

Equality and Diversity Handbook

Derwent & Solway Housing Association

2009



Initially researched and prepared by:

CLES Consulting
Express Networks
1 George Leigh Street
Manchester
M4 5DL
Tel: 0161 236 7036
Fax: 0161 236 1891
Email: consulting@cles.org.uk
Web: www.cles.org.uk

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ABOUT THIS HANDBOOK

This handbook has been produced by CLES Consulting on behalf of Derwent & Solway Housing Association (D&S), a member of Harvest Housing Group, to provide an evidence base regarding the diversity of the local population and help ensure D&S services remain responsive to all customers.

The handbook aims to provide a reference guide for staff involved in all areas of the organisation. In particular, it provides a practical tool for:

Finding out about the profile and diversity of the population of Allerdale (Cumbria) where D&S holds the majority of its stock;

Understanding the specific needs and barriers of vulnerable and harder to reach groups in relation to housing provision and support, including:

- black and minority ethnic (BME);
- refugees, asylum seekers and economic migrants;
- gypsies and travellers;
- young people;
- elderly;
- disabled;
- lesbian, gay, bisexual and transgender (LGBT);
- lone parents;
- victims of domestic violence;
- offenders and ex-prisoners;
- recovering drug and alcohol addicts;

Identifying relevant organisations and networks at the local, regional and national level that are able to provide support to D&S to deliver responsive customer services;

Finding out useful tips for how to effectively engage and meet the needs of different service user groups.

The handbook has been put together through undertaking desk-based population profiling, mapping organisations which support vulnerable and hard to reach groups, and researching the barriers faced by different groups in accessing housing and related support services (and effective mechanisms to overcome them) through consultation and desk-based work. The handbook therefore provides a snapshot of the diversity of the population and local support agencies and is something which can be built upon and further developed over time.

STRUCTURE OF THE HANDBOOK

The handbook is structured into 11 main sections relating to each 'hard to reach' or vulnerable group included in the study. This is preceded by an introductory section, which provides a socio-economic overview of Allerdale. The contents of the handbook are as follows:

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The sections on each population group vary in length depending on the amount of available information and, in some cases, is reflective of the relative size of the population itself. Whilst grouped by categories, it is important to recognise that many people will fall within more than one category and that this should be taken into account when using the handbook and responding to customer needs. For each group the section is structured as follows:

- **Community profile** – detailing the size, characteristics and geographical location of the specific population group. This section draws on official statistics and local data sources wherever possible;
- **Barriers to housing and support** – identifying some of the key factors which restrict each group accessing housing or housing related support services as effectively as they might. This is primarily based on national comparative research rather than specifically linked to an analysis of local needs;
- **Tips for engagement** – suggesting a number of key considerations for engaging with different groups to ensure effective and responsive service delivery. This is based on good practice from elsewhere but is tailored to the needs of D&S wherever possible;
- **Contacts** – signposting D&S to a number of agencies, organisations and networks at the local, regional and national level for providing additional support to key service user groups.

ABOUT ALLERDALE



Allerdale is located in Cumbria in England's North West and represents the third largest district in the county (behind Eden and South Lakeland). Its total geographical coverage is 1,258 km² and, together with Copeland LAD, it forms West Cumbria.

General population characteristics

Cumbria is one of the most sparsely populated counties within England, although there are substantial variations in population density in each district. In Allerdale there is a population density of 0.8 persons per hectare. This is slightly higher than the county average of 0.7 but significantly lower than the national average at 2.4. In fact, Allerdale is Cumbria's third most populated district after South Lakeland and Carlisle, with 19.2% of Cumbria's population residing there. In 2001 there were 93,492 residents in Allerdale, of which 51% were female and 49% male.

However, Allerdale's population is decreasing. In 1991 there were 96,100 residents – a reduction of 2.7% between 1991-2001. Conversely, Cumbria's population has grown by 0.3% over the same period (+2.4% for UK as a whole). In 2002 the Standardised Fertility Ratio in Allerdale was 93 and the Standardised Mortality Ratio was 107. Furthermore, the natural change (births minus deaths) was –296 that year.

Population count

Allerdale			Cumbria		
1991	2001	% change	1991	2001	% change
96,100	93,492	-2.7	486,224	487,687	0.3

Source: 2001 Census

Despite recent trends, population projections suggest that Allerdale is likely to experience a growth in population (+3.6%) over the period 2003-2028. This is consistent with forecast trends at the county level although differs to some of the other districts where high growth is expected in Eden (+18.0%) and Carlisle (+10.8%) with population decline anticipated in Barrow (-11.5%).

The age structure for the district shows that it has a fairly large middle-aged population, as 42.8% of its residents are aged between 30 and 59 years old. Compared to national population figures it also has an older population (those aged over 60).

Age structure

	Allerdale		Cumbria		United Kingdom	
	No.	%	No.	%	No.	%
0-14	16,418	17.6	85,656	17.6	11,104,852	18.9
15-24	9,560	10.2	50,870	10.4	7,209,766	12.3
25-29	5,012	5.4	49,238	10.1	3,867,015	6.6
30-44	20,086	21.5	105,654	21.7	13,270,922	22.6
45-59	19,902	21.3	101,097	20.7	11,115,566	18.9
60-64	5,443	5.8	28,166	5.8	2,880,074	4.9
65-74	9,240	9.9	47,837	9.8	4,936,258	8.4
75+	7,831	8.4	41,493	8.5	4,404,741	7.5

Source: 2001 Census

General housing characteristics

Household tenure and type

In 2001, there were a total of 42,818 household spaces in Allerdale. Of these, 92.9% were occupied, 4.1% were vacant and 3.0% were second or holiday homes. These proportions are all comparable with Cumbria.

Household spaces

	Allerdale		Cumbria	
	No.	%	No.	%
Occupied	39,781	92.9	209,027	92.6
Vacant	1,751	4.1	9,443	4.2
Second/holiday homes	1,286	3.0	7,374	3.3
Total household spaces	42,818	100.0	225,844	100.0

Source: 2001 Census

In terms of household size, in Allerdale on average 2.3 people live in each household. This is the same figure for the number of people that live in each household in Cumbria.

In 2001, the most common form of household tenure was owner occupation, which accounted for 69.1%. Housing Association/RSL rented properties accounted for more properties in Allerdale than privately rented or local authority rented properties together (17.4% compared to 9.9%). This contrasts with the situation in the rest of Cumbria, where local authority accommodation alone accounts for more than Housing Associations/RSL's (9.1% compared to 7.0%).

Household tenure

	Allerdale		Cumbria	
	No.	%	No.	%
Owns out right	13,481	33.9	72,959	34.9
Owns with mortgage/loan	13,999	35.2	77,206	36.9
Housing Association/RSL rented	6,913	17.4	14,561	7.0
Privately rented	2,508	6.3	16,395	7.8
Local authority rented	1,298	3.3	18,920	9.1
Other	1,582	4.0	8,986	4.3

Source: 2001 Census

In 2001, the most common types of dwelling were terraced (32.2%), semi-detached (32.1%) and detached (26.1%). This is fairly comparable to the situation in Cumbria, although the county has on average slightly more purpose built flats than Allerdale (7.2% compared to 6.2%).

Type of dwelling

	Allerdale		Cumbria		UK	
	No.	%	No.	%	No.	%
Terraced	13770	32.2	71007	31.4	5869878	26.0
Semi-detached	13734	32.1	71846	31.8	7117662	31.6
Detached	11155	26.1	57237	25.3	5131821	22.8
Purpose built flat	2636	6.2	16369	7.2	4246029	12.8
Caravans/other mobile	181	0.4	1077	0.5	93844	0.4

Source: 2001 Census

In 2001, the majority of households were comprised of a married couple (40.9%), although well over a quarter are one-person households (29.2%). Furthermore, 10.6% of households are all pensioner households.

Household composition

	Allerdale		Cumbria		United Kingdom	
	No.	%	No.	%	No.	%
Married couple households	16,252	40.9	81714	39.1	8975623	36.7
One-person households	11,604	29.2	62824	30.1	7395015	30.2
Lone parent households	3532	8.9	17732	8.5	2373372	9.7
Cohabiting households	2,613	6.6	15640	7.5	1969156	8.0

Source: 2001 Census

Affordability and council tax

Average house prices in Allerdale are generally less than they are in Cumbria. The exception to this rule is terraced houses, which are approximately £5000 more expensive in Allerdale.

Average house price

	Allerdale (£)	Cumbria (£)	UK (£)
Detached	203,817	231,167	253,271
Semi-detached	124,055	131,017	139,732
Terraced	95,705	90,402	85,319
Flat/maisonette	108,120	118,344	128,673
Overall	127,728	136,255	134,429

Source: Land Registry Jul-Sep 2004

In 2002-03, nearly half of Allerdale's properties were in the lowest council tax bracket, compared to 39.6% in the whole of Cumbria. This follows that Allerdale has smaller proportions of properties in each of the other council tax bands than Cumbria.

Council tax bands 2002-03

	Allerdale (%)	Cumbria (%)
A (£0-40k)	49.7	39.6
B (£40-52k)	15.6	19.0
C (£52-68k)	14.7	16.4
D (£68-88k)	10.7	12.2
E (£88-120k)	5.9	7.3
F (£120-160k)	2.3	3.5
G (£160-320k)	1.0	1.8
H (£320k+)	0.1	0.2

Source: Cumbria County Council website

Housing deprivation

In 2001, slightly fewer households in Allerdale did not have central heating, as well as sole use of bath/shower and toilet than in Cumbria, although the proportion with neither central heating nor sole use of bath/shower and toilet was the same. Allerdale also has less overcrowded properties than Cumbria.

Central heating, amenities and overcrowding as a proportion of all households

	Allerdale		Cumbria	
	No.	%	No.	%
Without central heating or sole use of bath/shower and toilet	20	0.1	174	0.1
Without central heating	3,405	8.6	25,766	12.3
Without sole use of bath/shower and toilet	64	0.2	525	0.3
With an occupancy rating of -1 or less	1,260	3.2	7,854	3.8

Source: 2001 Census

The Indices of Multiple Deprivation (IMD) quantifies how much deprivation each area in England suffers from and ranks each area, so it is possible to calculate where the most deprived parts of the country are located. In 2004, the way the IMD was calculated was refined so that local authorities and wards were broken down into Super Output Areas (SOAs). These are areas smaller than wards, with approximately 7,000-7,500 residents. Allerdale has 60 SOAs in total.

According to the IMD 2004, Allerdale received an average score of 22.92, which meant they ranked 105 out of 354 (where 1 is most deprived). Analysis of the 'barriers to housing and services' domain shows that of the 60 SOAs, 16 are in the 25% most deprived in the country. This is broken down as follows:

- 8 are in the 5% most deprived in the country;
- 3 are in the top 10% most deprived in the country;
- 1 is in the top 15% most deprived in the country;
- 1 is in the top 20% most deprived in the country;
- 3 are in the top 25% most deprived in the country.

Economic indicators

In 2001, the majority of the district's households had a gross family income of between £10-20,000. Just over a quarter of households are in the lowest income band of between £0-10,000.

Gross family income

Income band	Allerdale (%)
0-10k	25.1
10-20k	31.9
20-30k	19.8
30-40k	10.6
40-50k	5.5
50-60k	3.0
60-70k	1.6
70-80k	0.9
80-90k	0.6
90-100k	0.3
100+k	0.7

Source: Paycheck Data, CACI Limited, Information and Intelligence 2002

Allerdale's gross weekly and hourly pay is also slightly lower than the region's average.

Gross weekly and hourly pay

	Allerdale (£)	North West (£)
Gross weekly pay	406.2	437.6
Gross hourly pay	10.0	11.0

Source: New Earnings Survey 2003

Looking at the work status of the working aged population (16-74 years old), in 2001 the majority of residents were employed (60.0%), 16.6% of residents were retired, 3.9% were unemployed and a further 2.9% were economically inactive. All these figures are comparable with Cumbria. However, Allerdale shows a higher proportion of retired and permanently sick or disabled compared to the national average.

Economic activity

	Allerdale		Cumbria		United Kingdom	
	No.	%	No.	%	No.	%
Employed	40,812	60.0	213,805	60.4	25,620,559	60.2
Retired	11,316	16.6	59,003	16.7	5,767,666	13.6
Permanently sick or disabled	4,273	6.3	22,603	6.4	2,464,717	5.8
Looking after home/family	4,143	6.1	20,072	5.7	2,742,823	6.4
Unemployed	2,641	3.9	12,154	3.4	1,458,523	3.4
Other economically inactive	1,988	2.9	9,671	2.7	1,370,690	3.2
Economically inactive students	1,744	2.6	9,924	2.8	1,994,281	4.7
Economically active full time students	1,145	1.7	6,951	2.0	1,106,337	2.6

Source: 2001 Census

Looking at the benefit claimants' count, in 2003 more people claimed Income Support than any other type of benefit (6,595). However, the combined number of people claiming Disability Living Allowance¹ and Attendance Allowance² was 7,705.

Benefit claimant count

	Allerdale	Cumbria
Income Support	6,595	29,325
Disability Living Allowance	4,675	23,625
Incapacity Benefit	4,425	23,170
Attendance Allowance	3,030	15,475
Jobseeker Allowance	1,355	5,760

Source: Claimants Counts 2003 (www.statistics.gov.uk)

General contacts

Organisation	Voluntary Action Cumbria
Details	County Rural Community Association
Address	The Old Stables Redhills Penrith Cumbria CA11 0DT
Tel	01768 840 827
Email	info@cumbriaaction.org.uk
Web	www.cumbriaaction.org.uk

Organisation	West Cumbria CVS
Details	Council for Voluntary Services
Address	Maryport Community Resource Centre 12a Selby Terrace Maryport Cumbria CA15 6NF
Tel	01900 819 191
Email	enquiries@westcumbriacvs.co.uk
Web	www.thirdsectorcumbria.org.uk

¹ Disability Living Allowance is paid to people under 65, who are disabled and need help with personal care.

² The Attendance Allowance is paid to people over 65, who are disabled and need help with personal care.

Organisation	Cumbria County Council
Address	Joel Rasbash, Equality Officer Corporate Management The Courts Carlisle Cumbria CA1 1RZ
Tel	01228 606 098
Web	www.cumbria.gov.uk/diversity
Email	joelrasbash@cumbriacc.gov.uk

Organisation	Cumbria Local Development Agency Forum
Detail	The aims of CLDAF are: to share and develop new ideas for the voluntary sector; to work to strengthen the voluntary sector; to speak with one voice on concerns of the voluntary sector; to hold meetings on the concerns and interests of voluntary organisations; to act as the lead agency; to liaise with the voluntary sector county-wide on issues of general concern; to act as a clearing house for county-wide issues and projects.

Organisation	Red Cross
Detail	
Address	Unit 11, Clifford Court, Park House Business Park, Cooperway, Carlisle, Cumbria, CA3 0JG

Web	01539 721504 OR 01228 522519
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Organisation	Samaritans
Detail	Provide confidential and emotional support.
Address	119-123 Botchergate Carlisle Cumbria CA1 1RZ
Tel	01228 544444
Web	www.samaritans.org.uk

Organisation	NSPCC
Detail	Specialise in child protection.
Address	3 Chatsworth Square Carlisle Cumbria CA1 1HB
Tel	01228 521 829
Web	www.nspcc.org.uk

Organisation	Carlisle Community Law Centre
Detail	Information and advice.
Address	Unit 11, Clifford House, Park House Business Park, Cooperway, Carlisle, Cumbria, CA3 0JG
Tel	01228 515 129
Email	information@communitylaw.org.uk
Web	www.communitylaw.org.uk

Organisation	West Cumbria CEN
Detail	Community Empowerment Network.
Address	Maryport Community Resource Centre 12a Selby Terrace Maryport Cumbria CA15 6NF
Tel	01900 818 757
Email	debbie@westcumbriacvs.solis.co.uk

Organisation	Mental Health Team
Address	Cumbria Social Services Park Lane Workington Cumbria CA14 2RR
Tel	01900 872 122

Organisation	Citizens Advice Bureau
Detail	Free independent, confidential and general advice.
Address	Vulcans Lane Workington Cumbria CA14 2BT
Tel	01900 604 735
Web	www.citizensadvice.org.uk

Organisation	Workington and District Credit Union
Detail	A community-based savings and borrowing scheme.
Address	22-24 Moorbanks Road, Workington, Cumbria, CA14 3XP
Tel	01900 63642

Organisation	Workington Regeneration Partnership
Detail	Funding for regeneration of Workington.
Address	Allerdale Borough Council
Tel	01900 702790

Organisation	British Red Cross
Detail	Providers of short-term emergency care.
Address	147a Botchergate Carlisle Cumbria CA1 1RZ
Tel	01228 522 519
Web	www.redcross.org.uk

Organisation	Sure Start West Cumbria
Detail	Works with families with children under 4 years of age, providing extra services and resources to give children the best possible start in life.
Address	Brunswick House Harbour Business Park Maryport Cumbria CA15 8BF
Tel	01900 819 190

Organisation	Lakes College West Cumbria
Detail	Largest provider of post-16 education in West Cumbria, with 85% of provision in the vocational area.
Address	Hallwood Road Lillyhall Business Park Workington Cumbria CA14 4JN
Tel	01946 839 300
Email	info@lcwc.ac.uk
Web	www.lcwc.ac.uk

Organisation	Cumbria Action for Social Support (CASS)
Detail	Provide temporary support led accommodation to single homeless and other vulnerable groups in West Cumbria and Carlisle.
Address	Unit 6 Windermere Building, 1 Peart Road, Derwent House, Workington, Cumbria, CA14 3YT
Tel	01900 872 772
Email	workington@cass-cumbria.co.uk

Organisation	Voluntary Sector North West
Detail	Regional generic forum for the voluntary and community sector.
Address	St. Thomas Centre Ardwick Green North Manchester M12 6FZ
Tel	0161 276 9300
Email	info@vsnw.org.uk
Web	www.vsnw.org.uk

Organisation	Citizens Advice Bureau
Detail	
Address	Vulcans Lane, Workington
Tel	01900 870483
Email	
Web	

Organisation	Citizens Advice Bureau
Detail	
Address	3 Duke Street, Whitehaven
Tel	01946 693321
Email	
Web	

Organisation	Resolve Mediation
Detail	
Address	Unit 7, Mossbay House, 40 Peart Road, Derwent House, Workington, CA14 3JY
Tel	01900 603229
Email	
Web	

Organisation	Prison Link Worker
Tel	01900 606293

Organisation	Probation Service
Address	Maryport
Tel	01900 812467

Organisation	Impact Floating Support
Detail	
Address	Nook Street, Workington, Cumbria, CA14 4EH
Tel	01900 842100
Email	
Web	

Organisation	Woodhouse Family Centre
Detail	
Address	Fell View Avenue, Woodhouse, Whitehaven,
Tel	01946 67645
Email	
Web	

Organisation	Impact Furniture Centre
Detail	
Address	6&7 Enterprise Court, Derwent Howe, CA14 3YP
Tel	01900 68648
Email	
Web	

Organisation	Eco Blitz
Detail	
Address	Newlands Avenue, Morehouse, Whitehaven
Tel	01946 63377
Email	
Web	

Organisation	Macmillan Nurses
Detail	
Address	
Tel	01900 705200
Email	
Web	

BLACK AND MINORITY ETHNIC GROUPS

Community profile

Allerdale has a small minority ethnic population. In 2001, 1.59% of the population were from a black or minority ethnic group (including White Irish and White other), compared to 1.96% in Cumbria. This BME population is considerably smaller in proportionate terms to that for England where 13.0% of the population are of black or minority ethnic background.

	Allerdale (%)	Cumbria (%)	England (%)
White	99.39	99.27	90.92
- of which White Irish	0.30	0.41	1.27
- of which White other	0.68	0.82	2.66
Mixed	0.25	0.28	1.31
Asian or Asian British	0.15	0.18	4.57
- Indian	0.06	0.07	2.09
- Pakistani	0.05	0.04	1.44
- Bangladeshi	0.02	0.04	0.56
- Other Asian	0.02	0.03	0.48
Black or Black British	0.05	0.06	2.30
- Caribbean	0.01	0.02	1.14
- African	0.03	0.03	0.97
- Other Black	0.01	0.01	0.19
Chinese or other ethnic group	0.18	0.20	0.89

Source: 2001 Census

In Allerdale, the largest ethnic minority group is those of White Other origin. The highest proportion of minority ethnic groups are in the Derwent Valley (3.34%), Keswick (2.95%) and All Saints (2.79%) wards. Following the trend for the whole district, the largest BME groups in these wards are White Other and White Irish. The only wards not to have one of these two communities as their largest ethnic group are:

- Wampool, where Pakistani is the largest (0.72% of the total ward population);
- Wharrels, where Mixed White and Asian, and White Other, are the largest (0.45% of the total ward population).

Barriers to housing and support

The barriers to housing that BME groups face are exacerbated by the fact that they are over-represented amongst other vulnerable groups (e.g. care leavers, ex-offenders, adults with mental health problems and the homeless – although not rough sleepers). Furthermore, it is important to remember that the housing support needs of BME people differ from one group to another, as well as sometimes being different to those of the White British population. Essentially, effective housing provision can be hampered by prejudices and stereotypes about people from ethnic minorities alongside more practical limitations regarding the provision of appropriate housing and

related support services. Some of the key barriers include:

Inadequate support services (including language support)

Some BME communities face difficulties accessing housing and related support provision due to language barriers. This may be exacerbated due to an overall lack of support provision and/or limited awareness of the availability of the support services that exist.

Unsuitable housing options (e.g. size of property)

Cultural differences between BME groups means varying patterns of housing demand. For some communities, a tradition to accommodate extended families increases demand for larger properties than is the case among White British groups which housing providers need to be aware of.

Racial harassment and prejudice

BME groups may experience discrimination in both accessing housing and housing related support and during their tenancies.

Tips for engagement

Given the small overall size of the BME population in Allerdale, issues relating to the geographical targeting of services are perhaps not as significant for D&S as may be the case for housing providers in other localities. However, it is important to ensure that services are fully accessible by customers and service users of black and minority ethnic backgrounds. In this, the following considerations may be particularly useful for D&S:

Responding to cultural and religious diversity

Understanding different cultural traditions and key dates in cultural/religious calendars (e.g. festivals) can help to inform when and what form of engagement is most appropriate.

Equipping staff with the right knowledge and skills

Understanding Race Relations legislation and the profile of local BME communities will help to limit discriminatory practice among both staff and customers.

Highlighting and providing language support where needed

Offering the services of Language Line on D&S material (e.g. newsletters, tenant's handbook) will help to ensure awareness of this service and increase take-up among BME groups who may require additional language support.

Linking to existing networks and information sources

Keeping up-to-date with ongoing research into the service needs of BME groups in Cumbria and any changes in the profile of the local BME population by linking with existing networks and organisations will help D&S to remain responsive without the need for a substantial investment of resources.

Contacts

Local

Organisation	Bangladeshi Community and Muslim Association
Address	c/o Mr A. Harid Dhaka Tandoori Restaurant London Road Carleton Carlisle CA1 3DS
Tele	01228 593786

Organisation	Cumbria Multi-cultural Centre
Details	This is the only multi-cultural centre in Cumbria. It provides advice, information services and other general services and has a depth of knowledge about BME communities in Cumbria. It can also provide support with interpretation and translation needs.
Address	Town Hall, Duke Street, Barrow, LA14 1PZ
Tel	01229 876300

Organisation	Manjushri Kadampa Meditation Centre
Details	This is a famous world peace Buddhist Temple in Ulverston – the first of its kind to be built in Britain.
Address	
Tel	01229 594 029
Email	info@manjushri.org

Organisation	Cumbria County Council
Address	Joe Rasbash, Equality Officer Corporate Management The Courts Carlisle Cumbria CA1 1RZ
Tel	01228 226639
Web	www.cumbria.gov.uk/equalities

Regional

Organisation	Ethnic Minority Foundation (EMF) Council for Ethnic Minority Voluntary Organisations (CEMVO)
Details	This is a national organisation with a regional base in Manchester covering the whole of the North West. It supports the growth of the BME voluntary sector and provides support and resources to enable this to happen.

Address	12 Charlotte Street Manchester M1 4HP
Tel	0161 245 3201/3202
Email	rushi.munshi@emf-cemvo.co.uk
Web	www.emf-cemvo.co.uk

Organisation	Commission for Racial Equality (CRE)
Details	This is the regional office of the Commission for Racial Equality.
Address	Northern Office 5th Floor, Maybrook House 40 Blackfriars Street Manchester M32 2EG
Tel	0161 835 5500

Organisation	Race Equality Council (REC)
Details	REC's work at a local level and have a lot more knowledge about local BME communities, their needs and services.
Address	Preston and Western Lancashire REC Town Hall Annexe Birley Street Preston Lancashire PR1 2RL
Tel	01172 906 422

REFUGEES, ASYLUM SEEKERS AND ECONOMIC MIGRANTS

Community profile

According to Allerdale Borough Council, no asylum seekers or refugees have made applications to the area since counts began in September 2004. Furthermore, Cumbria County only has a small refugee and asylum community. According to data from the Home Office, in September 2004 all local authorities in Cumbria had:

no asylum seekers supported in NASS accommodation;

fewer than 20 cases of asylum seekers in receipt of subsistence support only from NASS.

Within Cumbria, whilst there are very small numbers of refugee communities, by far the largest is the Kosovar community. This is a relatively new community to this country, having mostly arrived in the 1990s. Through the national dispersal programme some 300 Kosovars were settled in Cumbria in 1999, mostly in and around Barrow-in-Furness. Many Kosovars have since returned to Kosovo and those who remain intend to settle here.

In West Cumbria, including Allerdale, a number of economic migrants have more recently arrived to work in local factories and plants (e.g. fish factory). Whilst not reflected in any official statistics, local agencies estimate that approximately 100 migrant workers currently reside in Allerdale. This community is thought to be of primarily East European heritage (including Polish) and to be geographically dispersed throughout the local area.

Barriers to housing and support

Refugees, asylum seekers and migrant workers face many barriers to accessing services upon arrival in this country. Some of the key barriers in relation to housing and housing support include:

Reluctance and lack of awareness to seek assistance from service providers

In many cases, newly arrived communities are unaware of their entitlements and where to go to access advice and support in relation to their housing needs. Legal issues regarding entitlements may also be an issue and is something which service providers are not always fully aware of themselves.

Lack of information about numbers requiring housing, and their needs and wants

Difficulties in finding out about the size of the refugee, asylum seeker and economic migrant communities can make it difficult to plan and deliver appropriate services.

Language barriers and poor access to language support

Effective communication (e.g. verbal, written literature) is often hampered due to language barriers and insufficient language support provision to meet the diverse needs of refugee, asylum seeker and migrant worker communities.

Poor mental and physical health

Many communities arrive with physical and mental health problems and often require health related services alongside housing provision.

Racial harassment and prejudice

Refugee, asylum seeker and economic migrant communities may experience discrimination in both accessing housing and housing related support and during their tenancies.

Tips for engagement

Issues for consideration when engaging with refugee, asylum seeker and economic migrant communities include:

Highlighting and providing language support where needed

Offering the services of Language Line on D&S material (e.g. newsletters, tenant's handbook) will help to ensure awareness of this service and increase take-up among BME groups who may require additional language support.

Awareness and assistance with grant and benefit applications

It is important for staff to be aware of the full range of entitlements available for refugee, asylum seeker and economic migrant communities and for practical assistance with welfare support to be provided where possible.

Providing furnished tenancies and/or practical assistance with household contents

Newly arrived communities may benefit from assistance with the provision and/or signposting of where to obtain practical tools and goods for their household.

Contacts

Local

Organisation	Cumbria County Council
Address	Joe Rasbash, Equality Officer Corporate Management The Courts Carlisle Cumbria CA1 1RZ
Tel	
Email	joelrasbash@cumbriacc.gov.uk
Web	www.cumbria.gov.uk/equalities

Organisation	Cumbria Multi-cultural Centre
Details	This is the only multi-cultural centre in Cumbria. It provides advice, information services and other general services and has a depth of knowledge about BME communities in Cumbria. It can also provide support with interpretation and translation needs.
Address	Town Hall Duke Street, Barrow, LA14 1PZ
Tel	01229 876300

Organisation	West Cumbria CEN
Detail	Community Empowerment Network.
Address	Maryport Community Resource Centre 12a Selby Terrace Maryport Cumbria CA15 6NF
Tel	01900 818 757
Email	debbie@westcumbriacvs.solis.co.uk

Organisation	Barrow NSPCC
Tel	01299 813 461

Regional

Organisation	Refugee Action
Details	Refugee Action is an independent charity that works with refugees to build new lives in the UK. With 23 years experience, it provides advice and support in 10 regions across England.
Address	4th Floor, Dale House 35 Dale Street Manchester M1 2HF
Tel	0161 233 1200

National

Organisation	Refugee Council
Details	The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees, providing help, support and ensuring that their needs are addressed.
Address	240-250 Ferndale Road London SW9 8BB
Tel	0207 346 6700
Web	www.refugeecouncil.org.uk

GYPSIES AND TRAVELLERS

Community profile

According to Allerdale Borough Council, there are no formal gypsy or traveller sites in Allerdale. From time-to-time there are a few travellers that stay a few nights in the area before passing through on their journey to another locality. Additionally, every June a number of gypsies arrive with the Appleby Fair, but they generally don't stay long afterwards.

According to the Manchester Traveller Education Service, within Cumbria there is a sizeable traveller community. Traveller groups in the North West generally include:

- English, Welsh and Scottish Romany Gypsies;
- European Roma;
- travellers of Irish heritage;
- occupational travellers;
- new travellers.

At a national level, the ODPM estimates that currently there are around 320 local authority gypsy and traveller sites providing approximately 5,000 pitches. It estimates that between 1,000 and 2,000 additional residential pitches will be needed over the next five years on fully serviced residential sites, and between 2,000 and 2,500 additional pitches or stopping places will be needed to accommodate nomadism. While it doesn't state where the most demand for these sites is likely to be, current activity suggests that they are unlikely to be in Allerdale.

Barriers to housing and support

It is widely accepted that gypsies and travellers are some of the most excluded members of society. Issues around housing and accommodation for gypsies and travellers are clearly different from those faced by other communities. Indeed, the issues are not so much about access to housing but often around living legally in compounds on their own land and accessing other services, such as education and healthcare. Some of the key barriers faced by this community include:

Prejudice from some service providers and the local community

Discrimination and harassment are regularly experienced by gypsy and traveller communities, both by housing and related service providers and local communities.

A lack of understanding of housing and support needs

Limited engagement with traveller and gypsy communities can mean that their needs are not always understood and action to address these needs is not always taken forward (e.g. housing, education, health).

Tips for engagement

Some of the key mechanisms for engagement with, and effective service delivery for, the gypsy and traveller community include:

Awareness of rights and responsibilities in relation to service provision

It is important that staff are aware of the legal rights of gypsy and traveller populations and the obligations of service providers to meet the needs of this population group.

Practical assistance with information provision and welfare support

Providing information on the services which are accessible to local gypsy and traveller populations and assisting/signposting to more practical support where available.

Cultural awareness and understanding

Being aware of the cultural traditions associated with many gypsy and traveller communities is important for ensuring engagement and service delivery takes place in a sensitive and appropriate way and serves to reduce, rather than reinforce, negative stereotypes.

Contacts

Local

Organisation	Cumbria County Council
Details	A multi-agency group has been established and area groups for the West, North and South chaired by Area Support Managers, ensuring key issues are addressed and that gypsy and traveller camps are treated with respect. More information can be obtained from the council's website.
Address	Joel Rasbash – Equality and Cohesion Manager Organisational Development/Equalities The Courts Carlisle, CA1 1RZ
Tel	01228 606 098
Email	joelrasbash@cumbriacc.gov.uk
Web	www.cumbria.gov.uk/diversity

Organisation	Allerdale Borough Council
Details	Allerdale Borough Council has a Gypsy and Traveller Officer in post. More information can be obtained from the council's website.
Address	Allerdale House Workington Cumbria CA14 3YJ
Tel	Hazel Cushin - 01900 326 333
Web	www.allerdale.gov.uk

Organisation	Carlisle City Council
Address	Janet Blair Civic Centre Carlisle Cumbria CA3 8QG
Tel	01228 817 328
Web	www.carlisle.gov.uk

Organisation	Sure Start Carlisle
Detail	Sure Start is a Government programme which aims to achieve better outcomes for children, parents and communities.
Address	Petteril Bank School Burnett Road Carlisle Cumbria CA1 3BX
Tel	01228 625 937
Web	www.surestart.gov.uk

National

Organisation	Friends, Families and Travellers Advice and Information Unit
Details	Provides advice and information services.
Address	113 Queen's Road Brighton East Sussex BN1 3XG
Tel	01273 234 777
Email	fft@communitybase.org
Web	www.gypsy-traveller.org

YOUNG PEOPLE

Community profile

In 2001, young people (0-24 year olds) accounted for just over a quarter of Allerdale's population (27.8%). Within this, the largest populations are 10-14 year olds (6.3%), 0-4 year olds (5.1%) and 20-24 year olds (4.5%). In terms of young people that may have their own housing needs (as opposed to the needs of their parents), 8.9% of the population are 16-24 year olds.

0-24 year olds as a percentage of all people

Age (years)	Allerdale		Cumbria	
	No.	%	No.	%
0-4	4,799	5.1	25,307	5.2
5-7	3,341	3.6	16,975	3.5
8-9	2,387	2.6	12,396	2.5
10-14	5,891	6.3	30,978	6.4
15	1,181	1.3	6,275	1.3
16-17	2,283	2.4	12,056	2.5
18-19	1,907	2.0	10,135	2.1
20-24	4,189	4.5	22,404	4.6
Total 0-24	25,978	27.8	136,526	28.0

Source: 2001 Census

Looking ahead, the county is forecast to see a considerable decline of 0-14 populations over the next 25 years. By 2028 it is expected that this population will have fallen by 21%, with the greatest loss taking place over the next 10 years. For the 15-29 age group, short-term increase until 2013 will then be followed by a significant decline between 2013 to 2028 so that an overall loss of 10.6% will be experienced over the period (Cumbria County Council).

Barriers to housing and support

A significant proportion of Housing Association properties are let to people under 25 years old. According to the Housing Corporation³, in 1999/2000 almost a quarter (22%) of new Housing Association lettings were to households where the head of the household was under 25 years old. Despite this, young people have a number of specific housing needs, which in many cases can act as barriers to accessing suitable housing and housing related support. This includes:

Stereotypes of young people as irresponsible and/or perpetrators of antisocial behaviour
Negative stereotyping and prejudice against young people can limit effective engagement and responsive service delivery by providers.
Lower incomes than other tenants
Many young people have low incomes and may need additional support and assistance (e.g. housing benefit, budgeting advice) to secure and retain tenancies.

³ Housing Corporation (2002) Young Tenants –A Special Case? Sector Study 18
Derwent & Solway Equality & Diversity Handbook 2009

Dependence on informal support networks and lack of awareness

Young people tend to rely on informal networks for advice and support in relation to housing and other services, meaning they are not always aware of, and do not always take-up, the services and support that is available.

Tips for engagement

Some of the key issues for consideration in relation to engaging and providing responsive services for young people include:

Challenging negative stereotypes

Being aware of, and challenging, any negative stereotypes of young people seeking housing and related support services is important for existing service users and for widening the customer base to include more young people in the future.

Pursuing different and innovative forms of engagement

Tapping into informal networks and ensuring forms of engagement which are relevant and appropriate for young people could help to increase understanding of young people's needs and ensure services are responsive.

Dedicated support with the transition to managing a home

For some young people, setting up a home by themselves can be a challenging task. It is important that either direct assistance or signposting to additional support is available to help make the transition an effective one (e.g. advice on budgeting, acquiring household goods).

Assistance with welfare support applications

Increasing awareness and providing practical assistance with housing and other related benefits for young people can help people to retain tenancies.

Contacts

Local

Organisation	Voices
Details	Voices is a network of young people which provides opportunities for young people to develop and be heard.
Address	Wigton Youth Station 16 High Street, Wigton
Tel	01697 344200
Web	www.voicescumbria.co.uk

Organisation	Allerdale Borough Council
Address	Youth Services Team/Young Offenders Team Allerdale House Workington Cumbria CA14 3YJ
Tel	01900 326 333
Web	www.allerdale.gov.uk

Organisation	Barnardos South Lakeland Family Support
Details	Barnardos is the UK's largest children's charity.
Address	St. Andrews Ecclerigg Ambleside Road Windermere Cumbria LA23 1LJ
Tel	01539 443 500

Organisation	Cumbria Youth Offending Team
Details	Statutory organisation supervising young offenders up to the age of 17 working as a multi-agency team.
Address	19 Victoria Place Carlisle Cumbria CA1 1EJ T: 01228 607 179 67 Wood Street Maryport Cumbria CA15 6LD T: 01900 813 531

Organisation	YWCA Cumbria
Details	Cumbria/Lancashire counselling service.
Address	Atlas Works Nelson Street Denton Holme Carlisle CA2 5ND
Tel	01228 525 817
Email	Cumbria@ywca.org.uk
Web	www.ywca-gb.org.uk

Organisation	Connexions Cumbria
Details	Advice, guidance and practical support to all young people aged 13-19 years in Cumbria.
Address	Connexions Centre 213 Vulcans Lane Cumbria CA14 2BR
Tel	01900 604 674 or Whitehaven 01946 695541

Organisation	Distington Club for Young People
Details	Youth Club
Address	Main Street Distington Workington Cumbria CA14 5UJ
Tel	01946 832 882

Organisation	Workington Town Boys Club
Details	Works to develop young people in a co-operative and enjoyable environment.
Address	Bolton Street Workington Cumbria CA14 2SW
Tel	01900 818 161

Organisation	Cumbria Youth Alliance
Details	An umbrella organisation for voluntary organisations working with and for young people in Cumbria.
Address	St. Martin's College Ryedale Road Ambleside Cumbria LA22 9BB
Tel	01539 434 971

Organisation	Youth Cumbria
Details	Provides a comprehensive range of voluntary youth services and support to youth groups and communities across Cumbria.

Address	
Tel	

Organisation	Pathways
Details	
Address	5 Murray Road, Workington
Tel	01900 325307

Organisation	Lowther Street Hostel
Details	Hostel Provision
Address	Whitehaven, Cumbria, CA28 7AL
Tel	01946 696650

Organisation	Bakewell House
Details	
Address	41 Irish Street, Whitehaven, Cumbria, CA28 7AL
Tel	01946 695423

Organisation	Howgill Centre
Details	
Address	Howgill Street, Whitehaven
Tel	01946 695423

Organisation	National Children's Association
Details	
Address	Minto Centre, Westfield Workington
Tel	01900 706141

OLDER PEOPLE

Community profile

Allerdale has a significantly large older population. In 2001, nearly a quarter of the population (24.1%) was 60 years old or above. In particular, nearly 10% of the total population were 65-74 year olds.

60-90+ year olds as a percentage of all people

Age (years)	Allerdale		Cumbria	
	No.	%	No.	%
60-64	5,443	5.8	28,166	5.8
65-74	9,240	9.9	47,837	9.8
75-84	5,939	6.4	31,076	6.4
85-89	1,230	1.3	6,840	1.4
90+	662	0.7	3,577	0.7
Total 60-90+	22,514	24.1	117,496	24.1

Source: 2001 Census

Allerdale also has a large middle-aged population. In 2001, over a fifth (21.3%) of the population was aged 45-59. This is important when considering the future demand for different types of accommodation.

There is significant and consistent growth predicted for older populations across Cumbria. In 2003, the proportion of the population aged 60 and above in Cumbria was just under 25%. BY 2028 this proportion is set to grow to 37.6%. Predicted growth is particularly important to note in the 74-85yrs and 85+ age categories, given increased demands on additional services and support. By 2028, it is expected that the number of people aged 74-85yrs in Cumbria will grow by 66% and the number of over 85's will grow by 117%.

Barriers to housing and support

The housing needs of the elderly community have changed over recent times. Previously it was the norm for people to move into supported housing in their 60s, so housing providers set out to cater for the 'fit elderly'. However, nowadays people are more likely to want to stay in the accommodation they have been living in most of their lives, and move into supported housing when they are in their mid-70s or even older. This shift in custom has an impact on the issues that elderly people are likely to face when accessing housing and increases demands on additional support provision. Some of the key barriers and needs of older people include:

Lower incomes and low take-up of benefits

Older people, particularly in social rented housing, are often on low incomes yet are not always aware of (and are sometimes reluctant to claim) the benefits they are entitled to in order to boost their income.

Poor mobility

Many older people have mobility difficulties, both around the home and in accessing service provision (e.g. in central office locations) which are important to take into account when designing and delivering services.

Higher demand on related support services (e.g. health)

Increased demands are often placed on related support services (e.g. healthcare, transport, methods for engagement – hearing loops etc) among older people.

Tips for engagement

Some of the key tips for engaging and ensuring effective service delivery for older people include:

Breaking down barriers and providing practical assistance, in relation to financial support

It is important to be aware of the personal barriers (e.g. pride) and practical barriers (e.g. awareness) many older people face in relation to accessing additional benefits/support and for approaches and mechanisms to be put in place to overcome them.

Prioritisation for housing related services (e.g. property repairs, garden maintenance)

It can often help to identify service users according to need and to prioritise service delivery accordingly – for older people it may be appropriate to follow this approach in relation to services such as, for example, property repair and garden maintenance.

Adaptations and alternative mechanisms of engagement to address mobility issues

Making physical adaptations to properties and identifying new forms of engagement to overcome physical accessibility issues (e.g. home visits) are important for ensuring responsive services.

Contacts

Local

Organisation	Allerdale Borough Council
Address	Adult Social Care New Oxford Street Workington Cumbria CA14 2LW
Tel	01900 706328
Web	www.allerdale.gov.uk

Organisation	Age Concern North West Cumbria
Details	Campaigning and service organisation to make later life a full and enjoyable experience.
Address	Old Customs House West Strand Whitehaven Cumbria CA28 7LR
Tel	01946 66669
Email	general@ageconcern-nwc.org.uk
Web	www.ageconcern-nwc.org.uk

Organisation	Age Concern North West Cumbria
Details	Campaigning and service organisation to make later life a full and enjoyable experience.
Address	St Michaels Resource Centre Station Road Workington CA14 2UY
Tel	01900 844670
Email	general@ageconcern-nwc.org.uk
Web	www.ageconcern-nwc.org.uk

Organisation	Cumbria Care
Detail	Community services for older people and people with disabilities.
Address	Cumbria County Council Barras Lane Dalston Cumbria CA5 7ND
Tel	01228 227790
Web	www.cumbriacare.org

Organisation	Alzheimer's Society
Details	Information and advice to carers and people with dementia.
Address	Banklands Hall Bank Road Workington Cumbria, CA14 3EP
Tel	01900 607 280

Organisation	DASH Specialist Service
Details	
Address	
Tel	01900 842171

Organisation	West Cumbria Carers
Details	
Address	
Tel	01900 810101

DISABLED PEOPLE

Community profile

In 2001, 6.3% of Allerdale's population reported that they were permanently sick or disabled, compared to 6.4% of Cumbria's population.

The 2001 Census also asked residents to assess whether they have a limiting long-term illness, health problem or disability which limits their daily activities or the work they can do, including problems that are due to old age. 20.2% of Allerdale's population declared that they had, slightly more than Cumbria (20.0%) and higher than the national average (18.2%).

People with a long-term limiting illness as a percentage of all people

Allerdale		Cumbria		England & Wales	
No.	%	No.	%	No.	%
18,860	20.2	97,706	20.0	9,484,856	18.2

Source: 2001 Census

The 2001 Census also shows that there are a total of 710 Severe Disablement Allowance claimants in Allerdale, 4,245 Incapacity Benefit claimants and 4,160 Disability Living Allowance claimants.

The proportion of disabled people in Allerdale, measured by forecast trends in relation to disability benefit claimants, is generally expected to increase. Between 1996 and 2021 increases are forecast in relation to Disability Living Allowance, Incapacity Benefit and Severe Disability Allowance.

Projected change for disability benefit claimants, 1996-2021

	Allerdale			Cumbria		
	1996	2021	% change	1996	2021	% change
Disability Living Allowance	3800	4300	+13.8	18900	22200	+17.6
Disability Working Allowance	20	20	-8.8	170	160	-4.9
Incapacity Benefit	3800	4100	+9.3	21000	23900	+13.7
Income Support with Disability Premium	1300	1200	-7.3	7100	6700	-4.9
Severe Disability Allowance	700	700	+1.6	3300	3400	+3.4

Source: Disability and Race Toolkit, Cumbria LEA (2004)

Barriers to housing and support

There are a number of housing-related issues that disabled people face, making it harder for them to access housing and receive the type of accommodation, support and assistance they need. Some of the key barriers include:

Lack of choice in housing provision and unsuitable accommodation

Some disabled people face difficulty securing specific types of accommodation and/or adaptation to their existing property in order to meet their needs (e.g. wheelchair users).

Poor mobility

Physical mobility issues for some disabled people can limit their ability to access services and take-up and retain tenancies.

Service providers' lack of awareness and understanding of their needs

Barriers to effective and responsive service provision can be encountered due to limited understanding of people's needs, both in terms of housing and wider support.

Limited knowledge on where and how to access additional support

People with a disability, and some service providers, are not always aware of the full range of support that is available.

Tips for engagement

Some of the key areas for ensuring effective engagement with, and response to, the needs of the disabled community include:

Assessment and ongoing monitoring of the housing and related support needs of disabled people

Effective initial assessment and ongoing monitoring/review will help ensure services continue to be provided in a sensitive and responsive way throughout the tenancy.

Adaptations and alternative forms of engagement to address mobility issues

Making physical adaptations to properties in line with the DDA and ensuring alternative mechanisms for engagement are available for those with mobility issues (e.g. home visits) will help overcome any barriers faced.

Prioritisation for housing related services (e.g. property repairs, garden maintenance)

It can often help to identify service users according to need and to prioritise service delivery accordingly – for disabled people it may be appropriate to follow this approach in relation to services such as, for example, property repair and garden maintenance.

Specialist disability training for all housing staff

To ensure effective engagement, it is important to recognise that disability often extends beyond physical accessibility and mobility issues. Being aware of the diverse needs of disabled people (e.g. through training provision) will therefore ensure services are delivered in a sensitive and responsive way.

Contacts

Local

Organisation	Adaptations For Disabled
Address	Adult Social Care New Oxford Street Workington CA14 2LW
Tel	01900 706328
Web	

Organisation	Cumbria County Council
Address	Services for Disabled/Social Services Directorate The Courts Carlisle Cumbria CA3 8NA
Tel	01228 606 060
Web	www.cumbria.gov.uk

Organisation	Allerdale Disability Association
Details	Run for and by people with disabilities, their carers and families. Operates and arranges projects that enhance disabled people's quality of life.
Address	The Curwen Centre Curwen Park Workington Cumbria CA14 4YB
Tel	0845 129 9954
Email	access@adanet.org
Web	www.adanet.org.uk

Organisation	Allerdale MIND
Details	Works to create a better life for everyone with experience of mental distress.
Address	12 High Street Workington Cumbria CA14 4ES
Tel	01900 66518
Email	allderdalemind@tiscali.com
Web	www.mind.org.uk

Organisation	Catholic Caring Service
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Details	Promotes physical, spiritual and social well being of hard of hearing people – mainly elderly.
Address	Ewanrigg and Netherton Community Centre, Ennerdale Road, Maryport CA15 8HN
Tel	01900 603 663
Email	info@catholiccaringservices.org.uk
Web	www.catholiccaringservices.org.uk

Organisation	West House
Details	Voluntary organisation providing a range of services for people with learning difficulties living in West Cumbria.
Address	26 Stanley Street Workington Cumbria CA14 2JD
Tel	01900 67777
Web	www.westhouse.org.uk

Organisation	Making Space
Details	Information, advice and support for families of people with schizophrenia and other enduring mental illnesses.
Address	c/o Park Lane Clinic Workington Cumbria CA14 2RR
Tel	01900 67700
Web	www.makingspace.co.uk

Organisation	Carlisle People First
Details	Community-based support solutions for people with disabilities.
Address	1-3 Abbey Street, Carlisle
Tel	01900 607208
Email	team@peoplefirst.demon.co.uk
Web	www.cpeoplefirst.demon.co.uk

Organisation	Carlisle Society for the Blind
Details	Supporting people with visual impairment.
Address	9 Brunswick Street Carlisle Cumbria CA1 1PB
Tel	01228 593 104
Email	info@carlisesb.f9.co.uk

Organisation	Cumbria Deaf Association
Details	Supporting deaf people.

Address	3 Compton Street Carlisle Cumbria CA1 1HT
Tel	01288 606 765
Email	info@cumbriadeaf.co.uk
Web	www.cumbriadeaf.co.uk

Organisation	Cumbria Care
Details	County Council service providing support for people with learning difficulties.
Address	Barras Lane Dalston Cumbria CA5 7NY
Tel	01228 607 633
Web	www.cumbriacare.org

Organisation	Cumbria Deaf Association
Details	Supporting deaf people.
Address	41 Monkway Court Whitehaven CA28 9HD
Tel	01946 852888
Email	
Web	www.cumbriadeaf.co.uk

Organisation	Cumbria Partnership for Visually Impaired
Details	Working in partnership with other relevant organisations.
Address	Action for Blind People Suite 2 Second Floor English Gate Plaza Botchergate Carlisle CA1 1RP
Tel	01228 595121

Organisation	Cystic Fibrosis Trust
Details	Support and advice on cystic fibrosis.
Address	PO Box 192 North Yorkshire DC7 7AX
Tel	02084647211

Organisation	Cumbria Cerebral Palsy
Details	Support and advice on cerebral palsy.
Address	22 Spencer Street Carlisle CA1 1BJ
Tel	01228 527 796

Organisation	West Cumbria Dyslexia Association
Details	Advice and support on dyslexia.
Address	Brayton Terrace Whitehaven Cumbria CA28 6BT
Tel	Doris Pearce 07863 329747

Organisation	British Sign Language Interpreters
Details	Support services for sign language.
Address	Cumbria Deaf Association 5 Castle Street Kendal Cumbria LA9 7AD
Tel	01228 606433
Email	office@kendal.cumbriadeaf.co.uk
Web	www.cumbriadeaf.co.uk

Organisation	Calvert Trust
Details	The Lake District Calvert Trust is an outdoor activity centre specialising in providing outdoor pursuit holidays and courses for people with disabilities.
Address	Little Crosthwaite Keswick Cumbria CA12 4QD
Tel	01768 772 255
Email	enquiries.calvert.Keswick@dial.pipex.com
Web	www.calvert-trust.org.uk

Organisation	National Autistic Society (West Cumbria)
Details	Mutual support to ensure people of all ages with autistic spectrum disorders have access to appropriate education and support services.
Address	2 Pear Tree Gardens Little Broughton Cockermouth Cumbria CA13 0YG
Tel	Gary Tomlinson 01900 828291

Organisation	West Cumbria Society for the Blind
Details	Information for the visually impaired.
Address	22 Lowther Street Whitehaven Cumbria CA28 7DG
Tel	01946 592 474

Organisation	Mencap
Details	Learning disability charity

Address	Carers Network Service The Office Building Mardale Road Penrith CA11 9EH
Tel	01768 7868 854
Web	www.mencap.org.uk

National

Organisation	Disability Rights Commission (DRC)
Details	The DRC is an independent body established in April 2000 by an Act of Parliament to stop discrimination and promote equality of opportunity for disabled people.
Address	FREEPOST RRLCGHUXCTR Arndale House Arndale Centre Manchester M4 3EQ
Tel	0845 604 6610
Web	www.drc-gb.org.uk

Organisation	Brookside Centre
Details	
Address	Birdcage Walk Wigton
Tel	016973 66656
Email	
Web	

Organisation	Mental Health Team
Details	
Address	Park Lane Workington
Tel	01900 872122
Email	
Web	

Organisation	Carleton Clinic
Details	
Address	

Tel	01228 602000
Email	
Web	

Organisation	Assertive Outreach
Details	
Address	Udale Ward Annexe West Cumberland Hospital CA28 8JG
Tel	01946 523522
Email	
Web	

Organisation	Stonham Housing
Details	
Address	
Tel	01900 65721
Email	
Web	

LESBIAN, GAY, BISEXUAL AND TRANSGENDER PEOPLE

Community profile

According to the 2001 Census, 27 couples in Allerdale declared they are same-sex co-habitees, which is a measure often used to estimate the number of gay couples. This number is very low – Allerdale has the 12th lowest gay population in the country. Generally, the gay population in Cumbria is low and Eden and Copeland have even fewer same-sex couples than Allerdale. However, national research into gay populations by Brighton University⁴ found that gay people living in Cumbria are very wary of revealing their sexuality on official government figures. Furthermore, there are no doubt same-sex couples who do not live together and so wouldn't appear within Census figures. Despite this, the lesbian, gay, bisexual and transgender population in Allerdale doesn't appear to be a significantly large one.

Barriers to housing and support

Lesbian, gay, bisexual and transgender (LGBT) people face a broad range of issues and obstacles to accessing housing and retaining their tenancies. Recent research⁵ has found that lesbians and gay men are more likely to have mental health problems than heterosexual people and, additionally, many lesbian groups feel that the housing barriers they face are even more pronounced than gay men. Issues that affect non-heterosexual people include:

Prejudice and harassment

LGBT people can face prejudice and harassment during their tenancies from neighbours and, at times, from some service providers.

Increased risk of homelessness following relationship breakdown and/or 'coming out'

Compared to heterosexual couples, the breakdown of relationships within LGBT communities and the process of disclosing their sexuality leads to an increased risk of homelessness. If LGBT people leave their former home due to untenable relations brought on by their sexuality, local authorities can count this as being intentionally homeless, thus removing their duty to provide accommodation.

Legal rights and barriers

Non-heterosexual couples do not have the same rights as heterosexual couples in attaining and succeeding tenancies.

Lack of suitable provision

Services provided by the local authority and most other agencies are based on the assumption that everyone is heterosexual (e.g. residential services for the elderly).

⁴ Details of the research were reported by the News and Star newspaper, 3rd April 2004 'Cumbria bottom of gay league tables'

⁵ King M et al (2003) Mental health and quality of life of gay men and lesbians in England and Wales. British Journal of Psychiatry, Vol. 183, pp. 552-558

Tips for engagement

Issues for consideration when seeking to engage and deliver responsive services on behalf of the LGBT population include:

Acting on harassment

Dealing with harassment due to sexual orientation as seriously as, for example, racial harassment is important for demonstrating a commitment to address all forms of discrimination and prejudice.

Understanding the barriers and wider needs of LGBT people

Training staff in the wider issues facing LGBT people (e.g. mental health, domestic violence) and raising awareness of the type of barriers and prejudices facing this community.

Housing policy and practice

Ensuring same-sex couples have the same rights as heterosexual couples in relation to acquiring and succeeding tenancies is important for ensuring equality.

Contacts

Local

Organisation	West Cumbria CEN
Detail	Community Empowerment Network.
Address	Maryport Community Resource Centre 12a Selby Terrace Maryport Cumbria CA15 6NF
Tel	01900 818 757
Email	debbie@westcumbriacvs.solis.co.uk

Regional

Organisation	Lesbian and Gay Switchboard
Details	Support and advice for lesbian and gay community.
Address	PO BOX 7324 London N1 9QS
Tel	02078377324

Organisation	Cumbria HIV/Aids Helpline
Address	Cumbria County Council, Cumbria Social Services, The Courts, Carlisle Cumbria CA3 8NA
Tel	01228 591 986 OR National Aids Helpline 0800 567 123

National

Organisation	London Lesbian and Gay Switchboard
Details	Support and advice for lesbian and gay community.
Address	PO Box 7324 London N1 9QS
Tel	0207 837 6768
Email	admin@llgs.org.uk
Web	www.llgs.org.uk

Organisation	Families and Friends of Lesbians and Gays
Details	Support and advice services.
Address	7 York Court Wilder Street Bristol BS2 8HQ
Tel	01454 852 418
Web	www.fflg.org.uk

Organisation	Stonewall
Details	Stonewall have conducted research into the housing needs of LGBT which will be published in Spring 2005.
Address	Tower Building York Road London SE1 7NX
Tel	0800 50 20 20
Web	www.stonewall.org.uk

Organisation	The Albert Kennedy Trust
Details	The Albert Kennedy Trust helps lesbian and gay young people who are homeless or living in a hostile environment find accommodation in lesbian and gay foster homes where they can rebuild their lives.
Address	4 th Floor Princess House 105-107 Princess Street Manchester M1 6DD
Tel	0161 228 3308
Web	www.akt.org.uk

LONE PARENTS

Community profile

In 2001, 8.9% of Allerdale's households were lone parents. Of these 5.7% had dependant children and 3.2% did not have dependant children. The corresponding statistics for the UK are 9.7% of the total population of lone parent status, comprised of 6.5% with dependant children and 3.2% with non-dependant children.

Lone parent households as a percentage of all households

	Allerdale		Cumbria	
	No.	%	No.	%
With dependant children	2,278	5.7	11,428	5.5
No dependant children	1,254	3.2	6,304	3.0
Total lone parent households	3,532	8.9	17,732	8.5

Source: 2001 Census

Barriers to housing and support

Lone parents are more likely to live in rented accommodation than be owner-occupiers – according to the General Households Survey, approximately 65% live in rented accommodation compared with 24% of couples. The main barriers lone parents face when accessing housing and housing related support include:

Lower incomes and increased risk of homelessness

In general, lone parents have lower incomes than couples with children or childless individuals which places greater financial burdens in terms of acquiring and retaining tenancies, sometimes increasing risk of homelessness

Wide range of support needs

Lone parents often have a range of associated support needs, in addition to housing (e.g. childcare, employment, training, health)

Loss of informal and formal support networks

In some cases, lone parents have been found to have few formal or informal support networks, increasing feelings of isolation and a lack of awareness regarding entitlements (e.g. benefits) and where to go to access advice and guidance

Tips for engagement

The key tips for delivering effective services for lone parents are:

Practical assistance with information provision and welfare support
Providing information on the services and welfare benefits which are accessible to lone parents and assisting/signposting with more practical support where available (e.g. completing forms).
Linking up with other agencies to address needs in a holistic way
Establishing links and/or working with other agencies to address wider issues such as counselling, training and employment, childcare support, etc.

Contacts

Local

Organisation	West Cumbria CEN
Detail	Community Empowerment Network.
Address	Maryport Community Resource Centre 12a Selby Terrace Maryport Cumbria CA15 6NF
Tel	01900 818 757
Email	debbie@westcumbriacvs.solis.co.uk

Organisation	Sure Start Carlisle
Address	Petteril Bank School Burnett Road Carlisle Cumbria CA1 3BX
Tel	01228 625 937
Web	www.surestart.gov.uk

Organisation	Cumbria County Council
Address	Cumbria Social Services Directorate The Courts Carlisle Cumbria CA3 8NA
Tel	01228 60 60 60

Organisation	Allerdale Borough Council	
Address	Adult Social Care New Oxford Street Workington CA14 2LW	OR Cumbria County Council Social Services Directorate The Courts Carlisle, CA3 8NA
Tel	01900 706 328	01226 606060
Web	www.allerdale.gov.uk	

Regional

Organisation	Barnardos
Details	Works with children and their families to prevent family breakdown and reduce the need for other statutory services. Service provider is through Sure Start.
Address	Allerdale West Sure Start 1 Irish Street Maryport Cumbria CA15 8AB
Tel	01900 819 190
Email	sswa@btconnect.com

VICTIMS OF DOMESTIC VIOLENCE

Community profile

The Supporting People programme quotes two definitions in their guide to accommodation and support options for households experiencing domestic violence. These are as follows:

“The term domestic violence shall be understood to mean any violence between current or former partners in an intimate relationship, wherever and whenever the violence occurs. The violence may include physical, sexual, emotional or financial abuse.”

(Home Office 2000 Domestic Violence: Break the Chain – Multi-Agency Guidance for Addressing Domestic Violence, Home Office)

“Violence or threats of violence from an associated person. Associated person covers a range of relatives, present and former spouses, co-habitees, fiancés and other people who live or have lived in the same household.”

(Section 177 Housing Act 1996)

According to Cumbria Police, there are on average 107 domestic violence incidents in Allerdale per month. Of these, on average 29 are repeat victims. According to national research undertaken by the Home Office⁶, 4.2% of the population are, or have been, physically assaulted by a current or former partner. The research found that there are a number of characteristics that increase the likelihood of becoming a victim of domestic violence. It found that victimisation levels are highest for those aged 16-24, separated from their spouse, living in housing association or local authority accommodation, in poor health, and/or in financial difficulties. However, the research also found that the risk of being a victim is lowest in rural villages, such as Allerdale.

Barriers to housing and support

Housing and related support issues that victims of domestic violence are likely to face are as follows:

Increased risk of homelessness

Female victims of domestic violence are increasingly likely to become homeless⁷. Women are also more likely to be financially dependant on male partners and therefore may suffer from a loss of income and are more likely to be living in insecure accommodation.

Lack of awareness about how/where to access support

It can be difficult knowing where and how to access support, particularly in isolated communities.

⁶ Mirrlees-Black C (1999) Domestic Violence: Findings from a new British Crime Survey self-completion questionnaire. Home Office Research Study 191. London: Home Office

⁷ In a 2002 study by Shelter, domestic violence was found to be the single most quoted reason for becoming homeless

Reluctance to disclose abusive relationships

The perpetrator may be well known in the locality, particularly in smaller communities, and able to access information on the whereabouts of his former partner or family.

Tips for engagement

Many households experiencing domestic violence need housing-related support, either to make it possible to remain in their own homes, or for those who cannot safely remain at home, to enable them to access and maintain safe and alternative accommodation. However, victims of domestic violence will be facing a wide-range of issues, beyond just housing needs. Some of the key issues to take into account include:

Providing a secure housing environment

Providing a safe environment and range of security measures (e.g. controlled entry to flats, additional locks for doors and windows, shatterproof windows, alarms).

Awareness and links with relevant support organisations

Ensuring good working relationships with other organisations, such as the local authority homeless unit, social services, police, and local voluntary support organisations, as well as refuges and safe houses.

Practical support and assistance

Providing practical assistance such as arranging help with removing and reclaiming possessions from the family home.

Contacts

Local

Organisation	Cumbria Police
Details	Police liaison.
Address	DV Police Liaison Officer Workington Police Station Western Area Headquarters Hall Brow Workington Cumbria CA14 4AP
Tel	01900 602 422

Organisation	Impact Housing Association
Details	Housing and related services.
Address	Nook Street Workington Cumbria CA14 4EH
Tel	01900 842 100
Web	www.impacthousing.org.uk

Organisation	Allerdale Borough Council
Address	Adult Social Care New Oxford Street OR Workington CA14 2LW Cumbria County Council Social Services Directorate The Courts Carlisle, CA3 8NA
Tel	01900 706 328 01226 606060
Web	www.allerdale.gov.uk

Organisation	West Cumbria Rape Crisis
Details	Support for all adults aged 16+ in West Cumbria affected by rape, sexual abuse/assault. Telephone helpline, face-to-face support and counselling service.
Address	The Annex Law Road Brigham Cumbria CA13 0XH
Tel	01900 826 601
Helpline	01900 829 729
Email	enquiries@westcumbriarapecrisis.co.uk

Regional

Organisation	Cumbria County Council
Details	Social Services and Child and Adult Protection Unit
Address	Cumbria Social Services Directorate The Courts Carlisle Cumbria CA3 8NA
Tel	01228 606060

Organisation	SAFE
Detail	Domestic Abuse Team
Address	Barrow Borough Council Town Hall Duke Street Barrow-in-Furness Cumbria LA14 2LD
Tel	01229 894 754
Web	www.barrowbc.gov.uk

Organisation	Victim Support West Cumbria
Detail	Victim Support
Address	Area Office Lime House The Green Wetheral Carlisle
Tel	01946 662070 or 0845 2411832
Email	albd96@uk.uumail.com
Web	www.victimsupport.org.uk

Organisation	Carlisle Women's Aid
Detail	Support for victims of domestic violence.
Tel	01228 633607
Email	caw@impacthousing.org.uk
Web	www.womensaid.org.uk

Organisation	Not In My Home
Detail	Online support / secure reporting system for victims of domestic violence. D&S, in conjunction with The West Cumbria Crime & Disorder Reduction Partnership (CDRP), have recently launched the Not in My Home website. This is a completely confidential website where individuals can report domestic violence. Users can fill in the online form to report an incident, press send, and then they will automatically receive a report number which looks like a telephone number, which they can keep in a safe place should they wish to prove that a report was sent.
Tel	
Email	

Web	www.notinmyhome.co.uk
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National

Organisation	National Domestic Violence
Detail	Helpline
Tel	0808 2000 247
Web	www.ndvh.org

OFFENDERS AND EX-PRISONERS

Community profile

The National Prolific and Other Priority Offender (PPO) Strategy requires Crime and Disorder Reduction Partnerships (CDRPs) to provide Government Office with numbers and details of prolific and other priority offenders (PPOs) in their area. Government guidance explains that they expect smaller CDRPs, like Allerdale, to target roughly between 15-20 PPOs.

Links between criminal offences and drug and alcohol misuse are significant at both the national and local level. In Cumbria, alcohol is a factor in 18% of families involved in child protection cases, whilst 31% of domestic violence incidences dealt with by the Family Unit in 2002/03 were associated with alcohol or drugs (30.7% alcohol; 0.4% drugs). It is also significant that Cumbria's profile of alcohol related violent offenders is atypical. The normal age distribution is limited to the 19-25 age group, whereas in Cumbria there is a small peak in this age range but it plateaus until age 45 years and then declines.

Barriers to housing and support

Nationally, approximately 90,000 prisoners are released into the community each year (JRF). The prison population currently stands at 75,740 and crime reduction charity Nacro says its helpline takes 18,000 calls a year from prisoners, ex-offenders and their families. Of those, 26% are housing-related (Housing Today, Homelessness Act is failing vulnerable ex-offenders, 04 February 2005).

It is well known that without suitable, stable housing, offenders and ex-prisoners are more likely to return to a life of crime. On release from prison, most ex-prisoners are usually unable to return to their original homes for various reasons (including around Housing Benefit), despite this being their preferred option. Evidence presented to the ODPM recently suggested that ex-offenders are re-housed at a rate of just one a year in each borough. Some of the key barriers and needs of this group include:

Discrimination and harassment

This can affect people's access to tenancies (housing providers) as well as take place during the period of the tenancy agreement (neighbours) and is often enhanced in smaller, rural communities where the offenders are known.

Difficulty arranging suitable housing options

Arranging accommodation other than in hostels prior to release from prison is very difficult and some research suggests there is a shortage of social housing for single offenders without children.

Wide range of welfare support needs

Typically lower incomes and lack of security (e.g. employment, housing) on leaving prison means additional support is often required.

Tips for engagement

Research conducted by the Joseph Rowntree Foundation⁸ found that ex-prisoners are more likely to re-offend if they do not have satisfactory accommodation. It also found that three factors determined whether ex-prisoners are successful in retaining their homes – the quality of family relationships, the availability of housing benefit and their financial status. Whilst housing providers can impact on only some of the factors, it is worth taking the following into account when providing services on behalf of the offender/ex-prisoner community:

Assistance with housing tenancies and support

Helping prisoners retain their tenancies whilst in prison and providing practical assistance in applying for Housing Benefit on leaving prison.

Awareness and understanding issues regarding the disclosure of information

Understanding the issues associated with tenants to be aware of when/why this is likely to take place (e.g. the police can disclose information about individuals under the Data Protect Act if there is a 'significant degree of risk to the public').

Risk assessment to ensure the protection of staff

Undertaking a risk assessment that is tailored to each tenant and engaging with them appropriately – some ex-offenders may not pose any risks to staff but others may need to be dealt with differently.

Understanding and awareness of wider support needs

Being aware of needs and where additional support is available to address these needs (e.g. employment, health).

Contacts

Local

Organisation	Allerdale Crime and Disorder Reduction Partnership
Address	Allerdale House Workington Cumbria CA14 3YJ
Tel	01900 872507
Web	www.allerdale.gov.uk

Organisation	Allerdale Borough Council
Address	Youth Services Team/Young Offenders Team Allerdale House Workington Cumbria CA14 3YJ
Tel	01900 872507
Web	www.allerdale.gov.uk

⁸ Carlisle J (1996) The housing needs of ex-prisoners. Housing Research 178. York: Joseph Rowntree Foundation

Regional

Organisation	Cumbria Probation Service
Address	Lime House The Green Wetheral Cumbria CA4 8EW
Tel	01228 560 057

Organisation	Practical Alternatives to Custody
Detail	Community support project.
Address	5 Brunswick Street Carlisle Cumbria CA1 1PB
Tel	01228 533 874

Organisation	Cumbria Police
Details	Police liaison.
Address	DV Police Liaison Officer Workington Police Station Western Area Headquarters Hall Brow Workington Cumbria CA14 4AP
Tel	01900 602 422

National

Organisation	NACRO
Details	Independent voluntary organisation working to prevent crime.
Address	Park Place 10-12 Lawn Lane London SW8 1UD
Tel	0207 582 6500
Web	www.nacro.org.uk

Organisation	NACRO
Details	Independent voluntary organisation working to prevent crime.
Address	Challenge House 148-150 High Street Aston Birmingham B6 4US
Tel	0121 0250 5250
Web	www.nacro.org.uk

RECOVERING ALCOHOL AND DRUG ADDICTS

Community profile

Alcohol and drug misuse are significant issues nationally and locally. Whilst it is difficult to identify the precise number of recovering addicts and substance misusers, a range of proxy indicators are available. Nationally, it is estimated that approximately 2.9 million people – or 7% of the adult population – are defined as being dependent on alcohol. In addition, it is thought around 1 million children live in families where one or both parents misuse alcohol.

In Allerdale, overall hospital admissions related to alcohol taking place at a rate of 9.70 per 1,000 males and 8.10 per 10,000 females. For men, this is generally lower than other nearby local authority areas although is higher than most comparative areas for females.

Estimated hospital episodes attributable to alcohol, 2001/02

LAD	All causes No. of Males	All causes No. of Females	All causes Rate per 1000 males	All causes Rate per 1000 females	Liver Cirrhosis No. of males	Liver Cirrhosis No. of females	Alcohol psychosis/ dependence No. of males	Alcohol psychosis/ dependence No. of females
Allerdale	325-442	236-388	9.70	8.10	34	28	50	32
Barrow	382-492	181-297	14.02	8.05	64	10	50	10
Carlisle	397-541	259-399	11.10	7.67	50	52	68	33
Copeland	311-403	193-295	11.67	8.48	44	26	42	31
Eden	116-172	76-136	7.02	5.38	12	4	8	5
S Lakeland	399-509	219-368	10.28	6.97	54	6	44	14

Source: Cumbria Alcohol Strategy, 2005-2008

Cumbria Drugs and Alcohol Advisory Service (CADAS) work with a range of agencies to provide support to those seeking to overcome drug and alcohol problems. In 2003/04 a total of 68 referrals were received from agencies working with residents in West Cumbria (approximately one-fifth of all referrals for that year). Figures for CADAS' work across Cumbria show that the most common presenting substances for 2003/04 referrals were:

- alcohol (220 referrals);
- poly drug use (50 referrals);
- cannabis (45 referrals);
- heroin (35 referrals).

Barriers to housing and support

Providers of social housing can play a crucial role in helping people with drug and alcohol addictions to take back control of their lives. Indeed, good housing and social support is recognised as an essential ingredient in the success of treatment and rehabilitation, as well as developing sustainable neighbourhoods. However, there are a number of barriers that people with alcohol and drug problems face when accessing housing, for example:

Lack of suitable housing options

Those with acute substance misuse problems are often single people – for which there is a shortage of social housing provision.

Challenges of making the transition to independent living

Many may have been living in supported, residential accommodation while they kicked their habit – therefore they may face difficulties making the transition to independent living and increase their risk of homelessness.

Lower incomes and difficulties sustaining tenancies

Some recovering addicts lack the skills necessary for sustaining a tenancy (e.g. handling money, budgeting, cooking).

Associated welfare needs

Many recovering addicts require additional support such as healthcare, training and employment advice, etc.

Tips for engagement

Some of the key issues for consideration in relation to this population group include:

Assistance with welfare support applications

Increasing awareness and providing practical assistance with housing and other related benefits for recovering addicts can help people to retain tenancies.

Risk assessment to ensure the protection of staff

Undertaking a risk assessment that is tailored to each tenant and engaging with them appropriately – some recovering addicts may not pose any risks to staff but others may need to be dealt with differently.

Awareness and links with relevant support organisations

Ensuring good working relationships with other organisations and understanding the wider support needs of recovering addicts will help signposting and joint working as appropriate.

Contacts

Local

Organisation	Allerdale Borough Council	
Address	Adult Social Care New Oxford Street OR Workington CA14 2LW	Cumbria County Council Social Services Directorate The Courts Carlisle, CA3 8NA
Tel	01900 706 328	01226 606060
Web	www.allerdale.gov.uk	

Organisation	Cumbria Probation Service	
Address	Lime House The Green Wetheral Cumbria CA4 8EW	
Tel	01228 560 057	

Organisation	Allerdale Borough Council	
Address	Youth Services Team/Young Offenders Team Allerdale House Workington Cumbria CA14 3YJ	
Tel	01900 872 507	
Web	www.allerdale.gov.uk	

Organisation	Cumbria Youth Offending Team	
Details	Statutory organisation supervising young offenders up to the age of 17 working as a multi-agency team.	
Address	19 Victoria Place Carlisle Cumbria CA1 1EJ T: 01228 607 179 67 Wood Street Maryport Cumbria CA15 6LD T: 01900 813 531	

Organisation	Rising Sun Trust
Details	Rising Sun Trust run a 24 hour drug helpline to support parents and families of drug misusers and have recently set-up a resource referral centre in Workington.
Address	17 Fisher Street Workington Cumbria CA14 2ET
Tel	01900 870 034

Regional

Organisation	Cumbria Alcohol and Drug Advisory Service (CADAS)
Details	The primary objective of this organisation is to enhance the lives of people in Cumbria through the reduction of harm caused to them by use or misuse of alcohol and drugs.
Address	17 West Tower Street Carlisle CA3 8QT
Tel	01228 544 140 or 01900 608498
Email	Info@cadass.co.uk
Web	www.cadass.co.uk

Organisation	North Cumbria Addictive Behaviour Service
Details	This is a statutory agency providing health service provision for drug and alcohol users. It provides an assessment, shared care, prescribing, counselling and advice service.
Address	The Market Hall Market Place Whitehaven Cumbria CA28 7TG
Tel	01946 599 413

Organisation	Turning Point
Details	
Address	38a Fisher Street, Workington, Cumbria, CA14 2ET
Tel	01900 873 005

Organisation	Stanfield House
Address	Fisher Street Workington
Tel	01900 65737

