

# USEFUL CONTACTS

## BOARD MEMBERS

- *Mr Ron Richardson*
- *Mr K McKean*
- *Mr L Caygill*
- *Mr R Clark*
- *Ms A Willet*
- *Mr N Hughes*
- *Mr D Twentyman*
- *Mr JM Carlyle*
- *Mrs J Johnstone*
- *Mr FP Higgins*
- *Mr NH Cook*
- *Miss M Saunders*
- *Mr L Finn*

If you wish to get in touch with any of our Board members, please contact our office and we will be happy to help.

## LOCAL INFORMATION

### **Eden District Council**

Town Hall, Penrith, Cumbria CA11 7QF  
Tel: 01768 864671

### **Eden District Council Housing Benefit Department**

Tel: 01768 212235

### **Allerdale Borough Council**

Allerdale House, Workington CA14 3YJ  
Tel: 01900 326333

### **Carlisle City Council**

Civic Centre, Carlisle CA3 8QG  
Tel: 01228 817000

### **Penrith Hospital**

Bridge Lane, Penrith CA11 8HX  
Tel: 01768 245300

### **Penrith Police Station**

Hunter Lane CA11 7UT  
Tel: 01768 864355

## **Benefits Agency**

Voreda House, Penrith

Tel: 01768 864321

## **Cumbria County Council Social Services Department**

Friargate, Penrith CA11 7NX

Tel: 01768 242200

## **Shelter**

Cumbria Housing Aid Centre, 31 St Andrews View, Penrith

Tel: 01768 867040

## **Citizen's Advice Bureau**

2 Sandgate, Penrith

Tel: 01768 863564

## **Cumbria Probation Services**

Tel: 01228 560057

## **UTILITY SUPPLIERS**

### **United Utilities**

Account Enquiries (unmetered accounts) Tel: 0845 7461100

Account Enquiries (metered accounts) Tel: 0845 7462222

Electricity No Supply Tel: 0800 1954141

Leakline Tel: 0800 330033

Water Supply enquiries 0845 7462200

### **Northumbria Water**

Billing Enquiries Tel: 0845 7335566

Leakline Tel: 0800 393084

### **British Gas**

Gas billing and general enquiries Tel: 0845 7335566

Electricity billing and general enquiries Tel: 0845 7888400

### **Npower**

Gas enquiries Tel: 0870 1611031

Electricity enquiries Tel: 0800 3892388

### **Powergen**

Tel: 0800 1950101

### **Transco**

If you can smell gas call **0800 111999** immediately

## **NATIONAL HELPLINES**

### **Cruse Bereavement Care**

Tel: 0870 167 1677 - helpline for the bereaved and those caring for bereaved people

### **Carers Line**

Tel: 0808 808 7777 - advice and information for all carers

### **Childline**

Tel: 0800 1111 - helpline for children and young people to age 18, in danger, in distress or with any other problem

### **Environment Agency Floodline**

Tel: 0845 9881188 - 24 hr advice on floods & flood warnings

### **The Samaritans**

Tel: 08457 90 90 90 - 24 hr confidential emotional support helpline for anyone in crisis

### **Parentline Plus**

Tel: 0808 800 2222 - support and information for parents or anyone in a parenting role

### **NHS Direct**

Tel: 0845 46 47 - 24 hr confidential helpline offering advice & information if you or your family are feeling ill or have health concerns

### **Shelterline**

Tel: 0808 800 4444 - 24 hr housing advice line offering independent information and advice in confidence to anyone with a housing problem

### **National Debtline**

Tel: 0808 808 4000 - help for anyone in debt or concerned they may fall into debt

### **Help the Aged - Seniorline**

Tel: 0808 800 6565 - advice and information for older people

### **Crimestoppers**

Tel: 0800 555 111

### **Refuge & Women's Aid**

Tel: 0808 2000 247 - national charity providing safe accommodation for women experiencing domestic violence

### **Victim Supportline**

Tel: 0845 30 30 900 - helpline offering emotional support and practical advice for anyone affected by crime