

## 0 – 19 Child and Family Support Service – Allerdale

Register with  
us today!!



### ALLERDALE WINTER NEWSLETTER

Welcome to our Winter Newsletter which will give you details of all our services that we are providing between January and March.

We would like to welcome and thank all the new families who have registered with us over the past few months and say a warm hello to those who have joined us already.

We look forward to continuing to deliver our services to you all.

#### **For further details of our Winter activities**

**please contact any of our centres:**

**Aspatia**, King Street, CA7 3ET, 016973 43870

**Cockermouth**, South Street, CA13 9RT, 01900 810869

**Flimby**, Sand Lane, CA15 8QS, 01900 810869

**Keswick**, Trinity Way, CA12 4HZ, 01900 604822

**Maryport**, Ennerdale Road, CA15 8HN 01900 810869

**Silloth**, Liddel Street, CA7 4DD, 016973 43870

**Wigton**, 10—12 Wampool Place, CA7 9SA, 016973 43870

**Workington**, Nilsson Drive, CA14 5BD, 01900 604822

Or call our single point of access number on **07815687287**

Visit our website at <https://www.family-action.org.uk/cumbria>

or check out our Facebook page at: [Facebook.com/AllerdaleSupport](https://www.facebook.com/AllerdaleSupport)



## Services For Pregnancy, Birth & Early Years

### Let's Get Ready for Baby

The Antenatal Solihull course is a five-week programme for pregnant Mums, fathers, birth partners or grandparents. The course provides information about pregnancy, birth, and preparation for developing a relationship with the baby in the womb to birth and afterwards.

The programme covers:

- Relaxing and Breathing
- Getting to know your Baby in the Womb
- You, Your Baby and the Stages of Labour
- Birth Position
- Feeding your Baby

**Sessions will take place at:**

**Workington Children's Centre**

**Dates:** Monday 30<sup>th</sup> January- Monday 13<sup>th</sup> March

**Time:** 1:00pm – 3:00pm



**For further information or to book your place, please contact:**  
Marie Dixon on 01900 810869/ [marie.dixon@family-action.org.uk](mailto:marie.dixon@family-action.org.uk)  
Freya Bullock on 016973 43870/ [freya.bullock@family-action.org.uk](mailto:freya.bullock@family-action.org.uk)

### Let's Get to know your Baby

If you would like to get together with other parents and carers to talk about various topics after having your baby, such as sleep patterns and routines, feeding issues, maternal health and well-being please contact us on the number below.

**For further information, please contact:**  
Jannine Pigg on 016973 23401/ [jannine.pigg@family-action.org.uk](mailto:jannine.pigg@family-action.org.uk)



## Baby Massage

Baby massage has many additional benefits for your baby including aiding digestion, improving circulation, helping to soothe your baby, helping to promote good sleep and ease teething pain. Massage is a great way for you and your partner to bond with your baby and you may find it relaxing for yourself too!

### Sessions will take place:

#### **West Allerdale Children's Centre- Maryport**

**Date:** Monday 16<sup>th</sup> January- Monday 13<sup>th</sup> February

**Time:** 1.00pm-2:30pm

#### **North Allerdale Children's Centre -Wigton**

**Date:** Thursday 19<sup>th</sup> January- Thursday 16<sup>th</sup> February

**Time:** 10.00am – 11.30am

#### **Workington Children's Centre**

**Date:** Thursday 19<sup>th</sup> January- Thursday 16<sup>th</sup> February

**Time:** 10.00am – 11.30am

**Date:** Thursday 3<sup>rd</sup> March-Thursday 30<sup>th</sup> March.

**Time:** 10.00am – 11.30am

#### **Silloth Children's Centre**

**Date:** Thursday 3<sup>rd</sup> March- Thursday 30<sup>th</sup> March

**Time:** 10:00am- 11:30am

#### **Keswick Children's Centre**

**Date:** Monday 27<sup>th</sup> February- Monday 27<sup>th</sup> March

**Time:** 1:00pm-2:30pm



For further information or to book a place please contact us on **07815687287**

Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk) and someone will contact you for further information.

## Weaning Workshops

Come along and find out about introducing your baby to a wide range of tastes when they start eating solids, this helps babies grow up eating and enjoying healthy foods. Find out further information on;

- **Signs your baby is ready for solids**
- **Encouraging healthy eating habits**
- **Which Foods to look out for**
- **Portion Sizes**

### **Sessions will take place:**

#### **Workington Children's Centre**

**Date:** Wednesday 25<sup>th</sup> January

**Time:** 10.00am – 11.00am

#### **North Allerdale Children's Centre - Wigton**

**Date:** Wednesday 1<sup>st</sup> March

**Time:** 10.00am – 11.00am

#### **Derwent Valley Children's Centre -Cockermouth**

**Date:** Wednesday 29<sup>th</sup> March

**Time:** 10.00am – 11.00am

### **For further information or to book your place, please contact:**

Michelle Dobinson on [michelle.dobinson@family-action.org.uk](mailto:michelle.dobinson@family-action.org.uk)/ 01900 810869

Michaela Walker on [michaela.walker@family-action.or.uk](mailto:michaela.walker@family-action.or.uk)/ 01900 810869



You can also find weaning advice and recipes on the NHS Start for Life website

[Start for Life \(www.nhs.uk\)](http://www.nhs.uk)



## Breastfeeding Support Group

Whether you are expecting a baby or breastfeeding, come along to our drop-in service, to meet other parents, our UNICEF trained staff for advice alongside BAPS Peer support volunteers for support and encouragement.

Come & enjoy a range of topics to support your breastfeeding journey, including:

- Building a Happy, Healthy Baby
- Magic of the First 1001 Days
- Responsive Feeding
- Practical information to support Positioning and Attachment, and everything in between!

### Sessions will take place:

**Workington Children's Centre**

**Dates:** Fridays from 6<sup>th</sup> January

**Time:** 10.30am – 11.30am

**Derwent Valley Children's Centre Keswick**

**Dates:** Thursdays from 12<sup>th</sup> January

**Time:** 10.30am – 11.30am



### For further information, please contact:

Jannine Pigg on [jannine.pigg@family-action.org.uk](mailto:jannine.pigg@family-action.org.uk) / 016973 23401

## BAPS

## Breastfeeding and Peer Support Sessions Allerdale

Drop-in sessions for pregnant women, breastfeeding parents, babies and families.

### Sessions will take place:

**Maryport Library, Lawson Street, Maryport CA15 6ND**

**Dates:** Every Thursday

**Time:** 10-.00am – 11.00am



Sessions facilitated by trained Breastfeeding Peer Supporters. All welcome!

Contact BAPS for more information or for 1:1 telephone or video support at:  
[www.Facebook.com/BAPS Allerdale@baps.allerdale](https://www.Facebook.com/BAPS>Allerdale@baps.allerdale)



## Baby Explorers

Did you know that playing and exploring requires a lot of your baby's brain and muscle power? It helps develop their social, intellectual, language and problem-solving skills – and is one of the main ways they learn about the world so come and join in with the fun activities and meet other Mums, Dads and Grandparents at Baby Explorers.

**Sessions are for babies from birth – moving (crawling, shuffling, rolling, cruising)**

### Sessions will take place at:

#### **Workington Children's Centre**

**Dates:** Tuesday 10<sup>th</sup> January– Tuesday 28<sup>th</sup> March

**Time:** 1.15pm – 2.45pm

#### **Derwent Valley Children's Centre - Cockermouth**

**Date:** Tuesday 10<sup>th</sup> January– Tuesday 28<sup>th</sup> March

**Time:** 1.00pm – 2.30pm

#### **Derwent Valley Children's Centre - Keswick**

**Date:** Wednesday 11<sup>th</sup> January– Wednesday 29<sup>th</sup> March

**Time:** 1.00pm – 2.30pm

#### **Workington Children's Centre**

**Date:** Thursday 12<sup>th</sup> January– Thursday 30<sup>th</sup> March

**Time:** 9.30am – 11.00am

#### **West Allerdale Children's Centre - Maryport**

**Date:** Friday 13<sup>th</sup> January– Friday 30<sup>th</sup> March

**Time:** 9.30am – 11.00am



**Please note: These sessions are now drop-ins, no need to book!**

**If you need further information on the Baby Explorers sessions please contact us on [07815687287](tel:07815687287)**

**Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk)**



## Little Explorers - SEND

(Special Educational Needs and Disabilities)

Come and join in our fun and interactive sessions, whilst enjoying the benefits of sensory play, songs, rhymes and crafts. We will also introduce Makaton signs and structured activities to support your child's learning and development and our staff are on hand to offer parents any advice, information and guidance on their child's individual needs.

### Sessions will take place at:

#### **Workington Children's Centre**

**Dates:** Thursday 12<sup>th</sup> January– Thursday 30<sup>th</sup> March

**Time:** 3.30pm – 5.00pm



**For further information or to book a place please contact us on 07815687287**

**Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk) and someone will contact you for further information**

## Let's Get Talking

Come along and join in our fun session based around communication and language, which is delivered in partnership with the Speech and Language Team.

This group is suitable for children aged 2 - 4 years, who are using few or no single words and there are no other concerns regarding special educational or development needs. Children need to be able to follow simple instructions and be showing a desire to communicate their needs.

The course runs for 5 weeks with a further follow up session 6 weeks later.

### Sessions will take place:

#### **Workington Children's Centre**

**Dates:** Friday 20<sup>th</sup> January- Friday 10<sup>th</sup> March

**Time:** 1.00pm – 3:00pm



**For further information or to book your place, please contact:**

Gemma Bradburn on [gemma.bradburn@family-action.org.uk](mailto:gemma.bradburn@family-action.org.uk) / 01900 604822

Rebecca Holmes on [rebecca.holmes@family-action.org.uk](mailto:rebecca.holmes@family-action.org.uk) / 01900 604882

## Rhyme Time

Come along to our new fun sessions in Cockermouth Library which will help your child develop a love of stories, songs, books and rhymes. This will help children develop language, communication and social skills. So come along and join in the fun!

**Sessions will take place at:**

**Cockermouth Library, 86 Main Street, CA13 9LU**

**Dates:** Tuesday 10<sup>th</sup> January- Tuesday 28<sup>th</sup> March

**Time:** 10:30am- 11:00am



**For further information or to book your place, please contact:**

Alexandra Gibbins on [Alexandra.gibbins@family-action.org.uk](mailto:Alexandra.gibbins@family-action.org.uk)/016973 43870

Melanie Walker on [melanie.walker@family-action.org.uk](mailto:melanie.walker@family-action.org.uk)/ 016973 43870

## Bookstart Group

Come along and join in fun activities that will help your child develop a love of stories, songs books and rhymes. This five-week programme will help your child's developing language and communication skills. You can continue to develop these skills at home with the ideas and tips provided in the session.

Each week you will receive lots of FREE resources and ideas to take away to support your child's learning and development.

**Sessions will take place at:**

**West Allerdale Children's Centre - Flimby**

**Dates:** Thursday 26<sup>th</sup> January - Thursday 16<sup>th</sup> February

**Time:** 1:00pm - 2:00pm

**Derwent Valley Children's Centre - Cockermouth**

**Dates:** Thursday 9<sup>th</sup> March - Thursday 30<sup>th</sup> March

**Time:** 1:00pm - 2:00pm



**For further information or to book your place, please contact:**

Robyn Huntington on [robyn.huntington@family-action.org.uk](mailto:robyn.huntington@family-action.org.uk)/016973 43870

Alexandra Gibbins on [Alexandra.gibbins@family-action.org.uk](mailto:Alexandra.gibbins@family-action.org.uk)/016973 43870



## Stay and Play

Stay and play is a great way for you and your child to meet new people and make new friends in a gentle and relaxed atmosphere. All parents, grandparents and carers and their children under five are welcome to attend these sessions where you can access friendship, play and educational activities and support.

Sessions will include a range of free-play, messy play, arts and crafts, healthy snacks, outdoor play and story and song time. This will help enhance your child's learning and development by encouraging speech and language, sharing, turn-taking and exploring new and exciting activities.

### Sessions will take place at:

#### **West Allerdale Children's Centre - Maryport**

**Date:** 1<sup>st</sup> & 3<sup>rd</sup> Monday in the month (16<sup>th</sup> January- 20<sup>th</sup> March)

**Time:** 1.00pm – 2.30pm

#### **West Allerdale Children's Centre - Flimby**

**Date:** 2<sup>nd</sup> and 4<sup>th</sup> Monday in the month (9<sup>th</sup> January- 27<sup>th</sup> March)

**Time:** 1.00pm – 2.30pm

#### **Derwent Valley Children's Centre - Cockermouth**

**Date:** Monday 9<sup>th</sup> January– Monday 27<sup>th</sup> March

**Time:** 1.00pm – 2.30pm

#### **Workington Children's Centre**

**Date:** Tuesday 10<sup>th</sup> January- Tuesday 28<sup>th</sup> March

**Time:** 9.30am – 11.00am

#### **Derwent Valley Children's Centre - Keswick**

**Date:** Wednesday 11<sup>th</sup> January – Wednesday 29<sup>th</sup> March

**Time:** 9.30am – 11.00am

#### **North Allerdale Children's Centre - Silloth**

**Date:** Thursday 12<sup>th</sup> January- Thursday 30<sup>th</sup> March

**Time:** 9.30am – 11.00am

#### **North Allerdale Children's Centre - Wigton**

**Date:** Friday 13<sup>th</sup> January- Friday 31<sup>st</sup> March

**Time:** 9.30am – 11.00am



**Please note: These sessions are now drop-ins, no need to book!**

**If you need further information on the Stay and Play sessions please contact us on [07815687287](tel:07815687287)**

**Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk)**

## Services For Children



### Happy to be Me

The aim of this programme is to develop children's self-esteem through a five-week programme called 'Happy to Be me'. The programme increases interaction, communication skills, awareness of feelings and how these affect other people, working together in a group, showing empathy to others, explore why everyone is different, learn new skills, celebrate achievements, make new friends, play games and have fun.

**We deliver our Happy to be Me sessions in local schools across Allerdale. For further information or if you would like this delivered in your school, please contact us on [07815687287](tel:07815687287) to find our more.**

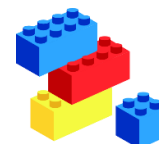


### Choose to Cope

Choose to Cope is an eight-week programme which is aimed at children aged 8 - 11 years. Your child may be experiencing a number of different issues that cause them distress. They may be feeling upset but are not sure why. They may find it hard to concentrate and become fidgety or restless. Your child will learn essential 'personal power' tools that they can use throughout their life.

**We deliver our Choose to Cope sessions in local schools across Allerdale. For further information or if you would like this delivered in your school, please contact us on [07815687287](tel:07815687287) to find out more.**

### Busy Builders Lego Therapy



Our Brick Club is based on LEGO® therapy and is around collaborative play in which children work together to build LEGO® models. The aim of the group is to help children develop social interaction skills in a friendly, fun setting. Children will be able to practice key skills of collaboration, joint attention, sharing, turn taking, eye contact, communication, social problem-solving and compromise all whilst having fun and building some amazing models. Suitable for children ages 6-10 years.

**We deliver our Busy Builder sessions in local schools across Allerdale. For further information or if you would like this delivered in your school, please contact us on [07815687287](tel:07815687287) to find out more.**



## Wishes and Feelings

Wishes and Feelings is an eight-week programme, which supports children's emotional wellbeing. This is delivered through a range of different activities, discussions, and games. The sessions are based on the child's individual needs and covers topics such as: worries, feelings and emotions, self-esteem, bullying and friendships. This programme can be delivered to children as part of a group or on an individual basis.

**We deliver our Wishes and Feelings sessions to individual children across Allerdale. For further information please contact us on [07815687287](tel:07815687287) to find out more.**

## Risk and Resilience

This is a nurturing group for children aged 8-12 years which looks at preventing risk taking behaviour and building positive relationships with peers and improving their emotional resilience and wellbeing. The group aims to develop the children's own feelings of self-worth and confidence, building on their talents and skills to enable them to have an increased sense of belonging and develop aspirations for the future.

**We deliver our Risk and Resilience sessions to individual children and within primary schools across Allerdale. For further information please contact us on [07815687287](tel:07815687287) to find out more.**

## Decider Skills

Decider Skills helps you to recognise your thoughts, feelings and behaviours and learn how to manage these in a safe way. This six-week course can be delivered to children, young people and their families individually or as part of a group.

The Decider Skills are taught in a fun and memorable way and will promote effective communication between the whole family. Come and join us at our next group which is specifically for children aged 12 years and upwards.

**We deliver our Decider Skills sessions to individual children and within groups across Allerdale. For further information please contact us on [07815687287](tel:07815687287) to find out more.**



## Finding Your Way

Finding your Way is a six-week targeted programme which aims to support young people in exploring challenges they may face and overcome difficult emotions through learning a range of strategies and life skills to challenge negative thoughts and improve motivation.

We support young people in overcoming barriers and goal setting to support outcomes in improving their attendance and attainment in school.

**We deliver our Finding your Way sessions in local secondary schools across Allerdale. For further information or if you would like this delivered in your school, please contact us on 07815687287.**

## Time For Me

Time for Me is a group for young people aged 11 to 16 years following on from Finding your Way. The group aims to develop young people's feelings of self-worth and confidence, building on their talents and skills to enable them to have a sense of belonging and develop aspirations for the future.

These sessions look at building positive relationships with peers, improving emotional resilience and becoming more socially confident through activities after school.

**We deliver our Time for Me sessions in local secondary schools across Allerdale. For further information or if you would like this delivered in your school, please contact us on 07815687287.**

## Recovery Toolkit for Children



The Children and Young People Domestic Abuse Recovery Toolkit is an eight-week programme for any young person that has witnessed or experienced domestic abuse and feels able to take part in a group.

The aim of the Children and Young People Domestic Abuse Recovery Toolkit is to help children and young people become experts in their own recovery. By educating the child that they are not responsible for what has happened to them, we help them understand that they are not to blame for any decisions taken at the time of domestic abuse.

This programme is specifically for children who are no longer living with the abusive parent and is suitable for children aged 8 years and over.

**For further information or to register your interest in a place please contact us on 07815687287  
Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk) and someone will contact you for further information**



## Services for Parents/Carers

### Solihull - Understanding your Child

This programme is designed to support parents and carers to better understand their children's feelings and behaviours. Parents and children become more attuned, relationships improve and stress and conflict at home is reduced.

During the programme, you will explore tuning into children's feelings, parenting styles, temper tantrums and what they might mean, sleep patterns and behavioural difficulties.

Sessions will take place at:

**North Allerdale Children's Centre - Aspatria**

**Date:** Tuesday 24<sup>th</sup> January - Tuesday 28<sup>th</sup> March

**Time:** 9:30am -11:30am

**Workington Children's Centre**

**Date:** Wednesday 11<sup>th</sup> January - Wednesday 29<sup>th</sup> March

**Time:** 10.00am -12.00

UNDERSTANDING YOUR CHILD



S O L I H U L L   A P P R O A C H

For further information or to register your interest in a place please contact us on **07815687287**  
Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk) and someone will contact you for further information

### Solihull - Understanding your Brain

A programme especially for Teenagers

This free online course will help teenagers understand how their brain works and how this might affect their thoughts, feelings and behaviour.

To access this, visit [www.inourplace.co.uk](http://www.inourplace.co.uk) and use the code **WORDSWORTH**

Or contact us on **07815687287** Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk)

### Family Support

Family Action can offer one to one support to families in their own homes. This practical support will promote parenting capacity and could focus on boundaries, routines, home conditions, behaviour management, safety, relationships/attachment, support to access other agencies.

## DWP Drop-In Sessions

Are you unsure if you are receiving the correct benefits? If you would like more advice and guidance around what you may or may not be entitled too, why not come along to one of our Drop-In sessions. We have friendly advisors available to give you advice on, Benefit Checks, Benefit Advice, Breakdown of individual entitlements, getting back into work & the benefits of working and Better off calculations.

### Sessions will take place at:

#### Workington Children's Centre

**Date:** Thursday 19<sup>th</sup> January

**Time:** 2:30pm- 4:30pm

#### Keswick Children's Centre

**Date:** Wednesday 1<sup>st</sup> February

**Time:** 11:00am- 1:00pm

#### North Allerdale Children's Centre - Wigton

**Date:** Thursday 16<sup>th</sup> February

**Time:** 9:00am- 11:30am

#### West Allerdale Children's Centre - Maryport

**Date:** Thursday 2<sup>nd</sup> March

**Time:** 9:00am- 11:00am

#### North Allerdale Children's Centre - Aspatria

**Date:** Tuesday 21<sup>st</sup> March

**Time:** 11:30am- 12:30am.



To register your interest in the drop-in sessions please contact us on **07815687287**  
or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk)



Department  
for Work &  
Pensions

## Domestic Abuse Recovery Toolkit

The Domestic Abuse Recovery Toolkit is a twelve-week programme for women who have experienced and are recovering from domestic abuse. Your own strengths, resources and coping skills and resilience are reinforced throughout the programme, contributing to your own health and wellness on a long-term basis.

**For further information or to register your interest in a place please contact us on [07815687287](tel:07815687287) or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk) and someone will contact you for further information**

## Kinship Carers Support

We can offer support, information and advice to Kinship Carers so that each carer is better equipped to undertake the many aspects of their caring role and best meet the needs of the children in their care.

**For further information and support, please contact:**

Alison Cain on [alison.cain@family-action.org.uk](mailto:alison.cain@family-action.org.uk) / 01900 810869

## Any Man Can

A 12-week early intervention group programme for Dads, Dads-to-be or young men to prevent concerning behaviour from escalating to domestic violence or abuse.

This programme is intended to specifically work with two cohorts of men.

- Men whose attitudes, beliefs and behaviours are being noticed by others and that cause concern.
- Men who are previously unknown to services, but their behaviour is seen as problematic

Following the programme;

- Men will have a better understanding of how their behaviours impact upon their Partner and children
- Men learn skills and strategies to manage their own emotions



**For further information, please contact:**

Alison Cain on [alison.cain@family-action.org.uk](mailto:alison.cain@family-action.org.uk) / 01900 810869



## Volunteering

### Could you be a Volunteer with us?

Volunteering has been at the heart of Family Action since we were established in 1869, run solely by volunteers. As a volunteer you will gain valuable skills and experience working as part of a team making a real difference to the lives of children, young people and families in your area and there are lots of ways you can give your time.

## Cumbria Perinatal Peer Support Service

### Perinatal Peer Support Volunteer

Do you have what it takes to provide emotional support to a mum or primary care giver during the perinatal period. The Perinatal period is during pregnancy and a year following the birth.

We are looking for volunteers to support parents who are experiencing a mild to moderate mental health illness or are identified as vulnerable to developing a mental health illness during the perinatal period. This support may be offered through home visits, remote telephone or video call, group work or support to access other local services.

It is preferable if you have experienced pregnancy and childbirth, or you have an understanding of mental distress, the emotional effects of pregnancy and birth and the demands of parenthood

**If this interests you or you would like an informal chat please contact:**

Fay Cardigan, Volunteer & Engagement Worker on:

[fay.cardigan@family-action.org.uk](mailto:fay.cardigan@family-action.org.uk) / 07815686909

Or at [allerdalevolunteers@family-action.org.uk](mailto:allerdalevolunteers@family-action.org.uk)





## Sensory Rooms

We have Sensory Rooms in our Children's Centres in Keswick and Workington. These are now bookable for families with children with an additional need aged between 0 -6 years. The rooms have a range of sensory equipment to support your child with their learning and development in a safe and comfortable environment. A member of staff will be on hand at all times to support you with using the equipment and to answer any queries that you may have.

### Workington Children Centre:

Monday's 9.30 – 4.00pm

Thursday's 12.00 – 4.00pm

### Keswick Children's Centre:

Tuesday's 9.30 – 4.00pm

Friday's 9.30 – 4.00pm



For further information please contact us on **07815687287**

Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk) and someone will contact you for further information



## Smile 4 Life

Do you want more information about the best way to help keep your family's teeth and mouth healthy? We can support you with lots of interesting and useful tips that you can put into place to encourage and promote good oral health for you and your children from an early age. We can also give you information on getting registered with a dentist and answer any questions that you may have.

For further information please contact us on **07815687287**

Or by email at [Allerdale@family-action.org.uk](mailto:Allerdale@family-action.org.uk) and someone will contact you

## FamilyLine

Family pressures can sometimes be difficult to manage without emotional support and guidance to help. Many people feel confused by what information is available or struggle to access services close to home.

Our free FamilyLine service, tackles these issues in a new and innovative way by using a network of volunteers from across the country to support family members over the age of 18 through telephone calls, email, web chat and text message.

The service aims to:

- provide both immediate and long-term support
- help with practical information and guidance
- provide emotional and listening support
- help with understanding and accessing relevant services and information
- provide regular one-to-one befriending support to service users feeling isolated
- access to short term telephone counselling
- a referral into our many projects across England and Wales, where relevant.



**Please contact us for support in the following ways Monday to Friday 9:00am – 9:00pm**

**call:** 0808 802 6666,

**text:** 07537 404282,

**email:** [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk) or live web via our website [www.family-action.org.uk](http://www.family-action.org.uk)

### **Contacting us out of hours:**

Do you need FamilyLine but it's out of our operation hours? You can either call back in our opening hours, leave a message on our voice mail for a call back in our operation hours or if you're in crisis you can contact our crisis line to get in touch with a trained professional.

- Text FAMILYACTION to 85258

Our crisis messenger text service provides free, 24/7 crisis support across the UK. We know that getting the correct support at the right time is so beneficial which is why we've introduced our crisis line. This service is delivered in partnership with Shout.



## Other agencies that may help you

**CADAS** provides confidential quality support, training and 1-1 counselling sessions for those interested in and/or affected by the use of Alcohol and Drugs. <https://cadas.co.uk/> 03001114002

Are you worried about a family members alcohol or drug use?  
Would you like to support them to make positive changes?

**We can help.**  
CADAS has a range of support options to support you or a member of your family.  
Contact us on 0800 254 5658 or visit [cadas.co.uk](https://cadas.co.uk)

**Child Bereavement UK** gives support about grieving and loss <https://www.childbereavementuk.org/>

**Childline** will provide advice and support for young people. <https://www.childline.org.uk/>

**Citizens Advice** is an independent charity set up to provide free, impartial and confidential advice on almost any subject <https://www.citizensadviceallerdale.org.uk> 01900 604735

**E-School Nurse Video Clinics** are held twice a week providing online health support and advice for parents, carers and professionals supporting children aged 5-19.  
<https://cumbria.gov.uk/ph5to19/priorities.asp> or 0300 30 34 365

**Every Life Matters** is a **Cumbrian suicide prevention and suicide bereavement support charity.**  
<https://www.every-life-matters.org.uk/>

**Mind** offers support with mental health. <https://cemind.org/> or 0300 123 3393

**North Lakes Foodbank** 01900 823854 or 07502311452

**Young Minds** offers support for young people with their mental health. <https://youngminds.org.uk/> or text YM to **85258** if you need urgent help

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