

# Carlisle Support Directory



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# Riverside Support Services



## **ASB, hate crime and domestic abuse**

Our focus is to make sure all of our customers feel safe and have the support they need. We want our neighbourhoods to be safe places for everyone. We won't tolerate behaviour that prevents our customers feeling secure in their home and their neighbourhood.

To find out more about what support is available or to report incidents please visit <https://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/hate-crime/>

## **Money and benefit welfare advice**

Our Money Advice Team are specialists in assisting and advising with Welfare Benefits. They can help you to make a claim, submit an appeal if you have been refused, explain how the different types of Benefits work and ensure that you are receiving your full entitlement.

For benefit advice please visit

<https://www.riverside.org.uk/you-your-home/money-advice/benefit-advice/>

For support from our money advisors please visit

<https://www.riverside.org.uk/you-your-home/money-advice/debt-advice/>

## **Energy and heating**

Heating your home can be a real cost pressure. Here you can find guidance around keeping your costs down while keeping your home warm and free of damp.

For support from our Affordable warmth Team please visit

<https://www.riverside.org.uk/you-your-home/energy-and-heating/affordable-warmth-team/>

## **Employment and Training**

Our Employment and Training Team provides free support to anyone living in a Riverside home. The team offer a tailored service for each person we work with. So whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term – we are here to help! We can help support you in

- Getting back to work if you're unemployed, disabled or have a criminal record
- Help with searching for jobs, CV writing and interview techniques to help secure your next role
- Accessing funding to support apprenticeships, learning and qualifications
- Working with you to become self-employed or start your own business

To find out more visit

<https://www.riverside.org.uk/you-your-home/employment-training/>  
or email

## **Safety and Support**

We take our responsibility to make sure you are safe and comfortable in your home very seriously. Find out about asbestos, water and fire safety as well as advice on domestic abuse and report nuisances here.

<https://www.riverside.org.uk/you-your-home/safety-support/>

# 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](mailto: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](mailto:parish.centre@stjamescarlisle.org.uk)  
**Open Monday to Friday 9 am to 4 pm**

### Brampton Foodbank - Brampton Community Centre ([bramptoncc.org.uk](http://bramptoncc.org.uk)):

Referral only contact 016977 45023  
[admin@bramptoncc.org.uk](mailto:admin@bramptoncc.org.uk)

### Centres | North Lakes Foodbank | Cumbria ([thefoodbank.org.uk](http://thefoodbank.org.uk)):

Cornerstone Methodist Church, 50 High St Wigton, CA7 9PG  
**Open Tuesday and Friday: 10 am to 12 pm**

### 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**

#### 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**

# Riverside

## Food Support In Carlisle



### **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**

### **Community Shops**

#### **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](http://www.carlislecommunityhelp.co.uk)**

### **The Lookout, Shadygrove Road, Carlisle.**

Fareshare open **every Thursday morning**. Call

07413258279 for more information or email

hayley\_thelookout@outlook.com

**For additional food support services please download our National Support Directory**

# 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**

### **Oak Tree Animals Charity**

We offer a pickup and drop off furniture delivery service for this shop, please give us a call on 01228 401672 for more information.

Unit 3, St Nicholas Street, Carlisle, CA1 2EE

**Open Monday to Saturday 9:00 am to 4:00pm**

### **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>**

### **Rebike Community Cycle Hub**

Unit 12, Ironworks, Denton St, Denton CA2 5DU

**Open Tuesday to Saturday 9:30 am to 4:30 pm**

### **The Rebuild Site CIC**

Kingmoor Park North, Unit A2 Dukes Drive, Carlisle CA6 4SH

**Open Wednesday to Sunday 10 am to 4 pm**

# 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**

## **Well suited**

Well suited offer clothing support for interviews, work, proms, school and formal events.

**Book an appointment via 01228493953**

# 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](mailto: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.

Carlisle has over 130 allocated warm spaces. find your closest on the website.

**[www.cumberland.gov.uk/health-and-social-care/health-and-wellbeing/cost-living-and-welfare-support/find-local-support-cost-living-and-welfare](http://www.cumberland.gov.uk/health-and-social-care/health-and-wellbeing/cost-living-and-welfare-support/find-local-support-cost-living-and-welfare)**

## 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/>

# 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](mailto: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**

## 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](mailto: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**

### **02 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](http://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](mailto: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**

# 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](mailto: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)**

# 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**

**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**

### **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.

### **Tax Help for Older People**

01308 488066 [taxvol@taxvol.org.uk](mailto: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



## 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**

### **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](mailto:info@healthwatchcumberland.co.uk)**

### **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](mailto:jo@samaritans.org)** or visit some branches in person. To find your local branch visit **<https://www.samaritans.org/branches/>**

### **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).**

# 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.

## **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 01228 212090 or email: [admin@cumbriagateway.co.uk](mailto:admin@cumbriagateway.co.uk)**

## **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.

# 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>

## 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](mailto: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](mailto: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**

## **CRAG: Carlisle Refugee Action Group**

Providing practical support for people living in refugee camps and resettlement situations. Raising awareness of issues faced by asylum seekers.

**Carlisle Enterprise Centre, James St CA2 5BB**

[info@crag.uk.com](mailto:info@crag.uk.com)

## **Anti-Racist Cumbria**

We aim to make Cumbria the first actively antiracist county in the U.K. We aim to do this by providing support and education

**Enquires: [hello@antiracistcumbria.org](mailto:hello@antiracistcumbria.org)**

## Useful Links

### **British Red Cross**

[RAMP@redcross.org.uk](mailto:RAMP@redcross.org.uk)

### **SHAP**

[cdw@shap.org.uk](mailto:cdw@shap.org.uk)

### **Oneworld Parish Nurse**

[rachelsutton.parnurse@mail.com](mailto:rachelsutton.parnurse@mail.com)

### **Refugee Women Connect**

[info@refugeewomenconnect.org.uk](mailto:info@refugeewomenconnect.org.uk)

## Local Support

### **Multicultural Cumbria**

Creating a multicultural society in Cumbria that supports ethnic diversity and societal cohesion. We are focused on sustaining and sharing the cultures, values, beliefs and perspectives of all different cultural backgrounds and promote inclusion throughout the wider community.

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

**<https://multiculturalscumbria.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](http://www.cowc.org.uk)

# Women'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](mailto:admin@cumbriagateway.co.uk)**

### **Carlisle cougars womans rugby**

Woman and girls' rugby union teams, offering an under 12, under 17 and adults' team. No prior experience needed.

Woman's group: Wednesday 6:45 pm to 8:30 pm

Under 12's: Monday 6 pm to 7 pm

Under 17: Friday 6 pm to 7 pm

**Carlisle RFC, Rugby Ground Warwick Road, Carlisle, CA11LW**

### **Carlisle back to netball**

£3 per session, please join our facebook page to join a team and fall in love with netball.

Thursday 7 pm to 8 pm

**Habbraby 3G sports hall, Edgehill Road, Carlisle, CA1 3SL**

### **Louise Aiston Personal Training**

providing group training and disability specific personal training

**59 Dunmallet Rigg, Morton, Carlisle, CA26NT**

### **Swing fit**

Join our woman only dance class, with a tea hour after to chat

Monday 10 am

**Dalston Victory Hall, Dalston, Cumbria, CA57QS**

### **Keep fit class**

Suitable for all levels, every week we try a new style of workout

Monday 6:30 pm to 7:15 pm

**Nicholforest Hall, Longtown, Carlisle, CA65TT**

# 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**

### **Man vs Fat football**

New male only weight loss club, supporting players to lose weight and have fun playing football together Monday 6 pm to 8:30 pm

**Carlisle Campus Sports, Harraby 3G, Edgehill Road, CA13SL**

### **Watchtree wellbeing walk**

Join our group as we ramble and walk around the routes of watchtree. Finishing with a social coffee at the cafe. Dogs welcome, please ensure they are leashed.

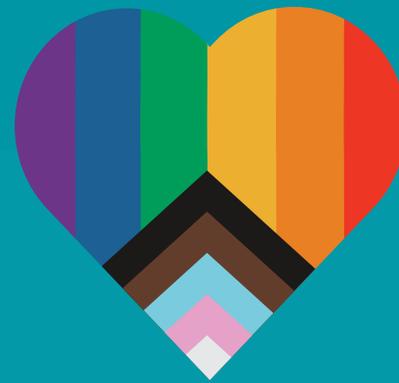
**Watchtree Nature reserve, Wiggonby, Carlisle, CA56NL**

### **Gateway for men**

Providing critical help to vulnerable men in Carlisle and surrounding areas, with tailored services to adapt to the needs of the support group.

Please contact us to get involved 01228212091  
**28 Lowther street, Carlisle, CA38EN**

# 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](mailto: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](http://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](http://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](mailto:info@mindout.org.uk)

## 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](mailto:help@galop.org.uk).**

### The 24/7 Rape and Sexual Abuse Support Line

24/7 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](mailto:info@thesurvivorstrust.org)

More information can be found at

[www.thesurvivorstrust.org](http://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](http://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/>**