

Cheshire West & Chester Council

A Helping Hand to get the Support you Need

You're not alone, others in West Cheshire are facing challenges due to the rising cost of food, energy, and other essential household costs. Here are some of the ways in which you can access the help you need.



Emergency food - food banks and more

If you're worried about money or **struggling to afford the essentials** then ring a local **referral partner** who can give support on a variety of things which may include help with fuel, food, benefit entitlement or debt. All food parcels must be booked in advance via one of the referral partners.

Organisations that can help

Cheshire West Help in Emergencies for Local People (HELP) Scheme -

Call: Freephone number- 0808 175 3599
(Monday to Friday 9am-5pm)

Citizens Advice Cheshire West -

Call: Advice line - 0808 278 7806 (available Monday to Friday 9am-4pm - Closed Bank Holidays)

National help through Hardship, for help with emergency food.

Call: The Helpline 0808 208 2138

For emergency food support after 5pm please call the out of hours Emergency Duty Team: 01244 977 277. All food parcels must be booked in advance via one of the referral partners.



Community Pantry and Social Supermarkets

For alternative food support you may wish to visit your local **community pantry or social supermarket**. To find out where your closest local food support is, visit **West Cheshire Food Partnership**.

Visit: cwva.org.uk/west-cheshire-food-partnership

If you pop into your local food support venue someone will be able to talk through how it works within your area



Welcoming Spaces

You can stay safe, warm and connect with others in your community at some of the

Welcoming Spaces, available in various venues

across the borough. These are free to residents to use during the stated opening times.

Details of all the venues can be found online at: www.warmwelcome.uk



Money

For **money advice and support** visit the Council's cost of living page via the QR code or visit: cheshirewestandchester.gov.uk/costofliving

Help in Emergencies for Local People (HELP) - offers local welfare assistance including support for exceptional needs, emergency funding in a crisis or help with moving out of care.

Email: help@cheshirewestandchester.gov.uk
Call: Freephone number - 0808 175 3599
(Monday to Friday 9am-5pm)

Citizens Advice Cheshire West - free, independent, confidential, and impartial advice and support to help overcome any problems including **benefits, debt, housing, relationships, and employment**.

Visit: citizensadvicecw.org.uk for information or to speak to someone through webchat.

Call: 0808 278 7806 (Monday to Friday 10am-4pm)



Benefits calculator

You could be **missing out** and not receiving all the benefits you are entitled to. Use our **benefits calculator** to see if you are entitled to claim extra money.

Visit: cheshirewestandchester.gov.uk/residents/benefits-and-welfare-help/other-benefits-and-grants



Mental Health, Physical Health and Wellbeing

To speak to someone about your **mental or emotional wellbeing**, call the Mental Health Helpline 0800 145 6485 (open to all ages, including children and young people, 24 hours a day seven days a week). To find local support for **mental health, physical health and wellbeing** visit: livewell.cheshirewestandchester.gov.uk



Cheshire West
and Chester



Home Energy

To find information on various **energy efficiency** schemes, which you may be eligible for, visit: cheshirewestandchester.gov.uk/costofliving



Skills and Employment

For information on **accessing skills and employment support or advice**, including employment mentoring, help with overcoming

barriers to employment and a wide range of adult skills development opportunities visit one of the four Skills and Employment Hubs in Chester, Ellesmere Port, Northwich and Winsford.

Visit: cheshirewestandchester.gov.uk/skillsandemployment contact skillsandemployment@cheshirewestandchester.gov.uk



Housing and homelessness

If you are **homeless** or **at risk of homelessness** and you need assistance, contact the Housing Options team as early as possible for information and support.

Visit: cheshirewestandchester.gov.uk/homelessness

Call: Freephone -0808 175 3595 (Mon, Tues, Thurs, Fri 9am-5pm and Wed 1pm-5pm)

Out of hours emergency number-0300 123 7035 (this number is not a general housing advice number but for people who need emergency accommodation)

Speak to Citizens Advice to access **support with benefits, rent and mortgage arrears** and how to manage debt.

Call: 0808 278 7806 (Monday to Friday 10am-4pm)

To find further housing advice including applying for council or social housing, reporting disrepair in a rented property or advice on damp and mould in your home, visit: cheshirewestandchester.gov.uk/residents/housing



Local Information

To find out what is happening locally in your area, go to **Live Well Cheshire West** and input your postcode for local information, services and help available. Visit: livewell.cheshirewestandchester.gov.uk



Speak to someone face-to-face

Drop in at a **Resident Assistance Point** located in various Council building and libraries across the Borough. Friendly staff are available to provide guidance and advice. For the latest locations, opening days, and times, visit: cheshirewestandchester.gov.uk/residents/contact-us/resident-assistance-points.

Or email: customerservices@cheshirewestandchester.gov.uk



Let's Talk

Let's Talk offers welcoming **drop-in sessions** across the Borough where residents can access face-to-face advice and support on a wide range of wellbeing issues, from **housing** and **financial challenges** to **loneliness** and **daily living**.

These community hubs are ran in partnership with local organisations to provide practical guidance tailored to **local needs**.

To find your nearest location and session times visit: livewell.cheshirewestandchester.gov.uk/Services/4348



Get advice to get online

Please pop into one of the **local libraries** and speak to a member of staff about support and advice on getting online or try the library **lpad borrowing scheme**.

To find a library near you please go to the homepage www.cheshirewestandchester.gov.uk/libraries and click on **Find a Library**.

Stay in touch

To contact Cheshire West and Chester Council

Call: General Enquiries - 0300 123 8123 (Monday to Friday 8am-7pm - (excluding bank holidays and Christmas)

Out of hours emergency telephone number – 0300 123 7035

Email: enquiries@cheshirewestandchester.gov.uk

Scan the QR code for cost of living support information.

