

Winter Support



Heating your home

Cold to Cosy Homes Cumbria can provide free advice and energy efficiency measures to help keep your home warm this winter and save on energy bills. For more information call **01768 216500**, or apply online at **www.cafs.org.uk/cold-to-cosy-homes-cumbria**.

Copeland Age and Advice Service (CAAS) is administering the Winter Warmth Fund for Copeland. If you are over 60 and receive a state pension or struggle with the costs of heating your home, you may be eligible for a grant of £150. You can contact CAAS on **01946 552166** or at **referrals@caasteam.com**.

Copeland Borough Council is working with **EON** to deliver energy efficiency measures of up to £10k per property to eligible households in Copeland. If your household income is less than £30k and your property is E, F or G rated you can apply or find more information at **www.eonenergy.com/greenhomesgrant** or by calling **0333 202 4820**.

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



Food and finance

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

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**.

North Lakes Foodbank offers free food to those in need. Vouchers are provided through Copeland Citizens Advice on **01946 693321** or at **advice.copeland@gmail.com**.

Millom Food Pantry can provide food parcels for a small donation. Call **01229 666025** or **07514 098920**. For Barrow Foodbank, which also covers the Millom area, call **01229 343436**.

If you think your child may be eligible to receive free school meals and school clothing vouchers, please contact the **Cumbria County Council Service Centre** on **01228 606060**.

Staying well

Everyone aged 12+ is eligible for a COVID-19 vaccine which can be booked online at www.nhs.uk and boosters are offered to those who are eligible. You can also call **119**, free of charge, to book.



The flu vaccine is safe and effective and offered to those who are at risk of serious illness from flu. Visit www.nhs.uk to see if you are eligible for a flu vaccine.

Housing

If you are having difficulty paying your rent or mortgage speak to your landlord or mortgage company as soon as possible. If you are at risk of losing your home you can speak to someone from our Housing Options team for advice. Call **01946 598300** or email housing.options@copeland.gov.uk.

Domestic abuse

Copeland Borough Council's Prevention and Crisis Support Officers work with those who have suffered domestic abuse or sexual exploitation, linking in with the council's Housing Options team to provide emergency accommodation if necessary. Some of these properties have been expertly adapted to create a safe home for people and families who may be at serious risk. To contact the Prevention and Crisis Support Officers, email housing.options@copeland.gov.uk or call **01946 598300** to access the 24 hour service. Residents can self-refer at <https://www.copeland.gov.uk/homelessness>.

Anyone who believes they are in immediate danger of abuse or exploitation should call 999 immediately.

Further help

The **Cumbria County Council** support line provides advice around available grants and other help. Call **0800 783 1966** between 9am and 5pm Monday to Thursday and 9am to 4.30pm on Fridays. You can also find support by using the interactive map at www.cumbria.gov.uk

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

You can find full information on these and other types of support at www.copeland.gov.uk/attachments/social-prescribing-directory-0

