



Newsletter Friday 18th October 2024

Kingmoor Nursery and Infant School

PARKING NEAR SCHOOL

We remind everyone to park safely around both our school and the junior school. Please do not park on the yellow lines or on the pavement where you may be obstructing pedestrians from passing your vehicle especially if they have wheelchairs and prams.

Please be considerate to our local residents and neighbours. Thank you.

Donations Welcomed!

If anyone has any small world toys, people figures, garages, shops etc they would like to donate to school please can you bring them in as we are redeveloping part of our outdoor area in Foundation Stage playground.

Feet First 5 Day Challenge 14th-18th October



Well done to everyone who took part in the Feet First Challenge this week by walking/scooting/cycling to and from school this week. We appreciate it can be difficult for some families but good that some parked a little further away and walked so that their children could take part.

We hope all the children enjoyed their prize.

Uniform ordering

We do not hold a supply of uniform in school, this is ordered in from our suppliers and takes around 2-3 weeks from the order being placed to arrive in school.

If you wish to order uniform please do this on Eduspot and a new order is placed each half term.

The next order will be placed after October half term on Monday 4th November.

Open Reading Session

It was lovely to see so many parents and carers coming into school for the first open reading session this year and enjoying books and reading with the children.

Don't worry if you weren't able to make it as we have one each half term and the next one will be on Tuesday 3rd December.





















Extended Services

Holiday Club for October half term is filling up fast and there are now limited sessions available.

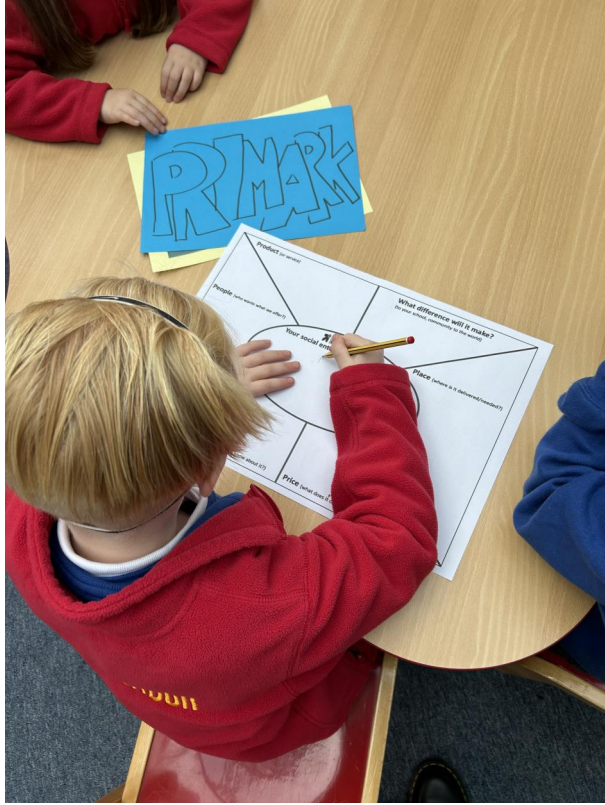
You are now able to book for Breakfast, Afterschool and Holiday Clubs up to and including the summer holidays. If you would like your child to be added to the registers to enable you to make bookings, please contact the school office.

Bright Stars

This term we are embracing a social enterprise project called Bright Stars; it is a project to support developing leadership skills in young people through The Centre for Leadership Performance based in Cockermouth.

We are lucky to be partnered with Nestle who have started coming into school to teach us about the business world. We will be working in partnership to create a Christmas event!















In Year 1 this week.....

The children have been learning about shops in the 1950's in History.

We had a visit from our governor Mr McGaw who showed us some photographs and told us what it was like when he was a child. We wrote some facts about what we had learned.



14th October

5. How have shops changed?



Invite an adult to talk about shopping a long time ago in your community

Listen to what they tell you

Ask questions

What were shops like? How do you know?

Where were shops? How did you get there?

How big were the shops?

What could you buy? Tell me about the toys shops

How did you pay? What money did you have?

What do you know about shops



Remember three things - show what you know.

You got milk from a man on the horse ✓

The shops were on the high street ✓

Shops were shut on a Sunday ✓

Shops were called one type of things ✓

Tell me about how you paid. You paid with half cobs and you had to pay with cash ✓

14. October

5. How have shops changed?



Invite an adult to talk about shopping a long time ago in your community

Listen to what they tell you

Ask questions

What were shops like? How do you know?

Where were shops? How did you get there?

How big were the shops?

What could you buy? Tell me about the toys shops

How did you pay? What money did you have?

What do you know about shops in the past now?



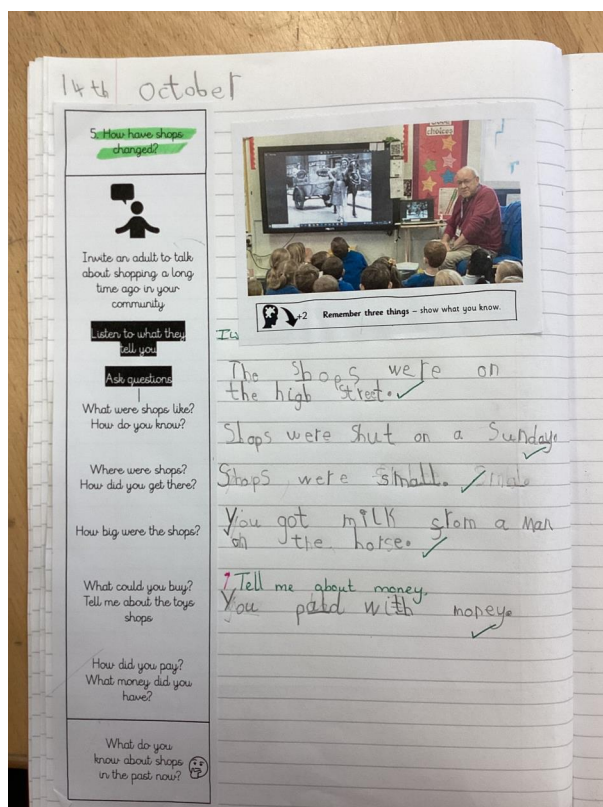
Remember three things - show what you know.

The shops were on the high street ✓

Shops were shut on a Sunday ✓

You got milk from a man on the horse - the shops were small ✓

Tell me about how you pay. You could pay with money ✓



Pantomime in School



On Wednesday 13th November M & M Productions will be in school performing the pantomime 'Sleeping Beauty' in school for the children!

We are asking parents to contribute £5.00 for this exciting show and this payment should be made through our online booking system Eduspot by Friday 8th November and you will receive a payment link.

It is essential that school is supported with the cost towards this production, thank you.

Open Evening



Kingmoor Nursery and Infant School

September 2025

Are you looking for a Reception place?

OPEN EVENING
Wednesday 6th
November
6pm



Excellent academic achievements, we focus on every child's well-being and individual development

Excellent transition to Kingmoor Juniors

We work with the English Hub and deliver the highly effective Read Write Inc phonics and early reading approach.

Spacious buildings and amazing outdoor spaces

A wide range of opportunities throughout children's primary school journey eg music, sport, outdoor learning

Our teachers are trained in Maths Mastery teaching and we work with the Maths Hub

Kingmoor Nursery and Infant School

Reception 2025 applications

If your child is due to start Reception in September 2025 please see the poster for more information and make applications following this link: <https://www.gov.uk/schools-admissions>



Cumberland Council



Parents/carers are responsible for applying for a school place by **15 January 2025**

Starting School

Children born between
1 September 2020
and **31 August 2021**
can start school in **September 2025**

You can apply online at: www.cumberland.gov.uk
or contact: 01228 221582
or email school.admissions@cumberland.gov.uk

cumberland.gov.uk

Makaton



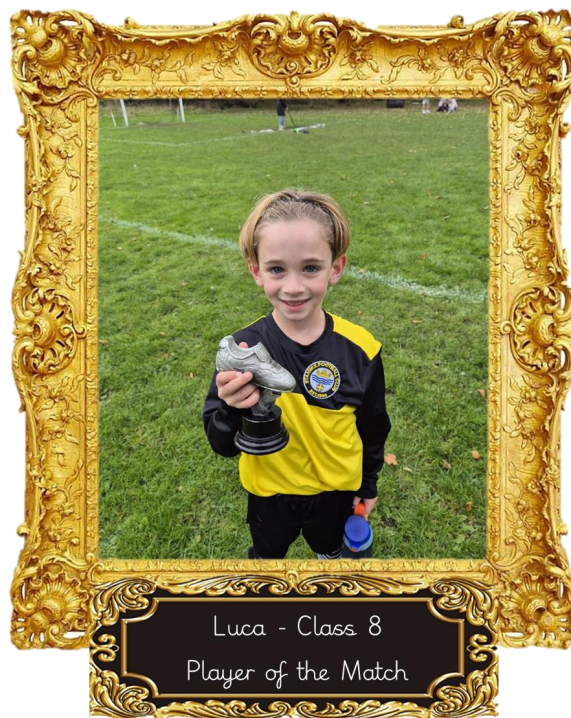
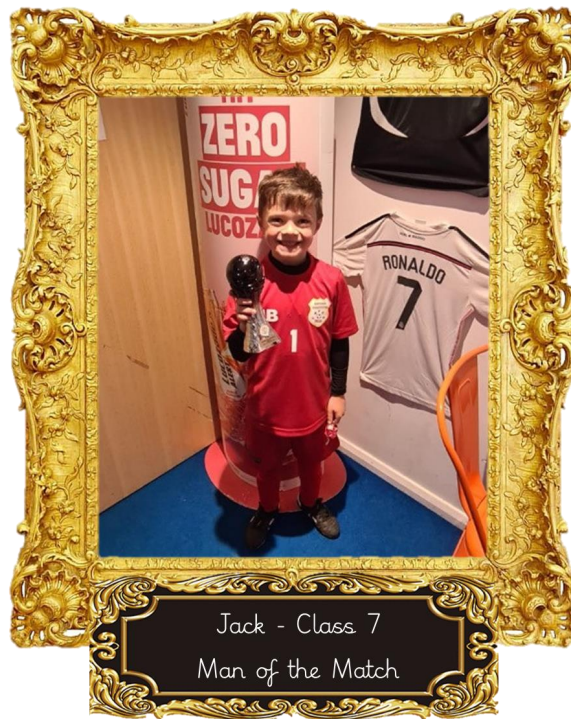
1 - Please - open palm from chin to hip level



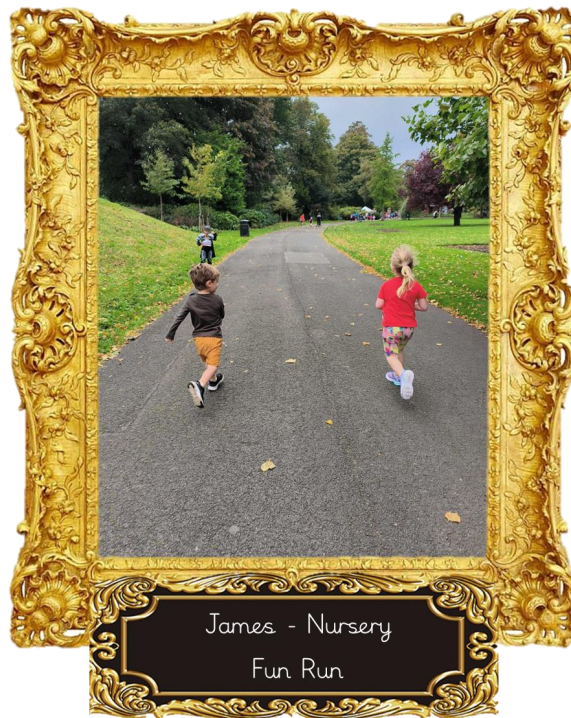
2 - Thank you - open palm to chest height

Talents & Achievements

Well done to our talented children this week!







Attendance

In school this week attendance was 96.4%



Stars of the Week!

This half term our Learning power is 'Reflecting'



Nursery Stars: Erin Sylvie Charlotte Lily

Lunchtime Award: Cayden S Jacob T Holly W Aanya K

Class 1 Star: Dylan

Lunchtime Award: Jaxon P

Class 2 Star: Emily

Lunchtime Award: Elisse H

Class 3 Star: Thomas

Lunchtime Award: Donnie R

Class 4 Star: Charlie

Lunchtime Award: Harlow-Rae G

Class 5 Star: Jason

Lunchtime Award: Brett B

Class 6 Star: Zara

Lunchtime Award: April H

Class 7 Star: Jaxson

Lunchtime Award: Jack H

Class 8 Star: Alivia

Lunchtime Award: Yasmin L

Class 9 Star: Jorgie

Lunchtime Award: Jack D

Calendar Dates

calendar dates 3

Wednesday 23 rd October	Parent's evening	
Thursday 24 th October	Parent's evening	
Thursday 24 th October	FLU VACCINATIONS in school for Reception, Year 1 & Year 2	
Friday 25 th October	Last day of term	
Monday 4 th November	First day of term	
Wednesday 6 th November	OPEN EVENING for new to Reception & Nursery – September 2025	6pm

Menu for week commencing 21st October 2024

1.	Choice 1	Choice 2	Pudding
Monday	Ham or Cheese & Tomato Pizza served with wedges & baked beans or salad	Freshly Made Sandwich Filled with a choice of tuna, ham or cheese served with fresh salad	Ice Cream Roll or fresh fruit or yoghurt
Tuesday	Sausage (Pork) or Veggie Sausage served with potato waffles, sweetcorn & gravy	Freshly Made Sandwich Filled with a choice of tuna, ham or cheese served with fresh salad	Banana Cake or fresh fruit or yoghurt
Wednesday	Turkey Burger or Quorn Fillet Served with potato puffs & salad	Freshly Made Sandwich Filled with a choice of tuna, ham or cheese served with fresh salad	Iced Gingerbread or Fresh Fruit or yoghurt
Thursday	Beef Pasta Bolognese or Sweet Tomato Pasta served with Garlic Bread & Green Beans	Freshly Made Sandwich Filled with a choice of tuna, ham or cheese served with fresh salad	Marble Sponge or Fresh Fruit or yoghurt
Friday	'Fishy Friday' or Cheese & Egg Flan served with chips, sweetcorn & tomato ketchup	Freshly Made Sandwich Filled with a choice of tuna, ham or cheese served with fresh salad	Anzac Biscuit or Fresh Fruit or yoghurt

Information

POSITIVE BEHAVIOUR SUPPORT WORKSHOPS

Are you ever worried about your child's behaviour and aren't sure how best to help?
Do you want to better understand their needs and support them through those tricky times?
These workshops help parents think about strategies and to come up with a plan that focuses on a good life for your child and your family.

NORTH CUMBRIA
Monday 18th & Wednesday 27th November
10am - 2pm
The People First Conference Centre, Milbourne
Street, Carlisle CA2 5XB

I wish it was available to all parents.

I loved hearing other people's stories about their own families!

I felt valued and supported.

If someone in your family is under 18, and is autistic, has a learning disability or is waiting for a diagnosis of autism or a learning disability, please come along.
Please get in touch with **Jillian** or **Jen** at **Skills for People**.
Tel: 0191 261 8737 or e-mail: information@skillsforpeople.org.uk

ACT
= KIDS! =

Acting, Singing & Dancing For ages 4 - 7

CARLISLE
Saturday's
9am - 10am

PENRITH
Wednesday's
4pm - 5pm

First session free! * 20% sibling discount *

A gentle introduction to the performing arts, developing confidence, teamwork and communication skills.

T: 07582022047 E: INFO@ACTTHEATRE.CO.UK
WWW.ACTYOUTHTHEATRE.CO.UK

You can Foster with us
BLACKBURN WITH DARWEN, BLACKPOOL, CUMBERLAND, LANCASHIRE, WESTMORLAND & FURNESS

Funded by UK Government

Share your home. Shape their future.

We are the friendly, dedicated support hub for fostering with your local council.

Westmorland & Furness Council
Cumberland Council

f fosterwithus i fosterwithushub 0300 019 0200



flu: 5 reasons to vaccinate your child



1. Protect your child

The vaccine will help protect your child against flu and serious complications such as bronchitis and pneumonia

2. Protect you, your family and friends

Vaccinating your child will help protect more vulnerable friends and family

3. No injection needed

The nasal spray is painless and easy to have

4. It's better than having flu

The nasal spray helps protect against flu, has been given to millions of children worldwide and has an excellent safety record

5. Avoid costs

If your child gets flu, you may have to take time off work or arrange alternative childcare

Most children have the nasal spray vaccine which is the preferred vaccine. A vaccine injection is also available which does not contain gelatine from pigs (porcine gelatine).

For more information visit www.nhs.uk/child-flu

Flu mmunisation

Helping to protect children, every winter

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North Cumbria
Integrated Care
NHS Foundation Trust

Autumn/Winter 2024



North Cumbria
Integrated Care
NHS Foundation Trust

Vaccination Clinics

The School Aged immunisation team are commissioned to deliver the national immunisation programme of Nasal Flu, Diphtheria Tetanus, Polio, and Men ACWY and HPV and MMR in school

If your child missed the vaccination in school, there is the opportunity to get the vaccine at one of our catch-up clinics as detailed below:

BY APPOINTMENT ONLY

Penrith Area

Penrith Hospital Tuesday – 8th October 2024 15.00 – 17.30pm
Penrith Hospital Tuesday – 19th November 2024 15.00 – 17.30pm
Appleby Children's Centre Wednesday – 27th November 2024 15.00 – 17.30pm
Penrith Hospital Monday – 9th December 2024 15.00 – 17.30pm

Carlisle

London Community Centre – Tuesday 22nd October 2024 15.00 – 17.30pm
London Community Centre – Tuesday 12th November 2024 15.00 – 17.30pm
London Community Centre – Tuesday 3rd December 2024 15.00 – 17.30pm

To make an appointment or for further information, please contact the Immunisation Team: 01228 608046
Email ncm-tr.northschoolagedimmunisationteam@nhs.net

There is an answerphone in operation if we are unable to take your call. Please leave your name, contact number and child's school details. We will return your call as soon as possible.

Safe, high quality care every time Safe, high quality care every time

Family Action Information



0 – 19 Child and Family support services - Carlisle

Mums' Minds Matter

Monthly advice and signposting group for maternal mental health
Join us on the second Monday of the month!

Are you pregnant or do you have a young baby up to the age of 1? Are you struggling with your mental health and not sure where to turn?

Join us for a relaxed group supporting mums, babies and their wellbeing. Group sessions will include sensory play, keep safe crafts alongside advice and signposting to promote good mental health for both mums and babies.

	<p>Drop in group:</p> <p>All groups will be running at Belah Community Centre CA3 9SR</p> <p>Monday 7th October 1:30pm – 2:30pm</p> <p>Monday 4th November 1:30pm – 2:30pm</p> <p>Monday 2nd December 1:30pm – 2:30pm</p>	
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To find out more contact Fay or Fiona on:

07815 686 909 or fay.cardigan@family-action.org.uk

07977 635 514 or fiona.irving@family-action.org.uk

We understand attending sessions can be difficult when you are struggling with your mental health, please contact Fay Cardigan, Perinatal Coordinator if you feel you might need additional support in attending this group, or would like more information about our Perinatal services.

Registered Charity Number:264713

www.facebook.com/CarlisleSupport

Find out more at cumberland.gov.uk



0 – 19 Child and Family support services - Carlisle

Our Sensory Rooms



The sensory room is available for children
0 - 5 years living in Carlisle and surrounding areas.
(0 - 8 years for children with special needs and disabilities)

The room can be booked for a 45-minute session by parents or practitioners.

Inductions can be completed on the day of your first booking!

A special environment to support your child's interaction, discovery and communication.
Encourages stimulation of the senses – sight, sound, touch, and smell.

Morton – available on Wednesday afternoons and Friday afternoons

Contact: carlisle roombooking@family-action.org.uk or call 01228 223 417

Location: Morton Child and Family Centre, Wigton road, Carlisle, CA2 6JP

Harraby – available on Thursdays

Contact: carlisle roombooking@family-action.org.uk or call 01228 596 773

Location: Harraby Community Centre, Edgehill road, Carlisle, CA1 3SN

Longtown – available Monday-Friday (slot availability will vary each day)

Contact: carlisle roombooking@family-action.org.uk or call 01228 791 775

Location: Longtown Child and Family Centre, Mary Street, Longtown, Carlisle CA6 5UF

Registered Charity Number:264713

www.facebook.com/CarlisleSupport

Find out more at cumberland.gov.uk

0 – 19 Child and Family Support Services - Carlisle

Autumn Newsletter

Welcome to our Autumn Newsletter which will give you details of all our services that we are providing between October & December.

Please keep an eye on our Facebook page for our daily 'What's on' along with advertising future services and signposting. Remember all of our services are free.

Do not hesitate to get in touch if you have any questions or need further advice or support – we are here to help!

Contact us:

By phone: 07734 003 789
(Please note you can only call this number, please do not text)

By email: Carlisle@family-action.org.uk

On Facebook: www.facebook.com/CarlisleSupport

Our Centres:

Morton - Wigton Road, Carlisle CA2 6JP - 01228 223 417

Petteril Bank - Burnett Road, Carlisle CA1 3BX - 01228 596 773

Longtown - Mary Street, Longtown CA6 5UF – 01228 791 775

Newtown – Shadygrove Road, Carlisle CA2 7LD – 01228 401 042

Registered Charity Number: 264 713

[Find out more at cumberland.gov.uk](http://cumberland.gov.uk)

0 – 19 Child and Family Support Services - Newsletter

Starting Solids 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 at:
Morton Child and Family Centre
Date: Wednesday 2nd October
Time: 1.30pm - 2.30pm

For further information or to book your place, please contact:
Claire: 07816 087 115 or claire.ford@family-action.org.uk
Jen: 07816 086 774 or jennifer.moffat@family-action.org.uk
<https://www.nhs.uk/start-for-life/baby/weaning/>



Stay & Play

Our Stay & Play sessions are a great way for you and your child to meet new people in a gentle and relaxed atmosphere. All parents, parents-to-be, grandparents, carers and their children under five are welcome to attend these sessions where you can access toys, play, educational activities and support.

Sessions will take place (term time only) at:
Petteril Bank Child and Family Centre
Day: Every Monday
Time: 1.00pm – 2.30pm

Longtown Child and Family Centre
Day: Every Tuesday
Time: 10.00am – 11.30am

Morton Child and Family Centre
Day: Every Thursday
Time: 1.00pm - 2.30pm

Newtown Children's Centre
Day: Every Friday
Time: 10.00am – 11.30am



Registered Charity Number: 264 713

[Find out more at cumberland.gov.uk](http://cumberland.gov.uk)

Services For Pregnancy, Birth & Early Years

Breastfeeding Support Group

Whether you are expecting a baby or breastfeeding, come along to our drop-in service where you can meet other parents and our UNICEF trained member of staff will be there to offer advice, 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 at:

Newtown Children's Centre
Day: Every Tuesday (Term Time Only)
Time: 10:00am - 11:30am

Bump and Baby Social

Our sessions allow expectant mums and mum's and carers of babies up to 6 months old to attend these sessions.

These sessions are a great way for you and your child to meet new people in a gentle and relaxed atmosphere. All parents, parents-to-be, grandparents, carers and their children under six months old are welcome to attend these sessions where you can access toys, play, educational activities, advice and support.

Sessions will include a range of free-play, messy play, arts and crafts, sensory play and song time.

Sessions will take place at:

Morton Child and Family Centre
Day: Every other Thursday (Term Time Only) Starting on October 3rd.
Time: 10:00am-11:00am

Belah Community Centre

Day: Every other Thursday (Term Time Only) Starting on October 10th.
Time: 10:00am-11:00am



Registered Charity Number: 264 713

[Find out more at cumberland.gov.uk](http://cumberland.gov.uk)

Time Together

Time Together is a free multi-sensory and soft play session for children aged 0-5 with additional needs. This group provides the opportunity for parents and carers to chat with other families that are in a similar situation, ask questions and get tips from experienced professionals.

Sessions will take place at:

Whole of a Time soft play, Haraby Community Centre
Day: Every Tuesday (Term Time Only)
Time: 11:00am – 12:00pm

Sensory Rooms

We have Sensory Rooms in our Children's Centres at Morton, Haraby and Longtown. The rooms have a range of sensory equipment to support your child with their learning and development in a safe and comfortable environment where staff are on hand to offer advice & support if needed. The rooms are suitable for children aged 0-5, or 0-8 for children with SEND needs. Inductions can be completed on the day of your first booking.

Availability

Longtown: Available every day but slots may vary- please call **01228 791 775**

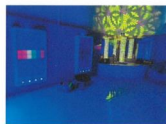
Haraby: Available every Thursday- please call **01228 596 773**

Morton: Contact us to discuss available slots- please call **01228 223 417**

Alternatively you can book any of our sensory rooms by emailing carisleroombooking@family-action.org.uk and putting which sensory room you would like in the subject of your email.

Soft Play

Longtown Children's Centre also has a soft play area that is available to book every day. This is separate from our Sensory Room offer and is designed to support children with both interactive and independent play in a safe environment where our staff are on hand to offer support when needed. To Book please call: **01228 791 775** or email carisleroombooking@family-action.org.uk



Registered Charity Number: 264 713

[Find out more at cumberland.gov.uk](http://cumberland.gov.uk)

Referral Services Suitable For Children Aged 4-10

Busy Builders

Our Busy Builders Club is based on LEGO® therapy and is around collaborative play and communication in which children work together with their families 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 aged 4+. This group is delivered in split age groups: age 4-7 and 7-10.

Decider Skills

Decider Skills helps you to recognise your thoughts, feelings and behaviours and learn how to manage these in a safe way. This four-week course is delivered to children, young people and their families 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. This group is delivered in split age groups: ages 7-10 and 11+.

Drawing & Talking

Drawing and Talking is a therapeutic intervention for children and adults. It is designed as a short-term proactive intervention intended to complement, rather than replace, the work of Specialist Mental Health Services.

Through a 12-week cycle of sessions this non-intrusive tool allows children and young people to bring what they need to their sessions. Utilising drawing as a way to help them express their feelings differently.



Registered Charity Number: 264 713

[Find out more at cumberland.gov.uk](http://cumberland.gov.uk)

Referral Services For Children Aged 0-4

Baby Massage

Baby Massage can help parents' awareness of their baby's needs and support an early bond. Baby Massage is suitable for babies up to 6 months old. It can also help with a sense of well-being for both parents and babies. This service is offered by referral via a professional or you can self-refer yourself. To refer yourself please call 07734 003 789.

Portage

Our Portage service supports pre-school children with additional needs. In partnership with parents, the Portage worker will look at all areas of the children's development and discuss goals that children are able to achieve through their play-based learning. We can only accept referrals for this service from a health professional already involved with your family. If you feel this would be something that would support your child, please speak to your health professional to make a referral.

Let's Get Talking

Our Let's Get Talking group sessions are 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. We can only accept referrals for this service from a health professional already involved with your family. If you feel this would be something that would support your child, please speak to your health professional to make a referral.



Registered Charity Number: 264 713

[Find out more at cumberland.gov.uk](http://cumberland.gov.uk)

Referral Services Suitable For Children Aged 11+

In addition to Decider Skills and Drawing and Talking we also have alternative group interventions that are suitable for children aged 11+

Finding Your Way

Finding your Way is a targeted programme which aims to support young people in exploring challenges they may face, to 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 by goal setting to support outcomes in improving their attendance and attainment in school.

Emotional Resilience Group

The Emotional Resilience programme is a 6-week programme for children aged 11-19. Children will explore their identities and values as well as the common challenges they face with a focus on becoming more aware of their own emotions and how to process these. With support of workers, children will have strategies to support them as they progress and develop increased resilience.

Additional Support For Parents

Solihull FREE Online Course

The online course can be completed in your own time, with various topics from pregnancy to 19 years to help you understand your child's development and behaviour. To access, visit www.inourplace.co.uk and use the code WORDSWORTH



Registered Charity Number: 264 713

Find out more at cumberland.gov.uk

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.

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

Fiona Irving on Fiona.Irving@family-action.org.uk or call 07977 635 514

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:

Fiona Irving on Fiona.Irving@family-action.org.uk or call 07977 635 514



Registered Charity Number: 264 713

Find out more at cumberland.gov.uk

Referral/Bookable 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.

Sensory Processing Workshops

Would you like information on what sensory processing is and how this can affect your child? We will be sharing tips and advice on how to manage sensory processing behaviours in our online introduction to Sensory Processing.

Join us on Zoom:
Tuesday October 1st: 1.30pm-2.30pm
Tuesday October 17th: 7.30pm-8.30pm

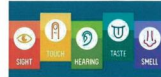
To book your place please email Jen: jennifer.moffat@family-action.org.uk

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.

Perinatal Support

The Perinatal Support Service provides emotional support for mums during pregnancy and during the first year after birth. Helping to provide solutions to problems no matter how difficult, so you can become safer, stronger and more optimistic about the future. We can only accept referrals for this service from a health professional already involved with your family, if you feel this would be something that would support your child, please speak to your health professional to make a referral.



Registered Charity Number: 264 713

[Find out more at cumberland.gov.uk](http://cumberland.gov.uk)

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 or live web via our website 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](#).



Registered Charity Number: 264 713

[Find out more at cumberland.gov.uk](http://cumberland.gov.uk)

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. <http://cadas.co.uk/>

Carlisle Community Help has set up a network of hubs across the city that provide affordable food to those who need it. <https://carlislecommunityhelp.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.cac-e.org.uk/>

Counselling Directory helps you find a local counselling to suit your needs. <https://www.counselling-directory.org.uk>

Cumbria Law Centre is a community organisation offering free legal advice and representation (prioritising those on a low income). <https://www.cumbrialawcentre.org.uk/> or 01228 515129

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/>

First Step provides free talking therapies to adults in North Cumbria. <https://www.cntw.nhs.uk/services/first-step/> or 0300 123 9122

Focus Family can help with benefit advice, looking for work and training courses. focus.family@cumbria.gov.uk

Gateway4women offers a variety of support for women. <https://gateway4women.com/>

Happy Mums offer free mental health support groups for Mums and Mums-to-be. <https://www.happymums.org.uk/>

Mind offers support with mental health. <https://cemind.org/> or 0300 561 0000

Spiral Cumbria is an anti-bullying charity supporting young people in Cumbria. <https://www.spiralcumbria.org.uk> or 01228 642 640

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