link

Carlisle West Sure Start Children's Centre, 19 to 23 Shadygrove Road CA2 7LE
01228 227312
Open Monday 1 pm to 2 pm and Friday 10 am to 12 pm

Denton Holme Library

1 Morley Street, Carlisle, CA2 5HQ
01228 227312
Open Monday 1 pm to 3 pm, Wednesday 11 am to 4 pm, Thursday 10 am to 12 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. Why not explore your local Warm Welcome Space, it's a great place to connect with your community and to make new friends.

You can search spaces near you by visiting <https://www.warmwelcome.uk/>

Riverside

Digital Inclusion Support in Carlisle



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.

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 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

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

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

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

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>

Digital Inclusion Support in Carlisle



Libraries

Libraries across the UK offer a range of different services and support including computer and internet access, digital learning, printing, group activities and wellbeing support.

Search for your local library here:

<https://www.gov.uk/local-library-services>

Carlisle Library

Globe Lane Carlisle CA3 8NX

01228 227310 carlisle.library@cumbria.gov.uk

Open Monday, Wednesday, Thursday, Friday 9 am to 5.30 pm, Tuesday 10 am to 5.30 pm and Saturday 9 am to 4 pm

Carlisle West Library Link

Carlisle West Sure Start Children's Centre, 19 to 23 Shadygrove Road CA2 7LE

01228 227312

Open Monday 1 pm to 2 pm and Friday 10 am to 12 pm

Denton Holme Library

1 Morley Street, Carlisle, CA2 5HQ

01228 227312

Open Monday 1 pm to 3 pm, Wednesday 11 am to 4 pm, Thursday 10 am to 12 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

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

Digital Inclusion Support in Carlisle



Local groups

Carlisle Library

11 Globe Lane, CA3 8NX

Digital Inclusion hub providing free digital support services, Databank providing free mobile data and free digital skills training

01228 227310 carlisle.library@cumbria.gov.uk

Open Monday, Wednesday, Thursday, Friday 9 am to 5.30 pm, Tuesday 10 am to 5.30 pm and Saturday 9 am to 4 pm

O2 Carlisle

The Lanes, 45 Scotch Street, CA3 8PT

01228 590860

Digital Inclusion hub providing free digital support services.

Open Monday to Saturday 9 am to 5.30 pm and Sunday 11 am to 4 pm

Carlisle Refugee Action group

Carlisle, c/o Carlisle One World Centre, 2 Lowthians Lane English Street, CA3 8JR

Digital Inclusion hub providing free digital support services and free digital skills training.

To find out more visit

<https://www.cowc.co.uk/contact-us/>

Carlisle Community Help

Carlisle, 100 Brunthill Road, Kingstown Industrial Estate, CA3 0EH

Digital Inclusion hub providing free digital support services

www.carlislecommunityhelp.co.uk

Support for Young People in Carlisle



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>

Children's Centres Carlisle

Contact details

0773 400 3789 carlisle@family-action.org.uk

Belah Children's Centre

Belah Community Centre, Briar Bank, CA3 9SR

Newtown Children's Centre

19 - 21, Shadygrove Road, Carlisle, CA2 7LE

Upperby CDC Children's Centre

Uldale Road Carlisle Cumbria CA2 4JT

Harraby Community Campus Children's Centre

Cumbria County Council, Harraby Community Campus Edgehill Road Carlisle CA1 3SN

Morton Child and Family Support Hub

Carlisle West Childrens Centre Wigton Road Carlisle CA2 6JP

Youth Groups and Activities

Carlisle Youth Zone

Carlisle Youth Zone is a safe and fun environment where the potential of young people is developed and fulfilled.

Carlisle Youth Zone, Victoria Place, CA1 1LR

They have two main Clubs in CYZ:

- Junior Club – open to anyone between the ages of 8 and 12 years old (Up to school year 7)
- Senior Club – open to anyone between the ages of 12 and 18 (School year 7+).
- Inclusion Club – which is open to anyone who might need a little extra time or additional support in Club.
- During School Holidays they run the Holiday In The Zone.

For times and sessions visit

<https://www.carlisle-youthzone.org/young-people/>

The Rock Youth Project

The Rock Youth Project is a registered charity who run universal youth clubs which work with children and young people aged 7-19 in Carlisle South. Scalegate Road, Carlisle, Cumbria, CA2 4JY 01228 549155 07704973920

Monday:

- Juniors (ages 7-11) 3.45pm – 5.00pm
- Girls Club (ages 10+) 5.15pm- 6.30pm

Wednesday

- Juniors (ages 7-11) 3.45pm – 5.00pm
- Seniors (ages 11-19) 5.15pm – 6.30pm

Friday

- Juniors (ages 7-11) 3.45pm -5.00pm
- Seniors (ages 11-19) 5.15pm- 6.30pm

Petteril Bank

Tuesday

- Juniors (ages 7-11) 3.45pm-5.00pm
- Seniors (ages 11-19) 5.15pm- 6.30pm

Thursday

- Juniors (ages 7-11) 3.45pm-5.00pm
- Seniors (ages 11-19) 5.15pm- 6.30pm

Support for Young People in Carlisle



Local Groups

Carlisle Eden Mind

27 Spencer Street Carlisle

Working directly with young people through 'your voice'. They also offer a 2 day accredited course : Youth Mental Health First Aid

Open Monday to Friday 12 pm to 11 pm

Saturday, Sunday and Bank Hols 5 pm to 11pm

0300 561 0000 Text SHOUT to 85258

Fairfield Centre Carleton Clinic

Cumwhinton Drive Carlisle, CA1 3SX

- Specialist assessment, diagnosis and intervention for a range of mental health issues.
- A comprehensive transition support package to those young people who are approaching their 18th birthday and may need continuing support as adults.
- Training, consultation, support and advice to frontline staff working in targeted services for children.
- The My Time Service provides early and targeted intervention to children and young people who are experiencing mental health difficulties. They typically work with children and young people for six to eight sessions.

Available 24 hours a day 7 days a week to support you if you are experiencing a mental health crisis. They can also provide advice and support to your family.

The service can be contacted on **0300 123 90150** or freephone **0800 652 2865**

There is a text number for people who are Deaf and/or have communication difficulties: **07795 656 226**

Carlisle Key

Carlisle Key works with young people 16-25 who are homeless or at risk of homelessness.

We empower young people by giving them the knowledge, support, and confidence they need so that they can live independently and take an active role in the local community.

125 -127, Botchergate

01228 595566 or via Facebook.

Carlisle Library

Dungeons and Dragons Board games group

Every Thursday 2pm to 4pm

Health and wellbeing coach drop-in: Drop in to discuss potential referral to the Health and Wellbeing Team

Wednesday 10am to 12pm; Thursday 2pm to 4pm; Friday 10am to 12pm

English cafe: A friendly environment to speak and learn English, play games, have a coffee and explore our resources. For people who do not speak English as their first language

Wednesday 10am to 12pm

Prism Arts

We deliver programmes for learning disabled and/or autistic creatives to drive their own journey and develop as artists, leaders and advocates for change. **(Term times apply)**

Central Methodist Hall, 5 Market St, Carlisle CA3 8QJ

01228 587691

The Teenage Market

join local young creatives on stalls for a variety of community events, sell your own projects or help others.

07825 151 613

help@theteenagemarket.co.uk

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

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

0203 984 9337 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

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

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

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

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.

kidsofcolour.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

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

Support for families in Carlisle



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

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

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/>

Support for families in Carlisle



Cumbria family support

Offers support for children and families who are experiencing stress or difficulties. We help families by providing practical and emotional support to reduce isolation and health inequalities and help them to overcome issues or challenges they may be facing.

You can access support at any of the contact centres or book an at home visits.

The centres run sessions fortnightly on a Saturday between 9am and 1pm in Carlisle and Penrith.

contactcentre@cumbriafamilysupport.org.uk

07934 858 424

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

Carlisle Library

Baby Bounce

Drop in session of songs and rhymes for under 3's

Every Monday in term time 10am to 10.30am

Toddler Time

Drop in session of songs and rhymes for under 5` s

Every Tuesday in term time 10:15am to 11:15am

Lego club

Lego themed fun for children under 10. Please call 01228 227312 to book a place.

When: **Every Thursday in term time 4pm to 5pm**

Crafternoon

Knitting and craft club

Every Thursday 1pm to 3pm

Mini Movers Storytime

Move, stretch and jump to your favourite stories with these free interactive story sessions for 2 to 5's and their grown-ups.

Tuesdays 11am to 11.30am (term time only)

Riverside Support for Older People in Carlisle



Local Support

AGE UK

Age UK have a social diary around Carlisle full of clubs visit their website to find out more.

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

They also have 6 shops based in Carlisle :

Age UK Carlisle & Eden - Alston

Hatters House, Front Street, Alston, CA9 3SE.

01434 396103

**Open Monday, Wednesday, Thursday, Friday,
Saturday from 10am to 4pm**

Age UK Carlisle & Eden - Brampton

Front Street, Brampton, CA8 1NG

01697 263109

**Open Monday to Friday from 10am to 3.30pm
Saturday from 10am to 1pm**

Age UK Carlisle & Eden - Denton Street

125 Denton Street, Carlisle, CA2 5EN

01228 210923

Open Monday to Saturday, from 10am to 4pm

Age UK Carlisle & Eden - Kirkby Stephen

7 Walton's Yard, Market Square, Kirkby Stephen

CA17 4QT

01768 329116

**Open Monday, Tuesday, Wednesday, Friday and
Saturday from 10am to 3:30pm**

Carlisle Library

Apply for a bus pass.

You can apply for a bus pass at this library from

Monday to Friday, 9am to 4:30pm.

You will need to bring proof of identification with you when you fill in the application form.

Reading groups

There are 3 reading groups at this library:

- Carlisle Library 1 meets on the first Monday of every month from 2pm and 3pm
- Carlisle Library 2 meets on the 3rd Thursday of every month from 3pm to 4pm

Carlisle Library 3 meets on the first Tuesday of the month from 5.30pm to 6.30pm

If you're not a member of a reading group and you would like to set one up, you can ask for the Reading Group Loan Service as they operate out of this library or contact them.

Support for Older in Carlisle



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

Omega (befriending service for caregivers / carers)

Chatterbox Action Against Loneliness telephone chat

01743 245088 chatterbox@omega.uk.net

A Letter from Louise pen pal befriending

01743 245 088 aletterfromlouise@omega.uk.net

Tax Help for Older People

01308 488066 taxvol@taxvol.org.uk

Dementia UK - 0800 888 6678

Riverside 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

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

A Letter from Louise pen pal befriending

01743 245 088 aletterfromlouise@omega.uk.net

Tax Help for Older People

01308 488066 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 Carlisle



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 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

Depression UK

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

Mental Health and Wellbeing Support in Carlisle



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

Health Watch: Cumberland

Our role in the community is to listen to your experiences of health and care services in Cumberland, good and bad.

We also answer your queries about services in the area and offer a signposting service to support available.

To contact us with an enquiry or give feedback on a health and care service

Call: 0300 303 8567 between 9am and 5pm

Monday to Friday

Email: info@healthwatchcumberland.co.uk

Local Support

North Cumbria East Community Treatment Team (Carlisle) – CNTW240

The North Cumbria East Community Treatment Team provides a service for adults with severe and enduring mental health conditions. For example, this could include:

- depression, personality disorders or specific disorder, eating disorder, obsessive-compulsive disorder, phobias and severe anxiety. Severe enough to have a significant impact upon your ability to get on with daily tasks
- people with a dual diagnosis such as learning disability, or a substance misuse problem together with a mental health problem

The team is made up of a number of people including mental health nurses, social workers, doctors, occupational therapists and psychologists.

The service and advice offered will be tailored to meet your individual needs. Please seek a referral.

01228 603 850

Portland House 11-12 Portland Square Carlisle Cumbria CA1 1PY

Domestic Abuse Services in Carlisle



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

Domestic Abuse Services in Carlisle



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

Skinnners Benevolent Trust - www.skinnners.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

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

Domestic Abuse Services in Carlisle



Safety Net

Safety Net is a free service supporting the recovery of those affected by rape, exploitation, sexual and domestic abuse in Cumbria.

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

Women's Aid - Survivor's Handbook

A website guide for women who are experiencing domestic abuse.

<https://www.womensaid.org.uk/information-support/the-survivors-handbook/>

Beacon House

Resources on the topic of trauma

A website providing free therapeutic resources which explain what trauma is and how it manifests in the body and our behaviours.

<https://beaconhouse.org.uk/resources/>

The Suzy Lamplugh Trust

If you, or someone you know, is a victim of stalking, please contact the National Stalking Helpline

<https://www.suzylamplugh.org/contact-the-helpline.>

The Bridgeway – Sexual Assault Support

Service in Cumbria:

Local helpline: 0808 118 6432

Helpline open 24/7, every day of the year.

Victim Support Cumbria

For victims of any crime

Local victim care support team: 0300 303 0157

National helpline: 0808 1689 111

The national helpline is open 24/7, every day of the year.

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

Gateway for woman

Gateway 4 Women offers a friendly, welcoming, non-judgemental, women-only space for ALL women to access support, meet new people, develop their skills, gain confidence and improve overall wellbeing.

We offer; 1:1 support, Self development courses, Drop in sessions, Group activities, Volunteering Opportunities

Gateway 4 Women Carlisle, Lorne Street, Denton Holme, Carlisle, Cumbria, CA2 5DU.

You can call us on 01228 212090 or email: admin@cumbriagateway.co.uk

Support for Disabilities in Carlisle



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

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

Support for Disabilities in Carlisle



Mencap

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

02074540454 or 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 or 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 or 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 or 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 or 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

Support for Disabilities in Carlisle



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

Side by Side

Minds 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

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/>

Local Support

ABLEize

Browse this dedicated ABLEize section to find disabled clubs and groups in Cumbria including sports such as basketball, bowls and fishing for all disabilities, carers advice and support as well as a number of disability related organisations providing support for a range of disabilities throughout Cumbrian locations including Carlisle, Penrith, Kendal and surrounding areas. Includes dyslexia, deaf and hearing impaired ADHA and head injury and learning disability support in Cumbria.

Look through the support on the website:

<https://www.ableize.com/support-groups/>

Alfie's Project Carlisle

Alfie's Project Carlisle CIC is a community support group for families and adults with disabilities, from Mental Health ADHD to Autism etc.

Our aims are as follows:

- To setup a hub in Carlisle for adults to come and meet others going through the same situation as themselves.
- A youth centre for children to come and play in a safe environment.
- Have professionals come in and offer guidance and advice on all aspects of disabilities
- We are aiming to bridge a gap in support while awaiting assessments diagnosis, so you don't feel alone.

info@alfiesprojectcarlisle.org.uk

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

Migrant and Multi-Cultural Support in Carlisle



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

Boloh Helpline

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

To find out more contact 0800 151 2605

Useful Links

British Red Cross

RAMP@redcross.org.uk

SHAP

cdw@shap.org.uk

Oneworld Parish Nurse

rachelsutton.parishnurse@mail.com

Refugee Women Connect

info@refugeewomenconnect.org.uk

Local Support

Multicultural Cumbria

To strive towards an equitable multicultural society in Cumbria that supports ethnic diversity and societal cohesion. To focus on sustaining and sharing the heritages, cultures, values, beliefs and perspectives of diaspora people that have origins from different cultural backgrounds and promote inclusion throughout the wider community.

Multicultural Choir : University of Cumbria Chapel
Fusehill Street, Carlisle, CA1 2HH - 6PM-7PM

<https://multiculturalcumbria.org.uk/get-involved/> or call **0300 302 0924**

Carlisle One World Centre

Carlisle One World Centre (COWC) is a local charity based in Carlisle city centre above Carlisle World Shop.

2 Lowthian's Lane, Carlisle, CA3 8JR

www.cowc.org.uk

Women and Men's Groups in Carlisle



Women's groups

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/>

Woman up

UK Woman Up began as a grassroots one-off event in Carlisle in 2014. A group of women's rights campaigners came together to celebrate the work of female activists. The Vineyard, Carlisle, CA25DU <https://www.womanup.org.uk/>

Gateway 4 woman

Offer a number of activities, workshops, and support groups throughout the week. Women are welcome to self-refer either by contacting the Centre via phone or email. Lorne Street, Denton Holme, Carlisle, Cumbria, CA2 5DU. **You can call on 01228 212090 or email: admin@cumbriagateway.co.uk**



Riverside Women and Men's Groups in Carlisle



Men's Groups

ANDYSMANCLUB

ANDYSMANCLUB eliminate the stigma surrounding mental health by creating a judgment-free, confidential space . They have free-to-attend peer-to-peer support groups for men aged over 18. They have clubs across the UK that deliver weekly, free-to-attend peer-to-peer support groups for men aged over 18

<https://andysmanclub.co.uk/find-your-nearest-group/>

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/>

Local Support

Offload

Bridging the gap between self and professional help for males aged 18 and over suffering from mental health issues in Cumbria. Think of us as a mate who will hear you out if you're struggling. Or simply some moral support, Offload is here for you.

The Lookout,

Shadygrove Rd, CA2 7LD (as part of the North Cumbria Recovery College).

Weekly on Tuesdays at 5 pm to 6.30pm

WeCan Wellbeing centre, CA2 5SR (as part of ICan Wellbeing group).

<https://offloadcumbria.co.uk/>

First and third Friday of every month 10.30 am to 12pm

LGBTQ+ Support in Carlisle



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

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

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

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

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 LGBT+ 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

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

TransUnite

Have an online directory of trans support groups near you.

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

LGBTQ+ Support in Carlisle



Local Support

LGBTHQ

Run regular groups and special events to include all in the community.

The Carlisle HUB 21 Victoria Place, CA1 1EJ
01228 267 247

Monthly events include:

All 6 - 8 pm

- Thursdays - PiNC LGBT+ Youth
- 1st Monday - Trans Group
- 1st Friday - Quiz Night
- 2nd Friday - Men's Group
- 4th Friday - Women's Group

Cafe Events: 12 - 6 pm

- 1st Monday - Trans Group in association with Trans Lakes
- 1st Friday - Quiz Night
- 2nd Friday - Men's Group
- 4th Friday - Women's Group

Normal opening hours are Monday to Saturday, 12pm to 6pm; with longer hours by demand or for special events.

Additional Support Services in Carlisle



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.

The 24/7 Rape and Sexual Abuse Support Line

247 offers Free, specialist and confidential support delivered by Rape Crisis England &

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

More information can be found at

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 Services in Carlisle



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

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/>