

# Basket of Services Information for Members in Cambridgeshire

June 2021

# Key themes

- Countywide vs. District vs. Place – Community Groups
- Health & Wellbeing
- Provision of services for people with additional needs (Physical/LD/SEND)
- Long-term impact of Covid-19 and recovery planning
- Financial support (individuals and businesses)
- Education
- Adult Services
- Children's Services (Families centres, youth centres)
- Housing
- Waste
- Environment & Climate Change
- Transport
- Environmental Health
- Registrations (death, birth, weddings, civil ceremonies)
- Local Nature Reserves
- Training rooms
- Libraries
- Covid-19

# Cambridge City

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Council Tax

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Bins/waste

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Parking

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Planning applications

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Housing

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Allotments/Community Gardens

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Arts/culture

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Sports & fitness

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Grants & Funding

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Markets

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Pest Control

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Transport Schemes

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Home energy & water use

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Cycling & Walking

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East  
Cambridgeshire

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Benefits & Allowances

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Planning & Building Control

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Environmental

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Council Tax

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Waste & Street Cleaning

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Housing & Community Services

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Parking

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Communities & Wellbeing

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# Fenland

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Bins, waste & recycling

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Environment

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Business

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Housing

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Council Tax

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Community

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Planning

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Licensing

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Transport & streets

# Huntingdonshire

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Bins & Waste

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Planning

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Housing

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Leisure

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Council Tax

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Licensing

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Streets, parking & transport

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Benefits

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Environmental Issues

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Business

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People & Communities

# South Cambridgeshire

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Coronavirus

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Planning

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Benefits

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Bins

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Nature & Climate Change

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Building control

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Planning

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Business

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Council Tax

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Community Development

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Housing

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Land Charges

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Environment

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Licensing

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Business rates

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Sport, Health & Wellbeing

# South Cambs Services

	Service	Contact Details	Other information
	Royston Foodbank	Royston Evangelical Church, York Way, Royston, SG8 5US 07999 538961	OPENING TIMES Wednesdays and Saturdays, 9am - 11am
Foodab	Cambourne Distribution Centre	Old Blue School, Eastgate, Cambourne, CAMBS, CB23 6DZ	OPENING TIMES Thu 10:00 - 12:00
	Cottenham Distribution Centre	Cottenham Baptist Church, 156-158 High Street, Cottenham, CB24 8RX	Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies. Citizens Advice Bureau 0808 2082 138 or <a href="#">visit their website</a> P3 Floating Support 0115 850 8190 ECDC – Community Support Network email <a href="mailto:covid19@eastcambs.gov.uk">covid19@eastcambs.gov.uk</a> or 01353 665555 Fenland Council Community Support Network email <a href="mailto:covid19@fenland.gov.uk">covid19@fenland.gov.uk</a> or 01354 654321
	Waterbeach Distribution Centre	Waterbeach Baptist Church, Chapel St., Waterbeach, CB25 9HR	Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies. Citizens Advice Bureau 0808 2082 138 or <a href="#">visit their website</a> P3 Floating Support 0115 850 8190 ECDC – Community Support Network email <a href="mailto:covid19@eastcambs.gov.uk">covid19@eastcambs.gov.uk</a> or 01353 665555 Fenland Council Community Support Network email <a href="mailto:covid19@fenland.gov.uk">covid19@fenland.gov.uk</a> or 01354 654321



# Cambridge City Services

Theme	Service Professional	Contact Details	Other information
	Place-based Coordinator		
	Social Prescriber		<p>A part of personalised care and support Gives people more choice and control</p> <p>“No decision about me without me”</p> <p>Reduces health inequalities – long-term conditions, support with mental health, loneliness, complex needs. Reduces pressure &amp; assists in demand management in General Practice, A&amp;E social care &amp; other services Supports self-care, self-management and prevention, personal &amp; community resilience</p>
Foodbank	Cambridge Food Bank	2 Orwell House, Orwell Furlong, Cambridge, CB4 0PP <a href="tel:07772538628">07772 538628</a> <a href="http://cambridgecity.foodbank.org.uk">http://cambridgecity.foodbank.org.uk</a> <a href="mailto:info@ccfb.org.uk">info@ccfb.org.uk</a>	Central office
	St Paul's Church	Hills Road, Cambridge, CB2 1JP	OPENING TIMES Mon 16:00 - 17:30 Fri 14:30 - 16:30
	Church of the Good Shepherd	Mansel Way, Arbury, Cambridge, CB4 2ET	OPENING TIMES Thu 11:00 - 13:00
	Christ Church Trumpington Church Centre	14 Alpha Terrace, Trumpington, Cambridge, CB2 9HT	OPENING TIMES Fri 11:00 - 13:00
	C3 Centre	C3 Centre, Coldhams Lane, Cambridge, CB1 3HW	OPENING TIMES Fri 10:30 - 14:00
	Chesterton Methodist Church	1 Ashfield Road, Cambridge, CB4 1RW	OPENING TIMES Tue 10:00 - 12:00

# East Cambs Services

Theme	Service	Contact Details	Other information
	Place-based Coordinator		
	Social Prescriber		<p>A part of personalised care and support Gives people more choice and control</p> <p>“No decision about me without me”</p> <p>Reduces health inequalities – long-term conditions, support with mental health, loneliness, complex needs.</p> <p>Reduces pressure &amp; assists in demand management in General Practice, A&amp;E social care &amp; other services</p> <p>Supports self-care, self-management and prevention, personal &amp; community resilience</p>
Foodbank	Ely Foodbank	<p>[Office Address Only] c/o 10 Chapel Street, Ely, Cambs, CB6 1AD</p> <p><a href="tel:01353468626">01353 468626</a></p> <p><a href="http://elyfoodbank.org.uk">http://elyfoodbank.org.uk</a></p> <p><a href="mailto:info@elyfoodbank.org.uk">info@elyfoodbank.org.uk</a></p>	
	Ely Distribution Centre	Countess Free Church, Chapel Street, Ely CB6 1AD	<p>Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies.</p> <p>Citizens Advice Bureau 0808 2082 138 or <a href="#">visit their website</a></p> <p>P3 Floating Support 0115 850 8190</p> <p>ECDC – Community Support Network email <a href="mailto:covid19@eastcambs.gov.uk">covid19@eastcambs.gov.uk</a> or 01353 665555</p> <p>Fenland Council Community Support Network email <a href="mailto:covid19@fenland.gov.uk">covid19@fenland.gov.uk</a> or 01354 654321</p>
	Soham Distribution Centre	Soham Methodist Church, 60 Berrycroft, Berrycroft Lane, Soham, CB7 5BL	<p>Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies.</p> <p>Citizens Advice Bureau 0808 2082 138 or <a href="#">visit their website</a></p> <p>P3 Floating Support 0115 850 8190</p> <p>ECDC – Community Support Network email <a href="mailto:covid19@eastcambs.gov.uk">covid19@eastcambs.gov.uk</a> or 01353 665555</p> <p>Fenland Council Community Support Network email <a href="mailto:covid19@fenland.gov.uk">covid19@fenland.gov.uk</a> or 01354 654321</p>

# Huntingdonshire Services

## Local Food Support

Service	Contact Details	Other information
Godmanchester Foodbank	Godmanchester Baptist Church, Godmanchester, PE29 2BJ <a href="tel:01480277239">01480 277 239</a> <a href="mailto:admin@gbcfoodbank.org.uk">admin@gbcfoodbank.org.uk</a>	<p>Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies.</p> <p>Our foodbank works with a number of different agencies, such as Citizens Advice, children's centres and health visitors. To find out more about the agencies that hold our vouchers and how you can get help, please <a href="#">contact us</a>.</p> <p>Please call 0344 245 1292 to speak to Rural Citizens Advice Huntingdonshire, a referral partner of Godmanchester Foodbank, who will be able to issue you with a food bank voucher if necessary.</p>

# Basket of Services: COVID-19 General Information

Potential Query/Detail	Support channels	What support do they offer?
General enquiries inc CEV	County Hub - <a href="https://cambridgeshire-self.achieveservice.com/service/Covid19_Reaching_Out">https://cambridgeshire-self.achieveservice.com/service/Covid19_Reaching_Out</a> or 0345 045 5219 Districts -	The Coronavirus (COVID-19) outbreak is impacting everyone's lives and Cambridgeshire County Council is working with partner district and city councils and other partner organisations to ensure that the most vulnerable in our region are well cared for.
Vaccinations – general info/hesitancy?	119 – Public Health Advice GP	The NHS is currently offering the COVID-19 vaccine to people most at risk from coronavirus. In England, the vaccine is being offered in some hospitals and pharmacies, at local centres run by GPs and at larger vaccination centres. More centres are opening all the time. The order in which people will be offered the vaccine is based on advice from the Joint Committee on Vaccination and Immunisation (JCVI).
Vaccination Transport	County Hub (communitycv@cambridgeshire.gov.uk)	Residents in need of transport to get to Covid-19 vaccination appointments are being reminded that help is hand. As part of work to support the ongoing vaccination programme, Cambridgeshire County Council is highlighting transport providers and taxi firms which can get people to and from appointments. Anyone in need of transport should visit <a href="#">our Covid vaccination webpage</a> .
Self-isolation	County Hub Self-Isolation Support Team 119 – Public Health Advice Pandemic Medication Delivery Service (until 30th June 2021)	A commitment has been made by councils across Cambridgeshire to support everyone who needs help to self-isolate as part of efforts to reduce the spread of coronavirus.

# Basket of Services: Covid-19 Food Supplies

Potential Query/Detail	Support channels	What support do they offer?
Emergency Food & other essential items support	<p>County Hub (<a href="mailto:communitycv@cambridgeshire.gov.uk">communitycv@cambridgeshire.gov.uk</a>)            Districts (<a href="#">Ways to contact us - South Cambs District Council (scambs.gov.uk)</a>  <a href="mailto:customerservices@eastcambs.gov.uk">customerservices@eastcambs.gov.uk</a>  <a href="mailto:info@fenland.gov.uk">info@fenland.gov.uk</a>  <a href="mailto:enquiries@cambridge.gov.uk">enquiries@cambridge.gov.uk</a>  <a href="mailto:mail@huntingdonshire.gov.uk">mail@huntingdonshire.gov.uk</a>  <a href="#">Peterborough city council 01733 747474</a> )</p> <p>Schools (can offer food bank vouchers)            Local Charities:</p> <ul style="list-style-type: none"> <li>• Cambs-               <ul style="list-style-type: none"> <li>CLAS (<a href="#">Cambridgeshire Local Assistance Scheme - Cambridgeshire County Council</a>)</li> <li>Emmaus (<a href="http://emmaus.org.uk/cambridge/">emmaus.org.uk/cambridge/</a>)</li> <li>Cambridge Re-use (<a href="http://www.cambridgereuse.org.uk/">www.cambridgereuse.org.uk/</a>)</li> </ul> </li> <li>• Peterborough               <ul style="list-style-type: none"> <li>CareZone (01733 575083 Or through CAB and others)</li> </ul> </li> </ul> <p>Supermarket information            British Legion (for service personnel serving now or in the past and their families)</p>	<p>District councils should be able to link in with local community initiatives to connect with food banks and other sources of essential items of support.</p> <p>Some schools can give out food bank vouchers. And if a child has free school meals the school may be able to support with uniform or other school essentials (possibly school trips)</p> <p>Cambridge and Peterborough charities have helped people access household items including furniture and sometimes white goods, some for free, others at a reduced cost.</p>
Foodbanks	<p>Cambridge City Foodbank            Trussel trust  <a href="https://www.trusselltrust.org/get-help/find-a-foodbank/">https://www.trusselltrust.org/get-help/find-a-foodbank/</a></p>	
Community Fridges		
Hygiene items	Local Libraries	Local Libraries across the county have supplies

# Basket of Services 1: COVID-19 Financial Support

Potential Query/Detail	Support Channels	What support do they offer?
Test and Trace support payment	<p>National Test and Trace Support Payment</p> <p>Peterborough: <a href="http://www.peterborough.gov.uk/selfisolationpayment">www.peterborough.gov.uk/selfisolationpayment</a></p> <p>South Cambridgeshire: <a href="http://www.scambs.gov.uk/coronavirus/self-isolation-payment/">www.scambs.gov.uk/coronavirus/self-isolation-payment/</a></p> <p>Huntingdonshire: <a href="http://www.huntingdonshire.gov.uk/testandtracesupport">www.huntingdonshire.gov.uk/testandtracesupport</a></p> <p>Fenland: <a href="http://www.fenland.gov.uk/testandtracepayment">www.fenland.gov.uk/testandtracepayment</a></p> <p>Cambridge: <a href="http://www.cambridge.gov.uk/test-and-trace-support-payment">www.cambridge.gov.uk/test-and-trace-support-payment</a></p> <p>East Cambs: <a href="https://www.eastcambs.gov.uk/content/test-and-trace-support-payment">https://www.eastcambs.gov.uk/content/test-and-trace-support-payment</a></p> <p>Local Discretionary Hardship Fund: <a href="mailto:communitycv@cambridgeshire.gov.uk">communitycv@cambridgeshire.gov.uk</a></p>	<p>You might be able to get a payment of £500 if you've been told to self-isolate because of coronavirus (COVID-19) and you cannot work from home.</p> <p>You must be employed or self-employed to get the payment.</p> <p>You need to claim within 28 days of your first day of self-isolation.</p>
Employment	<p>Furlough - GOV.UK - <a href="https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme">https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme</a></p>	<p>If you cannot maintain your workforce because your operations have been affected by coronavirus (COVID-19), you can furlough employees and apply for a grant to cover a portion of their usual monthly wage costs where you record them as being on furlough.</p>
Business	<p>Business grants - GOV.UK - <a href="https://www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19#support-for-businesses-affected-by-coronavirus-restrictions">https://www.gov.uk/government/collections/financial-support-for-businesses-during-coronavirus-covid-19#support-for-businesses-affected-by-coronavirus-restrictions</a></p>	<p>A full range of business support measures have been made available to UK businesses.</p>

# Basket of Services 2: Finances

Theme	Potential Query/Detail	Support Channels	What support do they offer?
Finances	Debt Support	<p>CAB (<a href="#">Debt and money - Citizens Advice</a>)            Step Change (<a href="#">Free Debt Helpline &amp; Online Advice. Contact StepChange</a>)            Breathing Space            Christians Against Poverty (CAP) (<a href="#">Christians Against Poverty   Debt Counselling Charity (capuk.org)</a>)) (0800 3200 006)            The Bridge Church St Ives (01480 498802 <a href="mailto:debtadvice@thebridgechurch.co.uk">debtadvice@thebridgechurch.co.uk</a>)            HAMA Huntingdon (01480 418 886 <a href="mailto:help@huntsmoneyadvice.co.uk">help@huntsmoneyadvice.co.uk</a>)            Money Advice Service (<a href="tel:08001387777">0800 138 7777</a>)            National Debt line (<a href="#">Debt advice</a>   <a href="#">Free debt advice</a>   <a href="#">National Debtline</a>   <a href="#">National Debtline</a>)</p>	<p>CAB- Advice on many aspects, including debts and benefits and budgeting.            Step change – confidential and expert debt advice and money guidance, individual solutions, long term solutions.            Money matters- Money advice centre            CAP- Debt advice, advocacy and personal support. Until debt free.            The Bridge- debt advice and counselling.            HAMA – confidential debt advice service</p>
	Benefits	<p>Caring Together (01480 499090 <a href="mailto:hello@caringtogether.org">hello@caringtogether.org</a>)            Benefits welfare Officer            DWP            CAB (<a href="#">Benefits - Citizens Advice</a>)</p>	<p>Caring together- Supporting carers of all ages and homecare services.</p>
	Budgeting	<p>Money Matters (0141 445 5221 <a href="mailto:advice@money mattersweb.co.uk">advice@money mattersweb.co.uk</a>)            Christians Against Poverty (<a href="#">Christians Against Poverty   Debt Counselling Charity (capuk.org)</a>)) (0800 3200 006)            HAMA Huntingdon (01480 418 886 <a href="mailto:help@huntsmoneyadvice.co.uk">help@huntsmoneyadvice.co.uk</a>)            Money Advice            Work Coaches            CAB (<a href="#">Budgeting - Citizens Advice</a>)</p>	<p>Money matters- Money advice centre            CAP- Debt advice, advocacy and personal support. Until debt free. They also run a money course.            HAMA – confidential debt advice service</p>
	Help with utility bills	<p>Stay Well (needs to be a professional referral)            Grants            Going direct to your supplier (warm home discount)            CAB(<a href="#">Debt and money - Citizens Advice</a>)</p>	

# Basket of Services 3: Adults

Theme	Potential Query/Detail	Support Channels	What support do they offer?
Adult Services	Have a concern for another person	<a href="#">Report abuse of a vulnerable adult</a>	Investigate reports of abuse of vulnerable adults
	Staying Independent/ Technology Enabled Care	<p><a href="#">Technology Enabled Care Service (TEC)</a></p> <ul style="list-style-type: none"> <li>• Taking steps to <a href="#">reduce the risk of falls</a> will help you stay independent for longer. This includes strength and balance exercises. <a href="#">Stay Stronger for Longer- Be Well website</a>.</li> <li>• <a href="#">Aids and devices</a> can help with mobility, getting out and about, and getting things done around the house. Technology-enabled care can help you to live independently by monitoring your activity and alerting someone if you need help.</li> <li>• You can make <a href="#">changes to your home</a> to make it safer and easier for you to remain living there.</li> <li>• Moving to a home which better meets your needs may mean that you can remain in your own home for life. Assess your housing needs and get personal recommendations at <a href="#">Housing Options for Older People (HOOP)</a>.</li> <li>• Could your <a href="#">local community</a> support you with things like lunch clubs, exercise classes and meal delivery services?</li> <li>• The <a href="#">district nurse</a> can help you to manage medical conditions from home. This includes pressure care and provision of hospital beds, where eligible.</li> </ul>	<p>The TEC team provides guidance, training and advice to citizens and professionals. When appropriate, we can loan assistive technology to support the independence and safety of people living in Cambridgeshire. We can also provide reassurance and support for family members.</p> <p>This can include things like fall detectors, door alarms, medication prompts, Lifeline and home activity sensors.</p>
	Support for Carers	<p>Full details of the carers offer can be found <a href="#">here</a></p> <p><a href="#">Caring Together</a> works with Cambridgeshire County Council to offer a variety of support and advice that matters to you as a carer.</p>	<p>This support continues during the coronavirus (COVID-19) pandemic and includes:</p> <ul style="list-style-type: none"> <li>• Information, advice and guidance</li> <li>• Remote support and virtual activities</li> <li>• <a href="#">Homecare</a> (this is a chargeable service)</li> <li>• Providing caring packs including personal protective equipment (PPE) during the coronavirus (COVID-19) pandemic</li> <li>• Carers may be eligible to benefit from a carer break, delivered by the Caring Together homecare team, at no cost to them</li> <li>• <a href="#">help with transport to an appointment for a COVID-19 vaccination</a></li> </ul> <p>Telephone: 0345 241 0954 Email: <a href="mailto:hello@caringtogether.org">hello@caringtogether.org</a></p>
	Adults Early Help	<p>The Adult Early Help team have been in place since April 2016 and receive all requests for social care and support for anyone over the age of 18. The team consists of Social Workers, Occupational Therapists and Coordinators from a variety of backgrounds. We offer support</p>	<p>ASC services can be contacted via this <a href="#">online form</a> or on <a href="tel:03450455202">0345 045 5202</a></p>



# Basket of Services 4: Children's, Education

Theme	Potential Query/Detail	Support Channels	What support do they offer?
Children's Services	You have concerns for a child		<p>If you think you and your family might benefit from some support, you should ask a professional who you know. This could be your doctor, or a teacher at your child's school. They can tell you more about Early Help.</p> <p>You can also contact the Early Help Hub: <a href="mailto:early.help@cambridgeshire.gov.uk">early.help@cambridgeshire.gov.uk</a> or call: <a href="tel:01480376666">01480 376 666</a> (office hours). If you don't know who to ask for help.</p> <p>Sometimes a professional may approach you, and ask whether you would like to talk about Early Help and how it could help your family.</p>
	Early Years	County council <a href="#">Apply for Education Welfare Benefits - Introduction - Self (achieveservice.com)</a>	
	Child & Family Centres	<p><b>Child and Family Centres - Fenland</b>  <b>Tel:</b> 01354 750 359  <b>Email:</b> <a href="mailto:Childandfamilycentre.fenland@cambridgeshire.gov.uk">Childandfamilycentre.fenland@cambridgeshire.gov.uk</a></p> <p><b>Child and Family Centres - Huntingdonshire</b>  <b>Tel:</b> 01480 372 700  <b>Email:</b> <a href="mailto:Childandfamilycentre.hunts@cambridgeshire.gov.uk">Childandfamilycentre.hunts@cambridgeshire.gov.uk</a></p> <p><b>Child and Family Centres - East Cambs</b>  <b>Tel:</b> 01353 611 594  <b>Email:</b> <a href="mailto:Childandfamilycentre.east@cambridgeshire.gov.uk">Childandfamilycentre.east@cambridgeshire.gov.uk</a></p> <p><b>Child and Family Centres - South Cambs</b>  <b>Tel:</b> 01954 286 012  <b>Email:</b> <a href="mailto:Childandfamilycentre.south@cambridgeshire.gov.uk">Childandfamilycentre.south@cambridgeshire.gov.uk</a></p> <p><b>Child and Family Centres - Cambridge City</b>  <b>Tel:</b> 01223 728 118  <b>Email:</b> <a href="mailto:Childandfamilycentre.city@cambridgeshire.gov.uk">Childandfamilycentre.city@cambridgeshire.gov.uk</a></p>	<p>Our Child and Family Centres offer groups, events, activities, courses and support for families with children aged 0-19. As well as our network of Child and Family Centres, we provide activities, groups, events and courses in libraries, churches and other community locations across the county:</p> <ul style="list-style-type: none"> <li>• Support groups run by family workers</li> <li>• Information and advice about education and childcare</li> <li>• Employment, training and benefits advice</li> <li>• Drop-in play sessions</li> <li>• Child development and special needs</li> <li>• Parenting courses</li> <li>• A meeting place for parents, carers and childminders</li> <li>• Parent led sessions and groups</li> <li>• Dads' groups</li> <li>• Health services such as midwives and health visitor clinics</li> </ul> <p>There is a simple registration form online &amp; information about classes can be found on the directory</p>
Education	General Advice	School Settings School Governors	All <a href="#">3 and 4 year olds</a> are entitled to 15 hours a week of free early years education for 38 weeks of the year. <a href="#">Some 2 year olds</a> from families on low incomes are also entitled to free early years education.

# Basket of Services 5: Health & Wellbeing

Potential Query/Detail	Support Channels	What support do they offer?
Registering with GP	<a href="https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/">https://www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/</a> If you have problems registering with a GP surgery, call the NHS England Customer Contact Centre on 0300 311 22 33	
Support with Mental Health	Education support (Teachers and school support staff 08000 562 561) British Legion (for service personnel serving now or in the past and their families) MIND ( <a href="mailto:info@mind.org.uk">info@mind.org.uk</a> 0300 1233393) CPFT ( <a href="#">Psychological Wellbeing Service (IAPT)   Self-Referral   CPFT NHS Trust 0300 300 0055</a> ) (Psychological wellbeing service. Cambridge wellbeing service available to self referral for counseling) Keep your head ( <a href="http://keep-your-head.com">Keep Your Head Mental Health Service (keep-your-head.com)</a> ) Education support (Teachers and school support staff 08000 562 561) Local GP NHS mental health plans - <a href="#">Every Mind Matters   One You (www.nhs.uk)</a>	
Counselling and Bereavement	Cruise Bereavement Care ( <a href="#">BetterHelp - Help us match the right counselor for you</a> ) Lifecraft ( <a href="#">Welcome - Lifecraft</a> 0808 808 21 21) Stars – for young people facing grief (01223 863 511 <a href="#">Refer A Child – Talk to Stars</a> ) Cornerstone ( <a href="#">Cornerstone Care in Confidence : Cornerstone Care in Confidence (pregnancyadvice.org.uk)</a> 01480 457 711) Pregnancy crisis (Huntingdon and Cambs) Embrace (for young people aged 12-18 who have been a victim of or a witness to a serious crime) <a href="#">Counselling - Embrace - CVOC</a> The Bridge Church, counselling for anyone ( <a href="mailto:admin@thebridgecounsellingcentre.co.uk">admin@thebridgecounsellingcentre.co.uk</a> 07895 730 599)	
Loneliness	Caring together (Carers) FACT befriending clubs Fenland ( <a href="mailto:info@cotransport.org">info@cotransport.org</a> 01354 661 234) HACT Befriending clubs Huntingdon ( <a href="mailto:info@cotransport.org">info@cotransport.org</a> 01480 411 114) Age Uk befriending service ( <a href="#">Befriending services   Combating loneliness   Age UK</a> or 0800 678 1602) for those over 50	

# Basket of Services 6: Libraries

Potential Query/Detail	Support Channels	What support do they offer?
Libraries	<p>Detail of current opening times and location of libraries across the county can be found on the <a href="#">Libraries Directory of Services Page</a></p> <p><a href="#">Cambridgeshire Library Services can be accessed online</a>. You can join Cambridgeshire Libraries, search for titles, and read books, without leaving home. Access eBooks and eComics, eAudiobooks, eMagazines, eNewspapers and Online Reading Groups.</p> <p><a href="#">The Library Presents</a></p> <p>The <a href="#">Mobile Library Service</a> is now on the move again.</p>	<p>We deliver through a network of 33 Static, 3 Mobile Libraries plus 11 Library Access Points run by volunteer partners.</p> <p>The Library Service is more than the network of physical assets. A growing area is our digital offer comprising digital content (books to read and listen to); digital experiences e.g. live author chats ; Engage events/talks for people; live cultural experiences as part of our ACE funded The Library Presents programme.</p> <p>The Library Presents is a programme of arts activities, online and in locations around Cambridgeshire. We hope you will find the events and activities interesting, exciting or just pure fun. There is something for all ages across a range of art forms including; music, drama, art, dance, storytelling, comedy, puppetry, magic, animation and digital arts. A new programme will launch in Spring 2021, for now <a href="#">enjoy some videos from the archive</a>.</p> <p>If you have any questions or comments, please email us at <a href="mailto:thelibrarypresents@cambridgeshire.gov.uk">thelibrarypresents@cambridgeshire.gov.uk</a> or telephone <a href="tel:01223706779">01223 706 779</a>.</p> <p>Cambridgeshire currently has three mobile libraries stopping at 364 locations in 85 villages and communities throughout the county. It's a great place for catching up with friends and colleagues whilst supporting a local community resource. We visit most locations once a month, for example the first Tuesday of the month. We will be visiting on the same times and days of the week as before. <a href="#">Find a mobile library stop</a>.</p>

# Basket of Services 7: Housing, Business, Waste

Theme	Potential Query/Detail	Support Channels	What support do they offer?
Housing	General support with housing	<p><b>Districts</b> Housing support Teams (<a href="#">Housing - Peterborough City Council</a>)</p> <p><b>Cambridge</b> P3 floating Support (<a href="#">P3 - Changing lives every day (p3charity.org)</a>)</p> <p>Chorus Housing (<a href="mailto:info@chorushomesgroup.co.uk">info@chorushomesgroup.co.uk</a> 0345 266 9760)            BPHA (<a href="mailto:info@bpha.org.uk">info@bpha.org.uk</a> 0330 100 0272)            South Cambridgeshire Housing            Hundred Housing (<a href="mailto:info@hhs.org.uk">info@hhs.org.uk</a> 01223 315 036)            CHS Group (0300 111 3555)            Riverside ECHG (<a href="#">How to contact Riverside</a>)            Jimmys Night Shelter (<a href="mailto:info@jimmyscambridge.org.uk">info@jimmyscambridge.org.uk</a> 01223 576085)            Sanctuary Housing Association (<a href="#">Contact us   Sanctuary Housing - Affordable and Social Housing (sanctuary-housing.co.uk)</a> 0800 131 3348)            Muir Group (<a href="mailto:info@muir.org.uk">info@muir.org.uk</a> 0300 123 1222)            Cross Keys Homes (<a href="#">Contact details for Customer Services and CKH Customer Central   Cross Keys Homes</a> 01733 385 000)</p>	
	Hoarding	<p>Fire Service            Safeguarding (<a href="#">Concerned?   Cambridgeshire and Peterborough Safeguarding Partnership Board (safeguardingcambspeterborough.org.uk)</a>)</p>	
	Financial Support	<p>City &amp; South  <b>Adviceline Freephone: 08082 787808</b> any time between <b>9.00 - 5.00 from Monday to Friday</b></p> <p>Hunts &amp; Fenland            Our Adviceline service is open from 9:30 in the morning to 3:30 in the afternoon, Monday to Friday.            0808 278 7807</p>	<p>Cambridge and District Citizens Advice is a registered charity that provides free advice and support to any member of the public on problems they face in their everyday lives. We also undertake research and campaigning work in order to improve the policies and practices that affect our clients.</p> <p>We offer help in relation to a wide range of social welfare areas. We can help you enforce employment rights, manage your money, improve your housing, and access benefit entitlements. We also promote consumer rights, such as protecting people from scams and rogue traders.</p>
	Council Tenants Support	<p><a href="#">Council tenants - Cambridge City Council</a>  <a href="#">Housing advice - Peterborough City Council</a></p>	

# Basket of Services 8: Leisure, Transport

Theme	Potential Query/Detail	Support Channels	What support do they offer?
Leisure	Nature and Parks	<a href="#">My Cambridgeshire</a> National Trust	
	Sports Centres	Kelsey Kerridge Vivacity Huntingdonshire Leisure Centres One Leisure	
Transport	Public Transport	Community Transport FACT ( <a href="mailto:info@cotransport.org">info@cotransport.org</a> 01354 661 234) HACT ( <a href="mailto:info@cotransport.org">info@cotransport.org</a> 01480 411 114) Community Car Scheme ( <a href="#">Community Transport - Cambridgeshire County Council</a> ) Cycle to work scheme - <a href="https://www.cyclescheme.co.uk/">https://www.cyclescheme.co.uk/</a> National Rail	
	Parking permits and fines	If you have any problems using the online form, ask a family member or friend to assist you with your application. Alternatively please call 0345 045 5204 to speak to the Blue Badge Team for help over the phone.	A Blue Badge is a disabled parking permit. It helps people with disabilities or health conditions park closer to their destination. To qualify for a Blue Badge, you must have an enduring and substantial disability.
	Highways – reporting a problem	<a href="https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways">https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways</a>	To report a highways fault that poses an <b>immediate danger to the public</b> , please read the guidance on <a href="#">reporting a highways emergency</a> . Examples of highways emergencies include: <ul style="list-style-type: none"> <li>• Manholes or gratings that are missing</li> <li>• Traffic signalled junctions or crossing, all lights out, damaged street lights, traffic signals, lit bollards and lit signs where wires are exposed</li> <li>• Debris, including mud, stones or oil on the road</li> <li>• Fallen tree or branch blocking part or all the road or path</li> <li>• Extensive flooding resulting in road being impassable</li> <li>• Large dead animals - eg cattle / deer / horse causing obstruction</li> <li>• Overhead cables fallen across the highway</li> <li>• Potholes - only deep potholes on busy A roads and main distributor roads that cause a danger to the public will be treated as an emergency</li> <li>• Road signs, safety fences, guardrails and other street furniture damaged so they are a direct danger or obstruction to the travelling public - for example if it's bent into the path of vehicles</li> <li>• Structure collapse - for example, bridge / culvert / wall / fences / scaffold / hoarding</li> </ul>

# Basket of Services 9: Environment & Climate

Theme	Potential Query/Detail	Support Channels	What support do they offer?
Environment & Climate issues	Pest Control	<p>Huntingdonshire - <a href="http://www.huntingdonshire.gov.uk/environmental-issues/pest-control/">http://www.huntingdonshire.gov.uk/environmental-issues/pest-control/</a></p> <p>East Cambs – call 01353 665555 or email <a href="mailto:customerservices@eastcambs.gov.uk">customerservices@eastcambs.gov.uk</a></p> <p>South Cambs - <a href="http://www.scambs.gov.uk/environment/pest-control/">www.scambs.gov.uk/environment/pest-control/</a></p> <p>Peterborough - <a href="#">Animals, wildlife &amp; pests - Peterborough City Council</a></p> <p>Fenland - <a href="https://www.fenland.gov.uk/pest-control">https://www.fenland.gov.uk/pest-control</a></p> <p>Cambridge City - Cambridge City Council › pest-control</p>	<p>Huntingdonshire - Our expert <b>pest control</b> technician can provide advice and treatments on getting rid of <b>pests</b> from your home</p> <p>East Cambs – Does not offer a pest control service but officers can be contacted by phone for advice</p> <p>South Cambs – Does not offer a pest control service, has information of who to contact on website</p> <p>Peterborough – Website directs you to most appropriate organisation</p> <p>Fenland - The Council does not provide a pest control service, website directs you to most appropriate organisation</p> <p>Cambridge City - Our experienced and qualified team provides a discreet and professional pest-control service. Contact us if you live in Cambridge and have a pest concern, or if you need a single pest treatment.</p> <p>We can treat the following pests free of charge:</p> <ul style="list-style-type: none"> <li>• Cockroaches</li> <li>• Mice</li> <li>• Rats</li> </ul>
	Pollution, Noise and Nuisance	<p>Huntingdonshire - <a href="http://www.huntingdonshire.gov.uk/environmental-issues/noise-nuisance-pollution/air-quality/">http://www.huntingdonshire.gov.uk/environmental-issues/noise-nuisance-pollution/air-quality/</a></p> <p>East Cambs - 01353 665555_or email <a href="mailto:customerservices@eastcambs.gov.uk">customerservices@eastcambs.gov.uk</a></p> <p>South Cambs_- <a href="http://www.scambs.gov.uk/environment/pollution/noise-nuisance/">www.scambs.gov.uk/environment/pollution/noise-nuisance/</a></p> <p>Peterborough - <a href="#">Noise &amp; nuisances - Peterborough City Council</a></p> <p><a href="#">Environmental Protection - Peterborough City Council</a></p> <p>Fenland - <a href="https://www.fenland.gov.uk/nuisance">https://www.fenland.gov.uk/nuisance</a>  <a href="https://www.fenland.gov.uk/airquality">https://www.fenland.gov.uk/airquality</a>  <a href="https://www.fenland.gov.uk/flytipping">https://www.fenland.gov.uk/flytipping</a></p> <p>Cambridge City - Cambridge City Council › pollution-noise-and-nuisance</p>	<p>Huntingdonshire - We can investigate complaints about issues that are a ‘statutory nuisance’ under the Environmental Protection Act 1990.</p>

# Basket of Services 10: Employment, Training & Skills, Other

Theme	Potential Query/Detail	Support Channels	What support do they offer?
Employment, Training, Skills	Seeking Employment	Adult skills offer – <b>awaiting further information from Tanya Meadows</b> DWP – Work Coaches GOV.UK	
	Support to access education, training and skills		
	Apprenticeships	CRC ( <a href="#">Apprenticeships - Find your perfect role - Cambridge Regional College (camre.ac.uk)</a> ) UCAS ( <a href="#">Apprenticeship jobs   Cambridgeshire (ucas.com)</a> )	

# Cambridge City information

## Covid-19 information

### Foodbanks

Cambridge City's foodbanks work using a voucher referral system. Please call please call **0808 2082138** for free (open Monday to Friday, 9am-5pm) will issue you with a voucher so you can get an emergency food parcel from your local food bank.

### Self-isolation Support

Fenland: [www.fenland.gov.uk/testandtracepayment](http://www.fenland.gov.uk/testandtracepayment)  
Local Discretionary Hardship Fund: [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Vaccinations (transport support & other info)

For general advice on vaccinations call 119  
If someone has no transport to attend their vaccination appointment contact [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Loss of income

**Job Centre Plus** in Cambridge can provide support with employment and benefits Telephone: 0845 604 3719 Textphone: 01223 545016  
<https://www.jobcentreguide.co.uk/cambridge-jobcentre>

#### **Citizen's Advice Bureau**

Universal Credit – Help to claim 0800 144 8 444 (Freephone)  
Mon-Fri 8am – 6pm

**Debt advice** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

**Help with CLAS applications** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

### Help for Businesses

If someone's business has been affected by the pandemic contact the district council on 01223 457000 or  
<https://www.cambridge.gov.uk/coronavirus-information-for-businesses>

Furlough Information - <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

### Toiletries, sanitary wear and household supplies

Personal hygiene packs are available from Cambridge Central & Cherry Hinton libraries.

For more information on opening times call [0345 045 5200](tel:03450455200)  
<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

## **A** Area concerns

### Access to digital/internet

Connecting Cambridgeshire  
<https://www.connectingcambridgeshire.co.uk/>  
Cambridge Online 0845 458 0192 or 01223 300407  
<https://cambridgeonline.org.uk/cambridgeshire-digital-partnership/>

### Community Safety

To learn more about local community safety initiatives and report concerns, including anti-social behaviour locally.

Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk/community-safety>

### Fly tipping/littering

To report concerns contact Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk/report-flytipping>

### Homelessness

Call Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk/homeless-people>

Shelter provide free housing advice to those facing or experiencing homelessness 0808 800 4444

### Parking

Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk/parking>

### Transport, Roads & Cycleways

To report concerns about roads contact Cambridgeshire County Council on 0345 045 5212  
<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways>

For information on Community & Public Transport  
<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking>

Information on cycleways in the county can be found here  
<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/cycling>



# Cambridge City information

## E Education

### Early Years Learning & Childcare

For more information on early years services, including funding for childcare. Cambridgeshire County Council 0345 045 1360  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/childcare-and-early-learning>

The Cambridgeshire Online Directory provides general information on local early years and childcare settings  
<https://www.cambridgeshire.gov.uk/directory/?f.Classification%7Cclassification=Childcare>

### Free School Meals

Families on certain benefits may be entitled to free school meals. For more information  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning/help-with-school-learning-costs/free-school-meals>

Education Welfare Benefits Team 01223 703 200  
[ewb.fsm@cambridgeshire.gov.uk](mailto:ewb.fsm@cambridgeshire.gov.uk)

### Primary & Secondary Schools

For information on schools and education, including term dates, school admissions and transport.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning>

School Admissions 0345 045 1370  
School Bus Passes 0345 045 5208

### Adult Learning & Skills

Cambridgeshire Skills provide adult skills and learning, offering a range of courses.  
Admissions Team on 01353 613013  
or email [cambsals@cambridgeshire.gov.uk](mailto:cambsals@cambridgeshire.gov.uk)  
<https://www.cambsals.co.uk/>

## F Family

### Adult Services

For information, advice and support for adults, including reporting concerns for someone's welfare, enable someone to live independently and requesting assessment.  
0345 045 5202  
<https://www.cambridgeshire.gov.uk/residents/adults>

### Carers

Details of support for carers  
<https://www.cambridgeshire.gov.uk/residents/adults/looking-after-someone>  
Caring Together (work with CCC) 0345 241 0954  
[hello@caringtogether.org](mailto:hello@caringtogether.org)

### Children & Families

For information, advice and support for children, including family & parenting support, concerns for a child's welfare and fostering & adoption.  
0345 045 5203 <https://www.cambridgeshire.gov.uk/residents/children-and-families>

### Child & Family Centres

Child and Family Centres offer groups, events, activities, courses and support for families with children aged 0-19.

**Child and Family Centres - Cambridge City** Tel: 01223 728 118  
Email: [Childandfamilycentre.city@cambridgeshire.gov.uk](mailto:Childandfamilycentre.city@cambridgeshire.gov.uk)

### Special Education Needs and/or disabilities

**Local Offer** All local authorities working with their partners must publish information about how children and young people 0 - 25 who have special educational needs and/or disabilities (SEND) are supported in their area. This is known as the local offer.

<https://www.cambridgeshire.gov.uk/residents/children-and-families/local-offer/about-cambridgeshire-s-local-offer>

### Sight and hearing loss support

Cambridge County Council provide a range of information.  
<https://www.cambridgeshire.gov.uk/residents/adults/support-for-sight-and-hearing-loss-and-disabilities>  
0345 045 5202 [careinfo@cambridgeshire.gov.uk](mailto:careinfo@cambridgeshire.gov.uk)

## Food

Cambridge City's foodbanks work using a voucher referral system. Please call please call **0808 2082138** for free (open Monday to Friday, 9am-5pm) will issue you with a voucher so you can get an emergency food parcel from your local food bank.

Other local support can be accessed via Cambridgeshire online directory  
<https://www.cambridgeshire.gov.uk/directory/>

# Cambridge City information

## H

### Home

#### Housing Support

Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk/housing>

Citizen's Advice Bureau provide information, advice and guidance on a range of housing matters 0808 278 7807  
<https://www.citizensadvice.org.uk/advice/housing-advice/>

#### Tenants & Landlords

Information for tenants is available from Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk/housing-options>

Information for landlords can be found here  
<https://www.cambridge.gov.uk/guide-for-landlords>

#### Utility Bills

If someone is having problems pay their bills, they should may contact with their supplier.

Citizen's Advice Bureau provide information, advice and guidance on utility bills <https://www.cambridgecab.org.uk/>

#### Waste Collection

All household waste collection queries are managed by Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk/bins-recycling-and-rubbish>

## L

### Local Activities

#### Leisure & Sports Centres

More information on the centres can be accessed from Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk/sport-and-fitness>

#### Parks & Open Spaces

More information on the centres can be accessed from Cambridge City Council 01223 457000

<https://www.cambridge.gov.uk/parks-and-playgrounds>

#### Libraries

For information on libraries in your area including opening times, mobile library services and library online contact Cambridgeshire County Council 0345045225  
<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

## M Mental Health

#### Bereavement & Counselling

Cruise Bereavement Care 0808 808 1677 <https://www.cruise.org.uk/>  
Stars – for young people facing grief 01223 863 511

#### Loneliness

There is a range of information on the Cambridgeshire County Council website <https://www.cambridgeshire.gov.uk/residents/adults/connect-with-your-local-community/tackling-loneliness-and-social-isolation>

### Miscellaneous

NHS Mental Health Support 0808 196 3494 -<https://www.nhs.uk/mental-health/nhs-voluntary-charity-services/charity-and-voluntary-services/get-help-from-mental-health-helplines/>  
Samaritans 116 123 [jo@samaritans.org](mailto:jo@samaritans.org) <https://www.samaritans.org/>  
Mind 0300 123 3393 <https://www.mind.org.uk/>

### Money

#### Debt & General Advice

**Cambridge & District CAB** provide advice on all matter relating to debt 08082 787808 <https://www.cambridgecab.org.uk/>

**Money Advice Service** is a national support offer 0800 138 7777  
<https://www.moneyadviceservice.org.uk/en>

#### Employment support

**Job Centre Plus** in Cambridge can provide support with employment and benefits Telephone: 0845 604 3719 Textphone: 01223 545016

<https://www.jobcentreguide.co.uk/cambridge-jobcentre>

## N

### New to the Area (Key contacts)

Cambridge City Council 01223 457000  
<https://www.cambridge.gov.uk>

CCC 0345 045 5200 <https://www.cambridgeshire.gov.uk/>

# East Cambridgeshire information

## Covid-19 information

### Food banks/ Community fridges

Ely & Soham foodbanks work using a voucher referral system. To get support residents require a voucher issued by local agencies.

Citizens Advice Bureau 0808 2082 138

or <https://www.citizensadvice.org.uk>

P3 Floating Support 0115 850 8190

ECDC – Community Support Network

email [covid19@eastcamb.gov.uk](mailto:covid19@eastcamb.gov.uk) or 01353 665555

### Toiletries, sanitary wear and household supplies

Personal hygiene packs are available from Ely & Soham Libraries

For more information on opening times call [0345 045 5200](tel:03450455200)

<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

### Self-isolation Support

East Cambs: <https://www.eastcamb.gov.uk/content/test-and-trace-support-payment>

Local Discretionary Hardship Fund: [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Loss of income

**Job Centre Plus** in Ely can provide support with employment and benefits [0800 169 0190](tel:08001690190)

<https://www.jobcentreguide.co.uk/ely-jobcentre>

#### Rural CAB

Universal Credit – Help to claim 0800 144 8 444 (Freephone)

Mon-Fri 8am – 6pm

**Debt advice** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

**Help with CLAS applications** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

### Vaccinations (transport support & other info)

For general advice on vaccinations call 119

If someone has no transport to attend their vaccination appointment contact [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Help for Businesses

If someone's business has been affected by the pandemic contact the district council on 01353 665555 or

<https://www.eastcamb.gov.uk/covid/coronavirus-information-businesses>

Furlough Information - <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

## **A** Area concerns

### Access to digital/internet

Connecting Cambridgeshire

<https://www.connectingcambridgeshire.co.uk/>

Cambridge Online 0845 458 0192 or 01223 300407

<https://cambridgeonline.org.uk/cambridgeshire-digital-partnership/>

### Community Safety

To learn more about local community safety initiatives and report concerns, including anti-social behaviour locally.

East Cambs District Council Telephone: 01353 665555

<https://www.eastcamb.gov.uk/content/community-safety>

### Fly tipping/littering

To report concerns contact East Cambs District Council on 01353 665555

<https://www.eastcamb.gov.uk/>

### Homelessness

East Cambs District Council Telephone: 01353 665555

Email: [housingservices@eastcamb.gov.uk](mailto:housingservices@eastcamb.gov.uk)

Shelter provide free housing advice to those facing or experiencing homelessness 0808 800 4444

### Parking

East Cambs District Council Telephone: 01353 665555

Email: <https://www.eastcamb.gov.uk/content/visitor-car-parks-and-parking>

### Transport, Roads & Cycleways

To report concerns about roads contact Cambridgeshire County Council on 0345 045 5212

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways>

For information on Community & Public Transport

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking>

Information on cycleways in the county can be found

here <https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/cycling>

# East Cambridgeshire information

## E Education

### Early Years Learning & Childcare

For more information on early years services, including funding for childcare. Cambridgeshire County Council 0345 045 1360  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/childcare-and-early-learning>  
The Cambridgeshire Online Directory provides general information on local early years and childcare settings  
<https://www.cambridgeshire.gov.uk/directory/?f.Classification%7Cclassification=Childcare>

### Free school meals

Families on certain benefits may be entitled to free school meals. For more information  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning/help-with-school-learning-costs/free-school-meals>  
Education Welfare Benefits Team 01223 703 200  
[ewb.fsm@cambridgeshire.gov.uk](mailto:ewb.fsm@cambridgeshire.gov.uk)

### Primary & Secondary Schools

For information on schools and education, including term dates, school admissions and transport.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning>  
School Admissions 0345 045 1370  
School Bus Passes 0345 045 5208

### Adult Learning & Skills

Cambridgeshire Skills provide adult skills and learning, offering a range of courses.  
Admissions Team on 01353 613013  
or email [cambsals@cambridgeshire.gov.uk](mailto:cambsals@cambridgeshire.gov.uk)  
<https://www.cambsals.co.uk/>

## F Family

### Adult Services

For information, advice and support for adults, including reporting concerns for someone's welfare, enable someone to live independently and requesting assessment.  
0345 045 5202  
<https://www.cambridgeshire.gov.uk/residents/adults>

### Carers

Details of support carers  
<https://www.cambridgeshire.gov.uk/residents/adults/looking-after-someone>  
Caring Together (work with CCC) 0345 241 0954  
[hello@caringtogether.org](mailto:hello@caringtogether.org)

### Children & Families

For information, advice and support for children, including family & parenting support, concerns for a child's welfare and fostering & adoption.  
0345 045 5203 <https://www.cambridgeshire.gov.uk/residents/children-and-families>

### Child & Family Centres

Child and Family Centres offer groups, events, activities, courses and support for families with children aged 0-19.  
**Tel:** 01353 611 594  
**Email:** [Childandfamilycentre.east@cambridgeshire.gov.uk](mailto:Childandfamilycentre.east@cambridgeshire.gov.uk)

### Special Education Needs and/or disabilities

**Local Offer** All local authorities working with their partners must publish information about how children and young people 0 - 25 who have special educational needs and/or disabilities (SEND) are supported in their area. This is known as the local offer.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/local-offer/about-cambridgeshire-s-local-offer>

### Sight and hearing loss support

<https://www.cambridgeshire.gov.uk/residents/adults/support-for-sight-and-hearing-loss-and-disabilities>  
0345 045 5202 [careinfo@cambridgeshire.gov.uk](mailto:careinfo@cambridgeshire.gov.uk)

## Food

Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies.  
Citizens Advice Bureau 0808 2082 138  
or <https://www.citizensadvice.ruralcambs.org.uk/>  
P3 Floating Support 0115 850 8190  
ECDC – Community Support Network email [covid19@eastcambs.gov.uk](mailto:covid19@eastcambs.gov.uk) or 01353 665555  
Fenland Council Community Support Network  
email [covid19@fenland.gov.uk](mailto:covid19@fenland.gov.uk) or 01354 654321

# East Cambridgeshire information

## H

### Home

#### Housing Support

East Cambs District Council Housing Support  
01353 665555 Email: [housingservices@eastcambs.gov.uk](mailto:housingservices@eastcambs.gov.uk)  
The are community hubs, in Ely, Soham and Littleport, however, they are currently closed due to the pandemic. All enquiries should be directed to the contact above.

Citizen's Advice Bureau provide information, advice and guidance on a range of housing matters  
<https://www.citizensadvicerruralcambs.org.uk/advice/housing-advice/>

#### Tenants & Landlords

East Cambs District Council provide advice to both tenants & landlords 01353 665555  
<https://www.eastcambs.gov.uk/content/guide-tenants-and-landlords>

#### Utility Bills

If someone is having problems pay their bills, they should may contact with their supplier.

Citizen's Advice Bureau provide information, advice and guidance on utility bills <https://www.citizensadvicerruralcambs.org.uk/advice/>

#### Waste Collection

All household waste collection queries are managed by East Cambs District Council 01353 665555  
<https://www.eastcambs.gov.uk/content/waste-collections-and-street-cleansing>

## L

### Local Activities

#### Leisure & Sports Centres

More information on the centres can be accessed from East Cambs District Council 01353 665555  
<https://www.eastcambs.gov.uk/sports/leisure-centres-sports-facilities>

#### Parks & Open Spaces

More information on the centres can be accessed from East Cambs District Council 01353 665555  
<https://www.eastcambs.gov.uk/content/parks-and-open-spaces>

#### Libraries

For information on libraries in your area including opening times, mobile library services and library online contact Cambridgeshire County Council 03450455225  
<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

## M Mental Health

#### Bereavement & Counselling

Cruise Bereavement Care 0808 808 1677 <https://www.cruse.org.uk/>  
Stars – for young people facing grief 01223 863 511

#### Loneliness

There is a range of information on the Cambridgeshire County Council website <https://www.cambridgeshire.gov.uk/residents/adults/connect-with-your-local-community/tackling-loneliness-and-social-isolation>

### Miscellaneous

NHS Mental Health Support 0808 196 3494  
<https://www.nhs.uk/mental-health/nhs-voluntary-charity-services/charity-and-voluntary-services/get-help-from-mental-health-helplines/>  
Samaritans 116 123 [jo@samaritans.org](mailto:jo@samaritans.org) <https://www.samaritans.org/>  
Mind 0300 123 3393 <https://www.mind.org.uk/>

### Money

#### Debt & General Advice

Rural CAB with provide advice on all matter relating to debt  
Debt advice - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

Money Advice Service is a national support offer 0800 138 7777  
<https://www.moneyadviceservice.org.uk/en>

#### Employment

**Job Centre Plus** in Ely can provide support with employment and benefits  
0800 169 0190 <https://www.jobcentreguide.co.uk/ely-jobcentre>

## N

### New to the Area (Key contacts)

East Cambs District Council 01353 665555 <https://www.eastcambs.gov.uk>  
CCC 0345 045 5200 <https://www.cambridgeshire.gov.uk/>



# Fenland information

## Covid-19 information

### Food banks/ Community fridges

Wisbech foodbank work using a voucher referral system. To get support residents require a voucher issued by local agencies.

Citizens Advice Bureau 0808 2082 138

or <https://www.citizensadvice.org.uk>

P3 Floating Support 0115 850 8190

Fenland Council Community Support Network

email [covid19@fenland.gov.uk](mailto:covid19@fenland.gov.uk) or 01354 654321

### Self-isolation Support

Fenland: [www.fenland.gov.uk/testandtracepayment](http://www.fenland.gov.uk/testandtracepayment)

Local Discretionary Hardship Fund: [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Loss of income

**Job Centre Plus** in Wisbech can provide support with employment and benefits [0800 169 0190](tel:08001690190)

<https://www.jobcentreguide.co.uk/wisbech-jobcentre>

**Rural CAB**

Universal Credit – Help to claim 0800 144 8 444 (Freephone)

Mon-Fri 8am – 6pm

**Debt advice** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

**Help with CLAS applications** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

### Vaccinations (transport support & other info)

For general advice on vaccinations call 119

If someone has no transport to attend their vaccination appointment

contact [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Help for Businesses

If someone's business has been affected by the pandemic contact the district council on 01354 654321 or

[www.fenland.gov.uk/coronavirusbusinessadvice](http://www.fenland.gov.uk/coronavirusbusinessadvice)

Furlough Information - <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

### Toiletries, sanitary wear and household supplies

Personal hygiene packs are available from Wisbech & March

Libraries. For more information on opening times call [0345 045 5200](tel:03450455200)

<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

## A Area concerns

### Access to digital/internet

Connecting Cambridgeshire

<https://www.connectingcambridgeshire.co.uk/>

Cambridge Online 0845 458 0192 or 01223 300407

<https://cambridgeonline.org.uk/cambridgeshire-digital-partnership/>

### Fly tipping/littering

To report concerns, contact Fenland District Council on 01354 654321

[Contact us - Fenland District Council](#) - [www.fenland.gov.uk](http://www.fenland.gov.uk)

### Parking

Fenland District Council Telephone: 01354 654321

[www.fenland.gov.uk/carparks](http://www.fenland.gov.uk/carparks)

### Homelessness

Fenland District Council - Telephone: 01354 654321

Email: [housingadvice@fenland.gov.uk](mailto:housingadvice@fenland.gov.uk)

Shelter provide free housing advice to those facing or experiencing homelessness 0808 800 4444

### Transport, Roads & Cycleways

To report concerns about roads contact Cambridgeshire County Council on 0345 045 5212

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways>

For information on Community & Public Transport

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking>

Information on cycleways in the county can be found here

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/cycling>

### Community Safety

To learn more about local community safety initiatives and report concerns, including anti-social behaviour locally.

Fenland District Council Telephone: 01354 654321

[www.fenland.gov.uk/communitysafety](http://www.fenland.gov.uk/communitysafety)

# Fenland information

## E Education

### Early Years Learning & Childcare

For more information on early years services, including funding for childcare. Cambridgeshire County Council 0345 045 1360  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/childcare-and-early-learning>

The Cambridgeshire Online Directory provides general information on local early years and childcare settings  
<https://www.cambridgeshire.gov.uk/directory/?f.Classification%7Cclassification=Childcare>

### Free School Meals

Families on certain benefits may be entitled to free school meals. For more information  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning/help-with-school-learning-costs/free-school-meals>  
Education Welfare Benefits Team 01223 703 200  
[ewb.fsm@cambridgeshire.gov.uk](mailto:ewb.fsm@cambridgeshire.gov.uk)

### Primary & Secondary Schools

For information on schools and education, including term dates, school admissions and transport.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning>  
School Admissions 0345 045 1370  
School Bus Passes 0345 045 5208

### Adult Learning & Skills

Cambridgeshire Skills provide adult skills and learning, offering a range of courses.  
Admissions Team on 01353 613013  
or email [cambsals@cambridgeshire.gov.uk](mailto:cambsals@cambridgeshire.gov.uk)  
<https://www.cambsals.co.uk/>

## F Family

### Adult Services

For information, advice and support for adults, including reporting concerns for someone's welfare, enable someone to live independently and requesting assessment.  
0345 045 5202  
<https://www.cambridgeshire.gov.uk/residents/adults>

### Carers

Details of support carers  
<https://www.cambridgeshire.gov.uk/residents/adults/looking-after-someone>  
Caring Together (work with CCC) 0345 241 0954  
[hello@caringtogether.org](mailto:hello@caringtogether.org)

### Children & Families

For information, advice and support for children, including family & parenting support, concerns for a child's welfare and fostering & adoption.  
0345 045 5203 <https://www.cambridgeshire.gov.uk/residents/children-and-families>

### Child & Family Centres

Child and Family Centres offer groups, events, activities, courses and support for families with children aged 0-19.  
Tel: 01353 611 594  
Email: [Childandfamilycentre.fenland@cambridgeshire.gov.uk](mailto:Childandfamilycentre.fenland@cambridgeshire.gov.uk)

### Special Education Needs and/or disabilities

**Local Offer** All local authorities working with their partners must publish information about how children and young people 0 - 25 who have special educational needs and/or disabilities (SEND) are supported in their area. This is known as the local offer.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/local-offer/about-cambridgeshire-s-local-offer>

### Sight and hearing loss support

<https://www.cambridgeshire.gov.uk/residents/adults/support-for-sight-and-hearing-loss-and-disabilities>  
0345 045 5202 [careinfo@cambridgeshire.gov.uk](mailto:careinfo@cambridgeshire.gov.uk)

## Food

Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies.  
Citizens Advice Bureau 0808 2082 138  
or <https://www.citizensadvice.org.uk/cambs/>  
P3 Floating Support 0115 850 8190  
ECDC – Community Support Network  
email [covid19@eastcambs.gov.uk](mailto:covid19@eastcambs.gov.uk) or 01353 665555  
Fenland Council Community Support Network  
email [covid19@fenland.gov.uk](mailto:covid19@fenland.gov.uk) or 01354 654321

# Fenland information

# H

## Home

### Housing Support

Fenland District Council Housing Advice  
01354 654321 - <https://www.fenland.gov.uk/housingadvice>

Citizen's Advice Bureau provide information, advice and guidance on a range of housing matters  
<https://www.citizensadvice.ruralcambs.org.uk/advice/housing-advice/>

### Tenants & Landlords

Fenland District Council offer free and confidential housing advice for residents and landlords - 01354 654321

<https://www.fenland.gov.uk/housingadvice>

[www.fenland.gov.uk/landlordadvice](http://www.fenland.gov.uk/landlordadvice)

### Utility Bills

If someone is having problems pay their bills, they should may contact with their supplier.

Citizen's Advice Bureau provide information, advice and guidance on utility bills <https://www.citizensadvice.ruralcambs.org.uk/advice/>

### Waste Collection

All household waste collection queries are managed by Fenland District Council - 01354 654321

<https://www.fenland.gov.uk/waste-and-recycling>

# L

## Local Activities

### Leisure & Sports Centres

More information on the centres can be accessed Fenland District Council - 01354 654321  
<https://www.freedom-leisure.co.uk/partners/fenland-district-council/>

### Parks & Open Spaces

More information on the centres can be accessed from Fenland District Council - 01354 654321  
<https://www.fenland.gov.uk/parks>

### Libraries

For information on libraries in your area including opening times, mobile library services and library online contact Cambridgeshire County Council 03450455225  
<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

# M

## Mental Health

### Bereavement & Counselling

Cruise Bereavement Care 0808 808 1677 <https://www.cruse.org.uk/>  
Stars – for young people facing grief 01223 863 511

### Loneliness

There is a range of information on the Cambridgeshire County Council website <https://www.cambridgeshire.gov.uk/residents/adults/connect-with-your-local-community/tackling-loneliness-and-social-isolation>

## Miscellaneous

NHS Mental Health Support 0808 196 3494  
<https://www.nhs.uk/mental-health/nhs-voluntary-charity-services/charity-and-voluntary-services/get-help-from-mental-health-helplines/>  
Samaritans 116 123 [jo@samaritans.org](mailto:jo@samaritans.org) <https://www.samaritans.org/>  
Mind 0300 123 3393 <https://www.mind.org.uk/>

## Money

### Debt & General Advice

Rural CAB with provide advice on all matter relating to debt  
Debt advice - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

Money Advice Service is a national support offer 0800 138 7777  
<https://www.moneyadviceservice.org.uk/en>

## Employment

**Job Centre Plus** in Wisbech can provide support with employment and benefits 0800 169 0190 -  
<https://www.jobcentreguide.co.uk/wisbech-jobcentre>

# N

## New to the Area (Key contacts)

Fenland District Council - 01354 654321 <https://www.fenland.gov.uk>

CCC 0345 045 5200 <https://www.cambridgeshire.gov.uk/>



# Huntingdonshire information

## Covid-19 information

### Food banks/ Community fridges

Godmanchester foodbank works using a voucher referral system. Please call 0344 245 1292 to speak to Rural Citizens Advice Huntingdonshire, a referral partner of Godmanchester Foodbank, who will be able to issue you with a food bank voucher if necessary.

### Self-isolation Support

Fenland: [www.fenland.gov.uk/testandtracepayment](http://www.fenland.gov.uk/testandtracepayment)  
Local Discretionary Hardship Fund: [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Vaccinations (transport support & other info)

For general advice on vaccinations call 119  
If someone has no transport to attend their vaccination appointment contact [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Toiletries, sanitary wear and household supplies

Personal hygiene packs are available from Huntingdon, St Ives & Ramsey libraries.

For more information on opening times call [0345 045 5200](tel:03450455200)  
<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

### Loss of income

**Job Centre Plus** in Huntingdon can provide support with employment and benefits Telephone: 0843 509 2446 Textphone: 0845 608 855  
<https://www.jobcentreguide.co.uk/huntingdon-jobcentre>

**Citizen's Advice Bureau**  
Universal Credit – Help to claim 0800 144 8 444 (Freephone)  
Mon-Fri 8am – 6pm  
**Debt advice** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm  
**Help with CLAS applications** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

### Help for Businesses

If someone's business has been affected by the pandemic contact the district council on 01480 388388 or  
<https://www.huntingdonshire.gov.uk/business/>

Furlough Information - <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

## A Area concerns

### Access to digital/internet

Connecting Cambridgeshire  
<https://www.connectingcambridgeshire.co.uk/>  
Cambridge Online 0845 458 0192 or 01223 300407  
<https://cambridgeonline.org.uk/cambridgeshire-digital-partnership/>

### Fly tipping/littering

To report concerns contact Huntingdonshire District Council 01480 388388  
<https://www.huntingdonshire.gov.uk/environmental-issues/fly-tipping/>

### Parking

Huntingdonshire District Council 01480 388388  
<https://www.huntingdonshire.gov.uk/streets-parking-transport/parking/>

### Homelessness

Huntingdonshire District Council 01480 388388  
<https://www.huntingdonshire.gov.uk/housing/homelessness/>

Shelter provide free housing advice to those facing or experiencing homelessness 0808 800 4444

### Transport, Roads & Cycleways

To report concerns about roads contact Cambridgeshire County Council on 0345 045 5212  
<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways>  
For information on Community & Public Transport  
<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking>  
Information on cycleways in the county can be found here  
<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/cycling>

### Community Safety

To learn more about local community safety initiatives and report concerns, including anti-social behaviour locally.

Huntingdonshire District Council 01480 388388  
<https://www.huntingdonshire.gov.uk/people-communities/crime-and-community-safety/>

# Huntingdonshire information

## E Education

### Early Years Learning & Childcare

For more information on early years services, including funding for childcare. Cambridgeshire County Council 0345 045 1360  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/childcare-and-early-learning>

The Cambridgeshire Online Directory provides general information on local early years and childcare settings  
<https://www.cambridgeshire.gov.uk/directory/?f.Classification%7Cclassification=Childcare>

### Free School Meals

Families on certain benefits may be entitled to free school meals. For more information  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning/help-with-school-learning-costs/free-school-meals>  
Education Welfare Benefits Team 01223 703 200  
[ewb.fsm@cambridgeshire.gov.uk](mailto:ewb.fsm@cambridgeshire.gov.uk)

### Primary & Secondary Schools

For information on schools and education, including term dates, school admissions and transport.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning>  
School Admissions 0345 045 1370  
School Bus Passes 0345 045 5208

### Adult Learning & Skills

Cambridgeshire Skills provide adult skills and learning, offering a range of courses.  
Admissions Team on 01353 613013  
or email [cambsals@cambridgeshire.gov.uk](mailto:cambsals@cambridgeshire.gov.uk)  
<https://www.cambsals.co.uk/>

## F Family

### Adult Services

For information, advice and support for adults, including reporting concerns for someone's welfare, enable someone to live independently and requesting assessment.  
0345 045 5202  
<https://www.cambridgeshire.gov.uk/residents/adults>

### Carers

Details of support carers  
<https://www.cambridgeshire.gov.uk/residents/adults/looking-after-someone>  
Caring Together (work with CCC) 0345 241 0954  
[hello@caringtogether.org](mailto:hello@caringtogether.org)

### Children & Families

For information, advice and support for children, including family & parenting support, concerns for a child's welfare and fostering & adoption.  
0345 045 5203 <https://www.cambridgeshire.gov.uk/residents/children-and-families>

### Child & Family Centres

Child and Family Centres offer groups, events, activities, courses and support for families with children aged 0-19.  
**Child and Family Centres – Huntingdonshire Tel:** 01480 372 700  
Email: [Childandfamilycentre.hunts@cambridgeshire.gov.uk](mailto:Childandfamilycentre.hunts@cambridgeshire.gov.uk)

### Special Education Needs and/or disabilities

**Local Offer** All local authorities working with their partners must publish information about how children and young people 0 - 25 who have special educational needs and/or disabilities (SEND) are supported in their area. This is known as the local offer.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/local-offer/about-cambridgeshire-s-local-offer>

### Sight and hearing loss support

<https://www.cambridgeshire.gov.uk/residents/adults/support-for-sight-and-hearing-loss-and-disabilities>  
0345 045 5202 [careinfo@cambridgeshire.gov.uk](mailto:careinfo@cambridgeshire.gov.uk)

## Food

Godmanchester foodbank works using a voucher referral system. Please call **0344 245 1292** to speak to Rural Citizens Advice Huntingdonshire, a referral partner of Godmanchester Foodbank, who will be able to issue you with a food bank voucher if necessary.

Other local support can be accessed via Cambridgeshire online directory  
<https://www.cambridgeshire.gov.uk/directory/>

# Huntingdonshire information

## H

### Home

#### Housing Support



Huntingdonshire District Council Housing Support 01480 388218  
Email: [housingservices@eastcambs.gov.uk](mailto:housingservices@eastcambs.gov.uk)

Citizen's Advice Bureau provide information, advice and guidance on a range of housing matters 0808 278 7807  
<https://www.citizensadvice.org.uk/advice/housing-advice/>

#### Tenants & Landlords



Information for tenants is available from Huntingdonshire District Council Housing Support 01480 388218  
Email: [housingadvice@huntingdonshire.gov.uk](mailto:housingadvice@huntingdonshire.gov.uk)

Information for landlords can be found here  
<https://www.huntingdonshire.gov.uk/housing/advice-for-landlords/>

#### Utility Bills



If someone is having problems pay their bills, they should may contact with their supplier.

Citizen's Advice Bureau provide information, advice and guidance on utility bills <https://www.citizensadvice.org.uk/advice/>

#### Waste Collection



All household waste collection queries are managed by Huntingdonshire District Council 01480 388388  
<https://www.huntingdonshire.gov.uk/bins-waste/>

## L

### Local Activities

#### Leisure & Sports Centres



More information on the centres can be accessed from Huntingdonshire District Council 01480 388388 <https://huntingdonshire.gov.uk/leisure/>

#### Parks & Open Spaces



More information on the centres can be accessed from Huntingdonshire District Council 01480 388388  
<https://huntingdonshire.gov.uk/leisure/parks-nature-reserves-and-green-spaces/>

#### Libraries



For information on libraries in your area including opening times, mobile library services and library online contact Cambridgeshire County Council 0345045225  
<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

## M

### Mental Health

#### Bereavement & Counselling



Cruise Bereavement Care 0808 808 1677 <https://www.cruise.org.uk/>  
Stars – for young people facing grief 01223 863 511

#### Loneliness



There is a range of information on the Cambridgeshire County Council website <https://www.cambridgeshire.gov.uk/residents/adults/connect-with-your-local-community/tackling-loneliness-and-social-isolation>

### Miscellaneous

NHS Mental Health Support 0808 196 3494 <https://www.nhs.uk/mental-health/nhs-voluntary-charity-services/charity-and-voluntary-services/get-help-from-mental-health-helplines/>  
Samaritans 116 123 [jo@samaritans.org](mailto:jo@samaritans.org) <https://www.samaritans.org/>  
Mind 0300 123 3393 <https://www.mind.org.uk/>

### Money

#### Debt & General Advice



**Rural CAB** with provide advice on all matter relating to debt  
Debt advice - 0807 278 7807 Mon-Fri 9.30am – 3.30pm  
**Huntingdon Area Money Advice** 01480 418866  
<https://www.huntsmoneyadvice.co.uk/>

**Money Advice Service** is a national support offer 0800 138 7777  
<https://www.moneyadviceservice.org.uk/en>

#### Employment

**Job Centre Plus** in Ely can provide support with employment and benefits  
0800 169 0190 <https://www.jobcentre.co.uk/ely-jobcentre>

## N

### New to the Area (Key contacts)

Huntingdonshire District Council 01480 388388  
<https://www.huntingdonshire.gov.uk>

CCC 0345 045 5200 <https://www.cambridgeshire.gov.uk/>

# South Cambridgeshire information

## Covid-19 information

### Food banks/ Community fridges

Cottenham, Cambourne, Waterbeach and Royston foodbanks work using a voucher referral system. To get support residents require a voucher issued by local agencies.

Citizens Advice Bureau 0808 2082 138

or <https://www.citizensadvice.org.uk>

P3 Floating Support 0115 850 8190

South Cambridgeshire Council Community Support Network

email [duty.communities@scambs.gov.uk](mailto:duty.communities@scambs.gov.uk) or 01954 713398

### Toiletries, sanitary wear and household supplies

Personal hygiene packs are available from Cambourne Library. For more information on opening times call [0345 045 5200](tel:0345 045 5200)

<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

### Self-isolation Support

South Cambridgeshire: <http://www.scambs.gov.uk/coronavirus/self-isolation-payment/>

Local Discretionary Hardship Fund: [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Loss of income

**Job Centre Plus** in Cambridge can provide support with employment and benefits 0845 604 3719

<https://www.jobcentreguide.co.uk/cambridge-jobcentre>

**Rural CAB**

Universal Credit – Help to claim 0800 144 8 444 (Freephone)

Mon-Fri 8am – 6pm

**Debt advice** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

**Help with CLAS applications** - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

### Vaccinations (transport support & other info)

For general advice on vaccinations call 119

If someone has no transport to attend their vaccination appointment

contact [communitycv@cambridgeshire.gov.uk](mailto:communitycv@cambridgeshire.gov.uk)

### Help for Businesses

If someone's business has been affected by the pandemic contact South Cambs district council on 03450 450 500 or

<https://www.scambs.gov.uk/business/coronavirus-information-for-businesses/>

Furlough Information - <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme>

## **A** Area concerns

### Access to digital/internet

Connecting Cambridgeshire

<https://www.connectingcambridgeshire.co.uk/>

Cambridge Online 0845 458 0192 or 01223 300407

<https://cambridgeonline.org.uk/cambridgeshire-digital-partnership/>

### Community Safety

To learn more about local community safety initiatives and report concerns, including anti-social behaviour locally.

South Cambs District Council Telephone: 03450 450 500

<https://www.scambs.gov.uk/community-development/crime-anti-social-behaviour-and-community-safety/>

### Fly tipping/littering

To report concerns contact South Cambs District Council on 03450 450 063

<https://www.scambs.gov.uk/environment/envirocrime/reporting-envirocrime/>

### Homelessness

South Cambs District Council Telephone: 03450 450 051

Email: [duty.housing@scambs.gov.uk](mailto:duty.housing@scambs.gov.uk)

Shelter provide free housing advice to those facing or experiencing homelessness 0808 800 4444

### Parking

South Cambs District Council Telephone: 03450 450 500

<https://www.scambs.gov.uk/community-development/roads-and-transport/parking-in-our-area/>

### Transport, Roads & Cycleways

To report concerns about roads contact Cambridgeshire County Council on 0345 045 5212

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/roads-and-pathways>

For information on Community & Public Transport

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking>

Information on cycleways in the county can be found here

<https://www.cambridgeshire.gov.uk/residents/travel-roads-and-parking/cycling>

# South Cambridgeshire information

## E Education

### Early Years Learning & Childcare

For more information on early years services, including funding for childcare. Cambridgeshire County Council 0345 045 1360  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/childcare-and-early-learning>

The Cambridgeshire Online Directory provides general information on local early years and childcare settings  
<https://www.cambridgeshire.gov.uk/directory/?f.Classification%7Cclassification=Childcare>

### Free School Meals

Families on certain benefits may be entitled to free school meals. For more information  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning/help-with-school-learning-costs/free-school-meals>  
Education Welfare Benefits Team 01223 703 200  
[ewb.fsm@cambridgeshire.gov.uk](mailto:ewb.fsm@cambridgeshire.gov.uk)

### Primary & Secondary Schools

For information on schools and education, including term dates, school admissions and transport.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning>  
School Admissions 0345 045 1370  
School Bus Passes 0345 045 5208

### Adult Learning & Skills

Cambridgeshire Skills provide adult skills and learning, offering a range of courses.  
Admissions Team on 01353 613013  
or email [cambsals@cambridgeshire.gov.uk](mailto:cambsals@cambridgeshire.gov.uk)  
<https://www.cambsals.co.uk/>

## F Family

### Adult Services

For information, advice and support for adults, including reporting concerns for someone's welfare, enable someone to live independently and requesting assessment.  
0345 045 5202  
<https://www.cambridgeshire.gov.uk/residents/adults>

### Carers

Details of support carers  
<https://www.cambridgeshire.gov.uk/residents/adults/looking-after-someone>  
Caring Together (work with CCC) 0345 241 0954  
[hello@caringtogether.org](mailto:hello@caringtogether.org)

### Children & Families

For information, advice and support for children, including family & parenting support, concerns for a child's welfare and fostering & adoption.  
0345 045 5203 <https://www.cambridgeshire.gov.uk/residents/children-and-families>

### Child & Family Centres

Child and Family Centres offer groups, events, activities, courses and support for families with children aged 0-19.  
Tel: 01954 286 012  
Email: [Childandfamilycentre.south@cambridgeshire.gov.uk](mailto:Childandfamilycentre.south@cambridgeshire.gov.uk)

### Special Education Needs and/or disabilities

**Local Offer** All local authorities working with their partners must publish information about how children and young people 0 - 25 who have special educational needs and/or disabilities (SEND) are supported in their area. This is known as the local offer.  
<https://www.cambridgeshire.gov.uk/residents/children-and-families/local-offer/about-cambridgeshire-s-local-offer>

### Sight and hearing loss support

<https://www.cambridgeshire.gov.uk/residents/adults/support-for-sight-and-hearing-loss-and-disabilities>  
0345 045 5202 [careinfo@cambridgeshire.gov.uk](mailto:careinfo@cambridgeshire.gov.uk)

## Food

Our foodbank works using a voucher referral system. In order to get help from our foodbank, you will need a voucher issued by local agencies.  
Citizens Advice Bureau 0808 2082 138  
or <https://www.citizensadvice.ruralcambs.org.uk/>  
P3 Floating Support 0115 850 8190  
South Cambridgeshire Council Community Support Network  
email [duty.communities@scambs.gov.uk](mailto:duty.communities@scambs.gov.uk) or 01954 713398



# South Cambridgeshire information

## H

### Home

#### Housing Support

South Cambs District Council Housing Support  
03450 450 051

Email: [duty.housing@scambs.gov.uk](mailto:duty.housing@scambs.gov.uk)

Citizen's Advice Bureau provide information, advice and guidance on a range of housing matters

<https://www.citizensadvice.org.uk/advice/housing-advice/>

#### Tenants & Landlords

South Cambs District Council provide advice to both tenants & landlords 03450 450 051

<https://www.scambs.gov.uk/housing/housing-advice/help-with-housing/housing-advice-service/>

#### Utility Bills

If someone is having problems with paying their bills, they should may contact with their supplier.

Citizen's Advice Bureau provide information, advice and guidance on utility bills <https://www.citizensadvice.org.uk/advice/>

#### Waste Collection

All household waste collection queries are managed by South Cambs District Council 03450 450 063

<https://www.scambs.gov.uk/bins/>

## L

### Local Activities

#### Leisure & Sports Centres

More information on the centres can be accessed from East Cambs District Council 03450 450 500

<https://www.scambs.gov.uk/sport-health-and-wellbeing/things-to-get-you-out-and-active-in-south-cambs/sports-centres-and-facilities/>

#### Parks & Open Spaces

More information on the centres can be accessed from South Cambs District Council 03450 450 500

<https://www.scambs.gov.uk/sport-health-and-wellbeing/things-to-get-you-out-and-active-in-south-cambs/local-parks-and-nature-reserves/>

#### Libraries

For information on libraries in your area including opening times, mobile library services and library online contact Cambridgeshire County Council 0345 045 5225

<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library>

## M Mental Health

#### Bereavement & Counselling

Cruise Bereavement Care 0808 808 1677 <https://www.cruse.org.uk/>  
Stars – for young people facing grief 01223 863 511

#### Loneliness

There is a range of information on the Cambridgeshire County Council website <https://www.cambridgeshire.gov.uk/residents/adults/connect-with-your-local-community/tackling-loneliness-and-social-isolation>

### Miscellaneous

NHS Mental Health Support 0808 196 3494

<https://www.nhs.uk/mental-health/nhs-voluntary-charity-services/charity-and-voluntary-services/get-help-from-mental-health-helplines/>

Samaritans 116 123 [jo@samaritans.org](mailto:jo@samaritans.org) <https://www.samaritans.org/>

Mind 0300 123 3393 <https://www.mind.org.uk/>

## Money

#### Debt & General Advice

Rural CAB with provide advice on all matter relating to debt  
Debt advice - 0807 278 7807 Mon-Fri 9.30am – 3.30pm

Money Advice Service is a national support offer 0800 138 7777  
<https://www.moneyadviceservice.org.uk/en>

#### Employment

Job Centre Plus in Cambridge can provide support with employment and benefits 0845 604 3719

<https://www.jobcentre.co.uk/cambridge-jobcentre>

## N

### New to the Area (Key contacts)

South Cambs District Council 03450 450 500  
<https://www.scambs.gov.uk/>

Cambridgeshire County Council 0345 045 5200  
<https://www.cambridgeshire.gov.uk/>