

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.

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 further information on local foodbanks please see below details

Mid Cheshire – Northwich, Winsford and surrounding areas
Midcheshire.foodbank.org.uk

West Cheshire – Chester, Ellesmere Port and surrounding areas
westcheshire.foodbank.org.uk

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** (Find Support for you).

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 below link cheshirewestandchester.gov.uk/costofliving

Help in Emergencies for Local People (HELP) - offering 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)



Cheshire West and Chester



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



Home Energy

To find information on various **energy efficiency schemes**, which you may be eligible to apply 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 through the four Work Zones 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

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

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)

ForFutures – to find advice and information if **at risk of becoming homeless**, or **supported accommodation** options and outreach support.

Call: 0808 175 3595

Email: hello@forfutures.co.uk



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 to one of the **Resident Assistance Points** located throughout the Borough in some Council buildings and libraries where staff are on hand to offer guidance and advice. For the up-to-date locations, days and time please see the link below – www.cheshirewestandchester.gov.uk/news/improving-access-to-council-services

To book a face to face appointment with a customer service adviser please call – 0300 123 8123 or email

Customerservice@cheshirewestandchester.gov.uk



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**.

Scan the QR code for cost of living support information.

