Westmorland & Furness Council

A WARM WELCOME

Your Cost Of Living Package of Support

Westmorland & Furness Council

Organisation	We can help…	Contact details
Westmorland and Furness Council	Prioritising services for those who are most vulnerable in our communities. If you feel that you are at the point of being without basic supplies, and you need help and assistance, please call Westmorland and Furness Council's Ways to Welfare.	General enquiries: 0300 373 3300 Housing: 01229 876578 Emergency out of hours: 01229 833311 Ways to Welfare 0300 373 3300 (Option 2) **http://legacy.westmorlandandfurness.gov.uk/costofliving/householdsupportfund.asp**

Organisation	We can help with your Health & Wellbeing	Contact details
NHS Care Coordination Team	We can offer you an assessment in your own home to look at your current needs and see how you can be best supported. We can also help you to access local services and resources - to help improve your quality of life and reduce social isolation. Additionally, we can help avoid hospital admissions by arranging for aides or equipment, and we can refer you to other services that can help you stay independent.	01229 402578 Mon to Fri 9:00am-5:00pm
Adult Social Care	Assessment and support for adults to maintain and regain independence with a personal support plan.	SPA (Single Point of Access) contact number: 0300 373 3301 **customerservicesASC@westmorlandandfurness.gov.uk**

Barrow Town Hall, Duke Street, Barrow-in-Furness, Cumbria LA14 2LD
E: barrow.areasupport@westmorlandandfurness.gov.uk

westmorlandandfurness.gov.uk

Westmorland & Furness Council

Age UK Barrow & District	We have a team of dedicated staff and volunteers who are there to call people who live alone or feel isolated. We will provide a friendly, listening ear two to three times each week and will call for a light-hearted chat to help combat loneliness.	01229 831425 **info@ageukbarrow.org.uk** **www.ageuk.org.uk/barrow/**
Mind In Furness	Support and advice for people who have or are experiencing mental health problems.	01229 827094 **schoolstreet@mindinfurness.org.uk**
Samaritans (Furness & South Lakes)	Offer listening and support to people and communities in times of need without judgement or pressure.	Phone: 116 123 free from any phone 0330 0945717 local call charges apply **www.samaritans.org/branches/barrow**
SAFA Cumbria	Offer a safe environment, help and support to individuals, families and friends affected by the impact self-harm has on their lives.	01229 832269 Mon to Thurs 9:00am-5:00pm, Fri 9:00am-12:00pm. Text - 07508035048 **info@safa-selfharm.com**
Organisation	**We can help with your Health & Wellbeing**	**Contact details**
Alzheimer's Society	Dementia support, information, and advice by telephone for anyone living with or affected by dementia; and telephone calls from volunteers to help provide more social contact.	01228 819299 (leave message for local team) **cumbria@alzheimers.org.uk** 0333 1503456 National Dementia Connect support line **www.alzheimers.org.uk** for regularly updated advice and discussion forum.

Barrow & District Disability Association	Provides advice, advocacy, support, and information for people with disabilities, their carers and families.	01229 432599
Furness Carers	Information and support for unpaid adult and young carers.	01229 822822 (please leave a message) **admin@furnesscarers.co.uk**
Women's Community Matters	Provide support including benefits, housing, domestic or sexual abuse, mental wellbeing, employment, education, and social activities.	01229 311102 **reception@womenscommunitymatters.org**
CADAS	Cumbria Alcohol & Drug Advisory Service. Addiction helpline, 1-1 support and online groups for adults and young people with substance use issues.	0300 1114002 Addiction Helpline: 0800 2545658 Mon to Sat 11:00am-8:00pm. **contact@cadas.co.uk** for immediate call back requests, advice, and guidance Mon-Fri 10:00am-5:00pm
The Well Communities	Provide support to people recovering from drug and alcohol addiction through therapy, counselling, peer mentoring, employment training and social activities. Family support also available for family members or friends who are suffering as a result.	01229 829832 For family support: Ashleigh 07367348986.

Organisation	We can help your Children and Families	Contact details
Child & Adolescent Mental Health Services South (CAMHS)	Work with children and young people who have difficulties with their emotional or behavioural wellbeing.	01229 402696 **camhssouth@nhs.net**

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Focus Families	The Focus Family team are available to support families experiencing hardship. For family benefits advice and family concerns	**focus.family@westmorlandandfurness.gov.uk**
Drop Zone Youth Projects	Youth provision, education support, transition support, LGBTQ+ support, family support, food packages for vulnerable families.	01229 812888 **Drop_Zone@btconnect.com**
YouthAbility Youth Services	Providing an inclusive youth service for young people (8+ years) with and their families.	Leslie McLeese 07734 209095 **lesmcleese@youthabilityservices.org**
Family Action	Free Family Line service supports adult family members, providing a listening ear and answering parenting questions. All support takes place via telephone, text message or email.	0808 802 6666 Mon to Fri 9:00am-3:00pm and 6:00pm-9:00pm Text: 07537404282 **familyline@family-action.org.uk**
Inspira	Inspira is a leading employability skills expert, providing FREE professional careers advice and guidance that really counts. We can help you with: • Discovering and developing your transferable skills • Finding courses • Understanding the local job market and how to find the latest vacancies • Developing your job search, applications and CV • Developing your interview skills and techniques	To find out more: Call 0345 658 8647 Or visit **www.inspira.org.uk**

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Project John Hub	Project John offers young people 16-24 a one stop service, offering housing advice, advocacy, sign posting, girls well-being group, independent life skills training, lads' group, activities and job search club. Project John is commissioned by Westmorland and Furness Council to offer young people supported accommodation.	01229 832127 Nicola@projectjohn.co.uk **www.facebook.com/projectjohnbarrow/**
Organisation	**We can help with any financial anxiety**	**Contact details**
Department for Work and Pensions	Universal Credit is a payment to help with your living costs which is paid monthly. You may be able to get it if you're on a low income, out of work, or you cannot work. You could get 'new style' Employment and Support Allowance (ESA) or 'new style' Jobseeker's Allowance (JSA) at the same time or instead of Universal Credit. For ESA phone the Universal Credit helpline. For JSA contact the Jobcentre Plus helpline.	Universal Credit helpline 0800 328 5644 **www.gov.uk/universal-credit/contact-universal-credit** **www.gov.uk/employment-support-allowance/how-to-claim** Jobcentre Plus helpline 0800 055 6688 **www.gov.uk/jobseekers-allowance**
Age UK	We can help with benefits, managing your money, avoiding scams and dealing with legal issues. From helping people to discover the financial benefits they are entitled to claim, to discussing options that help make later life at home more manageable.	Advice line 0800 678 1602 open 8:00am-7:00pm, 365 days a year **info@ageukbarrow.org.uk** **www.ageuk.org.uk/information-advice/money-legal/**

Westmorland & Furness Council

Citizens Advice Barrow	CAB provide free, confidential, impartial information and advice on benefits, housing, employment, and debt.	0808 2787 817 Advice line open Monday to Friday 9:00am-4:00pm Calls to this service are free **www.barrowcitizensadvice.org.uk**
Christians Against Poverty (CAP)	CAP offer free, expert advice to support you all the way to becoming debt free, as well as offering a money course so you can take control of your finances so you can budget, save, and help prevent debt. CAP also run job clubs so you can gain the skills and support you need to find a job you'll love, as well as a life skills course where you can learn practical tools to help you live well on a low income every day.	0800 328 0006 **Contact@capuk.org** Open Monday to Thursday 9:30am – 5pm And Friday 9:30am – 3:30pm Calls are free from landlines and mobiles in the UK. For any other enquiries, please contact: 01274 760720 info@capuk.org
Walney Community Trust	Support for people struggling with fuel costs- in certain cases it can be fuel vouchers. **PLEASE** contact us we will do all we can to help you!	01229 471676 **info@walneycommunitytrust.org** **Ros@walneycommunitytrust.org** **http://www.walneycommunitytrust.org/** Facebook @ Spring Mount Walney

Green Doctor	Can provide fuel vouchers in an emergency. Leaflet attached with all of the information you need, please find towards the end of the booklet.	
North West Hardship Hub	If you are looking for support in difficult times the Hardship Hub is here to direct you to the services that are available to help you	**www.hardshiphub.co.uk**
Organisation	**We can help with food**	**Contact details**
Barrow Food Bank Abbey Road, Baptist Church, LA13 9BD	Tuesday 11.00am-1:00pm Thursday 11:00am-1:00pm Friday 1:00pm-3:00pm	01229 343436 **projectmanager@barrowfoodbank.co.uk** **https://barrow.foodbank.org.uk/**
Barrow Community Kitchen Hub Roosegate Community Hall, LA13 0DR	Wednesday 1:00pm-2:15pm Saturday 1:00pm-2:15pm Sunday 1:00pm-2:15pm	07864266274 - (Via Text Message) **communitykitchen1@outlook.com**
Ormsgill Stronger Together – Community Fridge	Monday 09:00am-11:00am Wednesday 09:00am-11am	**https://www.facebook.com/groups/520989262989523**

Ormsgill community centre, Millstone Avenue, LA14 4BP	Friday 09:00am-11:00am Also access to 'dry' goods bread, cakes etc and any fresh produce in the fridge is available when the Community Centre is open (subject to availability) .	**ormsgill.stronger.together@outlook.com**
The Well Social Supermarket @ Greengate Children's Centre 100 Greengate street, LA14 1BG	Monday 1:30pm-3:00pm Must pay £3.00	01229 829832 **https://www.facebook.com/groups/363714558159993/?ref=share**
The Well Social Supermarket @ Bram Longstaffe Farm Street, LA14 2RX	Monday 1:30pm-3:00pm Must pay £3.00	01229 829832 **https://www.facebook.com/groups/363714558159993/?ref=share**
Organisation	**We can help with Warm Welcome Spots**	**Contact details**
Askam Library **Lord Street** Askam-in-Furness LA16 7AQ United Kingdom	Friendly welcome, comfortable seating, access to information, 2 hours free computer access with available printing, books and other reading material, hot and cold drinks available. During normal opening hours. Monday 3:00pm-5:00pm, Tuesday 10:00am-1:00pm, Thursday and Friday 2:00pm-5:00pm	01229 407370 **https://legacy.westmorlandandfurness.gov.uk/libraries**

Barrow Island Community and Sports Trust Ltd Island Road Barrow-in-Furness LA14 2SD	A warm meal on the Monday and hot bacon/sausage buns on the Friday free of charge. Hot drinks also available. Monday, 10:00am to 2:00pm Wednesday 9:00am-12noon Friday 15:00pm-17:00pm	01229 820470 **bicstrust@gmail.com** **https://www.bicst.co.uk**
Beacon Hill Methodist Church Holyoake Avenue Barrow-in-Furness LA13 9LH	Monday - 'Monday Magic', alternate Mondays at 2.00 pm, Tuesday MY Group, last Tuesday in the month at 2.00 pm, Wednesday Parents & Toddlers weekly 1.30pm -2.45pm Thursday coffee morning, last Thursday of the month, 10.00am- 11.30 am Sunday from 10am	**helen.hooley@methodist.org.uk** **https://swcua.uk/**
Barrow Library Ramsden Square Barrow-in-Furness LA14 1LL	Friendly welcome, comfortable seating, access to information, 2 hours free computer access with available printing, books and other reading material, hot and cold drinks available. Monday to Thursday 9.30am-6:00pm, Friday 9:30am-5:00pm, Saturday 10:00am-4:00pm	01229 407370 **https://legacy.westmorlandandfurness.gov.uk/libraries**
Bram Longstaffe Community Hub Farm Street	People will be able to access a warm space, support and advice if needed through staff or signposting. Monday 1:00pm-2:00pm, Tuesday 12noon-1:00pm, Wednesday 1:00pm-2:00pm	07949434076 **davemorrison1966@hotmail.com**

Barrow-in-Furness LA14 2RX		
Dalton Community Church Market Street 146 Dalton-in-Furness LA15 8RQ	Community based cafe environment. Some events will have activities; joining in is optional! Toddler groups aimed at carers of young children. Wednesday, Cuppa, Chat and Company, 2:00pm to 3:30pm weekly Saturday, Coffee Morning each week, 9:30am to 11:30am Sunday, 10:00am to 12noon (We have coffee mornings, community lunches, toddler groups, knit and natter etc at different times during the week. Please check out the website **https://swcua.uk/events/social-and-fellowship-groups/**. Additional services may have a payment attached)	**helen.hooley@methodist.org.uk** **https://swcua.uk/**
Dalton Community Action Group Come and Meet Each Other St Mary's Church Vicarage Church Street	Come and Meet Each Other events take place on Fridays from 10am to 11.30am at St. Mary's Church Vicarage	**dcag@davetaylor.myzen.co.uk**
Emmanuel Community Church 2 Dalton Road Barrow-in-Furness LA14 1HY	A warm welcome and refreshments Friday 12.30pm-3pm	**emmanuelccbarrow@gmail.com** **www.emmanuelcc.org.uk/home**

Westmorland & Furness Council

Furness Homeless Support Group Bath Street Barrow-in-Furness LA14 1NS	Hot drinks and food, TV 11:00am – 1:00pm (Wheelchair users can gain access, however unfortunately the toilets are not disabled friendly)	01229 821134 **furnesshomeless@yahoo.co.uk**
Hartington Street Methodist Church Parry Street Barrow-in-Furness LA14 5TF	Monday Parent and Toddler Group 1.00-2.30pm Saturday Messy Church every fourth Saturday 3.00pm-5.00pm Sunday from 10am	**helen.hooley@methodist.org.uk** **https://swcua.uk/**
Mind in Furness Greengate Street Barrow-in-Furness LA14 1HA	Emotional and practical support, activities, peer support, company, warm drink, professional help, and signposting 10:00am to 12noon and 1:00pm to 4:00pm (Our space and services are open to anybody experiencing poor mental health including anxiety, depression, or any other mental health diagnosis)	01229 827094 **schoolstreet@mindinfurness.org.uk** **http://www.mindinfurness.org/**
North Scale Community Centre North Scale Walney	A Warm space and refreshements Monday 11:30am to 1:00pm	

St Mark's Church Buccleuch Street Barrow-in-Furness LA14 1QP	People can come and access table top activities, eg. Games, craft activities, adult colouring, Use pool table and table tennis table, knit and natter. There is a Clothes bank with men's women's and children's clothing and accessories Each day we will offer food and hot/cold drinks eg. Crumpets, toasted tea cakes, cereals, cakes biscuits. On some occasions we will offer soup /meals. Advice/information/guidance services (e.g benefits, energy saving information) Monday – Thursday 9:30am to 12noon	07923466602 **https://www.stmarksbarrow.org.uk/**
St Paul's Church Barrow Hawcoat Lane Dalton-in-Furness LA14 4HR	Contact us for further details 😊	01229821546 **admin.stpaulsbarrow@btconnect.com** **https://stpaulsbarrow.org.uk/**
The Salvation Army - Barrow-in-Furness 19 Abbey Road Barrow-in-Furness LA14 5UD	We are opening our main hall as a warm space with tables and chairs, books, puzzles, games, hot drinks and cuppa soups. People to talk with, and people around if you need a cuppa and a chat, emotional, spiritual or practical support or signposting (eg food bank voucher, housing problems, etc.). Tuesday, Wednesday and Thursday 10:00am to 2:00pm we have a free drinks station providing hot and cold drinks and cuppa soups available. We also provide free fruit. On a Wednesday we will provide a free pasty and pea lunch between 12:00pm and 1:00pm.	01229 433550 **barrow.in.furness@salvationarmy.org.uk** **https://m.facebook.com/SalvationArmyBarrow**
Trinity Church Centre Warwick Street	Community based cafe environment. Some events will have activities; joining in is optional! Sunday from 9.00am	**helen.hooley@methodist.org.uk** **https://swcua.uk/**

Barrow-in-Furness LA14 5HT	First Saturday of the month, 10:00am to 11.30am, Coffee Morning (Toddler groups aimed at carers of young children) We have coffee mornings, community lunches, toddler groups, knit and natter etc at different times during the week. Please check out the website **https://swcua.uk/events/social-and-fellowship-groups/**. Additional services may have a payment attached.	
Vickerstown Methodist Church Warren Street Barrow-in-Furness LA14 3QE	Community based cafe environment. Some events will have activities; joining in is optional! Sunday from 11am Saturday, 10:00am to 11:30am, Coffee Morning once a month (Toddler groups aimed at carers of young children) We have coffee mornings, community lunches, toddler groups, knit and natter etc at different times during the week. Please check out the website **https://swcua.uk/events/social-and-fellowship-groups/**. Additional services may have a payment attached.	**helen.hooley@methodist.org.uk** **https://swcua.uk/**
Walney Library Central Drive Barrow-in-Furness LA14 3HY	Friendly welcome, comfortable seating, access to information, 2 hours free computer access with available printing, books and other reading material, hot and cold drinks available. During normal opening hours.	01229 407370 **https://legacy.westmorlandandfurness.gov.uk/libraries**
Spring Mount Community Hall Amphitrite Street Walney LA14 3AR	Spring Mount Walney is the home of Walney Community Trust providing daily events for all ages. Join us at Spring Mount Walney every Tuesday 10:00am-12:30pm in our warm welcome hub, for a brew, catchup and soup and sandwiches for lunch. All welcome to join us.	01229 471676 **info@walneycommunitytrust.org** **Ros@walneycommunitytrust.org** **http://www.walneycommunitytrust.org/** Facebook @ Spring Mount Walney

(Opposite the Co-Op)		
Spring Mount Church Salthouse Pavilion Barrow LA13 9RQ	Fridays 10;00-1:00pm is our free warm welcome space is happening at Spring Mount Church, Salthouse Pavilion. Roose Road, Barrow. Come along and join us for a brew and a chat with soup and sandwiches for lunch.	01229 471676 **info@walneycommunitytrust.org** **Ros@walneycommunitytrust.org** **http://www.walneycommunitytrust.org/** Facebook @ Spring Mount Walney
South West Cumbria United Area 19 Carlton Avenue Barrow in Furness LA13 9AT	There are a number of Methodist and URC churches across Barrow and Furness. All are welcome. See local website for opening times during the week. ACCESSIBLE TOILETS | HOT DRINKS | OTHER REFRESHMENTS | CHARGING FACILITIES | CHILD FRIENDLY	**https://swcua.uk/**
St James Church Blake Street Barrow-in-Furness LA14 1NY	We offer a friendly space for everyone. We offer some activities, or the chance to sit and chat with others. Thursdays 1:30-4:00pm Free hot drinks and snacks. Pop along to natter, read of knit. All ages welcome. PARKING | ACCESSIBLE TOILETS | FOOD AVAILABLE | HOT DRINKS | OTHER REFRESHMENTS | CHILD FRIENDLY	**www.northbarrowchurches.org.uk**
Vision Support Barrow & District 67-69 Cavendish Street Barrow-in-Furness LA14 1QD	We welcome everyone, but anyone struggling with a visual impairment will be able to learn more information about their condition and receive specialist advice from our support team. FREE WIFI | ACCESSIBLE TOILETS | HOT DRINKS | CHARGING FACILITIES	**www.vsbd.org.uk**

Barrow Park Leisure Centre Greengate Street Barrow-in-Furness LA13 9DT	Come and grab a free bowl of soup and a warm drink in the café. We have board games and books on offer, along with the use of the internet and a shower. You can also pick up a voucher for Walking Football or Walking Netball to get active. Tuesday, Wednesday, and Thursdays – 10:00am until 2:00pm.	01229 871146 **www.lifeleisurebarrowpark.com** Facebook @ Barrow Park Leisure Centre

Westmorland & Furness

Our Case Management Team provides short term support to those with long term health & social needs and others at risk of admission into hospital. Our services link with other community and voluntary sectors such as Age UK.

MEET THE TEAM

Clinical Lead – GP
ICC Development Lead
Case Manager
Administrator
Care Co-Ordinator
Care Navigator

Our Vision

Improving health & wellbeing for our community.

Our Values

To provide the right care in the right place at the right time.

Contact Us

If you have feedback about our services we would like to hear from you.

If you have to be admitted to hospital we would really appreciate your relative, carer or friend letting us know.

Team Contact Details

Monday - Friday 08:00 – 16:30
Office Number – 01229 402578

Case Manager:

Care Co-ordinator:

Care Navigator:

If we are not in the office when you call please leave a message and we will return your call as soon as possible.

Other formats

If you would like to receive information in an alternative format then please contact.
Tel: 01229 402578

Bay Health & Care Partners delivering | bettercare together

NHS University Hospitals of Morecambe Bay NHS Foundation Trust

CASE MANAGEMENT TEAM

Barrow & Furness Area

Integrated Care Community

ICCs are 'Integrated teams of health and care workers, voluntary organisations and wider community assets who work together to practice population health with a mobilised population' (ICC Operational Framework 2020/22

Westmorland & Furness

What is case management?

The aim of the team is to provide personalised support to individuals, their families and carers to take control of their wellbeing, live independently and improve their health outcomes, reducing the need for hospital services.

We will complete a holistic assessment focusing on your health and social care needs, working with you and/or your carers to ensure the services you require are individual to you. We will co-ordinate your care and review services to ensure you are getting the right support. We work across hospitals, the local community of Barrow Borough and in your own home.

We offer tailored support for individuals with complex health and social care needs, enabling them to live independently at home for as long as possible and to reduce admissions into hospital.

We encourage patients to have choice and control over their care, so they can self-manage their health needs. We help to make sure your wishes and priorities are heard, so you can feel in control when decisions are being made about your health and social care needs.

About the Team

You can expect support from experienced nurses, healthcare professionals, care co-ordinators and care navigators. The Team will work closely with you and your family/carer to co-ordinate your care in times of need. This may include returning home after hospital, recurrent hospital admissions, general deconditioning, and crisis avoidance, someone requiring extra support and struggling with multiple long term conditions.

Surgeries We Cover

Our GP Practices

Abbey Road Surgery

Atkinson Health Centre

Bridgegate Medical Centre

Burnett Edgar Medical Centre

Duke Street Surgery

Liverpool House Surgery

Norwood Medical Centre

Risedale Surgery

The Family Practice

Our Aims

To help keep you as independent as possible in your own home

To help you access services and local resources to help make your life easier

To enhance your wellbeing and encourage a good quality of life

To help you understand and manage any long term conditions you have

To help reduce hospital admissions and readmissions

To enhance the support that you receive in your own home

Referrals

Referrals may be made by any health or social care professionals and others involved in a patient's care in the community such as:

- GP
- Community Matron
- Community Nurse
- Family/Friend/Carer
- Self-Referral
- Social Worker

Consent must be obtained for the referral

Consent must be obtained by the individual

Westmorland & Furness Council

GREEN DOCTOR Cumbria

South Lakeland ● Barrow-in-Furness ● South Copeland

GROUNDWORK CHANGING PLACES CHANGING LIVES

Green Doctor Cumbria is a **FREE** service providing bespoke home energy advice and simple energy saving measures.

The service aims to help reduce energy costs, improve health and wellbeing, promote behaviour changes and create warmer homes.

www.groundwork.org.uk facebook.com/GroundworkCumbria

Book a call or home visit using the information below:

We can help if any of the following apply:

- A household with someone under 5 or over 65.
- In debt or struggling to pay fuel or water bills.
- Low income.
- Living with physical or mental health issues.
- Receiving benefits.
- Homeowner or tenant facing poor housing conditions.

http://GreenDoctorCumbria.info

01229 486430

Supported by the Cadent Foundation

GREEN DOCTORS CAN HELP YOU TAKE CONTROL OF YOUR FUEL BILLS

FREE Energy saving measures
Easy to install measures that will help reduce bills.

Debt and billing advice
Advice on fuel or water debt and help with billing or metering problems.

Energy efficiency and heating controls guidance
Helpful hints and tips that can save energy, water and money.

Advice on reducing damp or mould
Suggestions on the causes and how to remedy unhealthy damp or mould.

Check your energy tariff
Is there a tariff available to you which will save you money?

Home improvement advice
Information on grants available to improve energy efficiency and comfort.

Supported by the Cadent Foundation

Westmorland & Furness Council

For more up to date information on Warm Spots, and to view Warm Spots across the county, please visit →

www.warmwelcome.uk/find-a-space#map

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