Citizens Advice Copeland Millom Newsletter

September 2023

How you can access our services

Contact us to arrange a face to face or telephone appointment **01229 772395**

Email **advice@cacopeland.org**

Face to face appointments will be at our Millom office (pre-booked appointments only):
31 Wellington Street, Millom, LA18 4DG

Our website is packed full of information & advice that you can access anytime:

citizensadvicecopeland.org.uk

Find us on Social Media;
search Citizens Advice Copeland



Other local support in Millom

Community Food Shop at Millom Network Centre

Unit 3 Devonshire Road Industrial Estate, Millom, Open every Tuesday, Wednesday, and Thursday from 10am-3pm. **01229 666025**

Disability Group South Copeland

Advice and Assistance and they also have a Personal Independence Payment (PIP) representative. Call **01229 773341** or **07377192849**, email ***scdg1@btinternet.com*** or visit their website **www.southcopelanddisabilitygroup.com**

Education & Training at Millom Network Centre

Wide range of courses, 1:1 support, activities, services and facilities such as employability skills, health & safety courses, online access, mentoring support and more. IT Suite, garden, woodwork area, tutor rooms, parking, toilets and kitchen. Other training partners and agencies delivering services and support from the Work and Skills Centre. Call **01229 666025**, email ***enquiries@millomnetworkcentre.co.uk*** or visit their website: **millomnetworkcentre.weebly.com**

Phoenix Enterprise Centre at Millom Network Centre

Friday 10am-3pm

We can help with:

- Search and apply for jobs/training
- Set up an email account
- Register, set up and maintain their Universal Credit accounts
- Create, store and distribute their CV
- Comply with DWP Claimant Commitment requirements to avoid sanctions
- Phones are available for those who need to call DWP/Employers etc

For more information call the advice and Guidance team on: **01946 813 555**



Volunteer with us in Millom

Why Volunteer?

Our volunteers come from a range of backgrounds and communities and volunteer with us for a range of reasons, including to:

- make a positive impact on peoples' lives
- gain new skills and knowledge and build experience for employment
- use and develop existing skills in varied and rewarding roles
- improve health, wellbeing, confidence and
- self-esteem
- meet new people from a range of backgrounds and ages, and make friends
- get to know the local community and give something back
- experience good training and support and to feel part of a team

We pay travel expenses so you won't be out of pocket from volunteering

As a volunteer at Citizens Advice you don't need any specific qualifications or experience.

- You'll need to be friendly and approachable and have a respect for views, values and cultures that are different to your own.
- Some roles may require you to have a basic IT skills, be a good listener, or have good written skills.
- As a volunteer you'll receive an introduction to the service and training for your role, as well as support and supervision from our supervisors during your time volunteering with us, and opportunities for development.
- Many of our public-facing roles take place in the day time (Mon - Fri 9am - 5pm) but we can be flexible with some of our other roles, which you could do in the evening or weekends.

How to apply to be a volunteer with us

If you would be interested in volunteering email **advice@cacopeland.org** or call **01946 693321** and we will be happy to either email or post you an application form.

Advice column

My children are starting new schools in September, one is in primary school and the other secondary. Between uniforms, PE kit and knowing they'll need to catch the bus each day the costs are adding up. I'm already pretty stretched, so I'm not sure how to cover these extra outgoings. Is there any help I can get?

A new school year can put pressure on lots of people's budgets, so you're not alone in your worries. But there is help available.
A good place to start is the Citizens Advice website where you'll find lots of information on the support you might be entitled to for school-related costs.

The help you can get to cover school lunches will vary depending on how old your children are and if you claim benefits. Children in Reception, Year 1 and 2 automatically get free school meals. You can apply for free school meals for older children if you claim certain types of benefits, including Universal Credit, Child Tax Credit and Income Support. The full list is available on the Citizens Advice website.

You mentioned concerns about travel costs. If your child can't walk to school because of special educational needs or disabilities they should get free school transport. You may be able to get help with transport costs from your Local Education Authority if your children can't walk because it's dangerous or too far. Your Local Education Authority is part of your local council that deals with education in your area, you can find yours on GOV.UK. Contact it directly to find out exactly what support it offers.

If you're on a low income, your Local Education Authority may also be able to help you with activity and school uniform costs. You're likely to be considered to be on a low income if you get means-tested benefits like Universal Credit or Housing Benefit. In some places there are also local charitable schemes that can help.
A good place to find out about these is the school itself or Parent Teacher Association (PTA) both will usually know if these kinds of schemes exist.

A lot of people are feeling the squeeze at the moment, but it's important to remember that help is available with starting school costs and you're not alone. For more information visit the Citizens Advice website.