

**Information for residents and businesses - Issue 5 - Friday 27 November**  
**Brought to you by all public sector organisations in Cumbria**

Exactly a week after floods hit part of Cumbria, a massive effort from communities and a wide range of agencies and voluntary organisations has seen life returning to normal for most of the county. Selected parts of Cumbria - particularly Keswick, Cockermouth, Ulverston and Workington - are still suffering from the aftermath of the floods, with people unable to return to their flooded homes and damage to roads and bridges causing travel disruption. For those areas that have been affected by the floods, massive strides have been made to support local people and help them get back on their feet. Lobbying from key agencies in the county has secured guarantees of support from the Government that they will help meet the cost of repairing the damaged infrastructure.

## Prince of Wales to switch on Christmas lights

His Royal Highness, the Prince of Wales will visit Keswick today (Friday 27 November) in a Regal show of support for victims of the flooding in Cumbria. The Prince will mark his visit by joining BBC personality, Julia Bradbury in switching on the town's Christmas lights in a special ceremony to get the message out to visitors that Cumbria is "open for business" again.

He will meet residents, community organisations, and view an area affected by the flood in the small Lake District market town to see how affected businesses are rapidly getting back on their feet and re-opening after the unprecedented weather of November 19.

## Waste

### Emergency Household Waste Centre in Cockermouth

To help people dispose of any household items damaged as a result of flooding Cumbria County Council will be opening an emergency household waste centre on a temporary basis at the old depot, Sullart Street in Cockermouth. The new site will be open daily from 10am to 3pm between Saturday 28 November and Saturday 12 December.

The site will accept all flood damaged waste including:

- Furniture such as chairs, tables, sofas, beds.
- Doors and fencing
- Carpets and soft furnishings
- Electrical items such as fridges\*, televisions, cookers etc.
- Standard household refuse
- The site will also accept small amounts of silt, sand and rubble from flood affected domestic properties.

There will be a number of site operatives available on site to help. For more information or advice on using the waste centre please call 0845 055 1118.

Please note that the centre will only be open on a short term basis. We apologise for any inconvenience the site may cause to local residents.

\* Please empty all food waste from fridges and freezers before bringing them to the site.

### Bulky household waste collections

In order to help with the incredibly difficult circumstances that residents are dealing with due to flood damage, Allerdale Borough Council and South Lakeland District Council will help residents with extra support regarding the removal of household waste damaged by floods, and no cost will be applied to this service.

Services available to residents are set out below:

- 1) Local Councils can collect furniture such as chairs, tables, sofas, beds, internal doors, garden furniture and garden fencing by a special collection refuse vehicle. Damaged household goods will be loaded into the wagon by a collection crew and delivered to the disposal point.
- 2) All items such as fridges, televisions, cookers, washing machines, dryers, microwaves and other large electrical appliances must be collected by a separate van. Please empty all food waste from fridges before placing out for collection.

If you have any bulky household waste items please contact your local district council to arrange collection on the appropriate number below.

Residents within Allerdale  
01900 702800  
Residents within South Lakeland  
0845 050 4434

# Bridges

Weekend revellers are being urged to remember the huge safety risks which remain due to transport issues facing Workington. Most of the town's pubs and clubs are situated to the south of the town. With the north and south of Workington cut off apart from a rail link and road diversion via the A66 at Papcastle, it's feared some people may try to cross the Calva Bridge despite its critical condition.

Extra barriers have been put in place after vehicles were seen crossing the bridge yesterday.

Structural engineers continue to reiterate that the bridge is in danger of imminent collapse.

Anyone or any vehicle attempting to cross the bridge is putting themselves in severe danger.

No one should attempt to cross the River Derwent, particularly under the influence of alcohol.

Cumbria County Council's website [www.cumbria.gov.uk](http://www.cumbria.gov.uk) is providing regular updates on road and bridge closures, with diversion maps also illustrated at [www.cumbria.gov.uk/roads-transport/floods/diversionroutesallerdale.asp](http://www.cumbria.gov.uk/roads-transport/floods/diversionroutesallerdale.asp)

Construction work by the army will begin this morning on a new temporary footbridge crossing the River Derwent in Workington, uniting communities currently cut off on the north and south side of the river following the collapse of Workington Bridge and the footbridge and structural damage making Calva Bridge unusable. It is hoped the new bridge will be completed by December 5th.

Some 200 soldiers will be involved in the operation, including Royal Engineers (to build it), Royal Logistic Corps (to transport it – the bridge comes in many sections), Royal Signals and Royal Military Police. The military effort is being co-ordinated by the regional Brigade for North West England, 42 (North West) Brigade and soldiers will be carrying out the work in round-the-clock shifts to reconnect the town as soon as possible.

Structural engineers are due to complete their checks today on around 1,300 bridges which are near water (the county has around 1,800 bridges in total, but 500 are not near water and therefore haven't needed to be

checked after the flooding). So far seven bridges have been identified as requiring principal bridge inspections, where divers will assess their foundations to look for scour damage and erosion. An inspection typically takes a day and can only be done once river levels are suitable.

These bridges are:

Holmrook Bridge - Holmrook (Copeland)

Egremont Bridge - Egremont (Copeland)

Broughton Bridge - Great Broughton (Allerdale)

Butt Bridge - Ennerdale Bridge (Copeland)

Wath Bridge - Cleator Moor (Copeland)

Gote Bridge – Cockermouth (Allerdale)

Greta Bridge – Keswick (Allerdale)

A number of other bridges remain closed either because they are clearly damaged beyond repair or there are still safety concerns. Only when engineers are satisfied that bridges are safe to open will they do so. Public safety is our priority.

## Open for business

Most of Cumbria is very much 'open for business', with tourism chiefs urging visitors to continue coming to the Lakes as the county is largely unaffected and accessible. A quick phone call to Cumbria Tourism's visitor information helpline on 01539 825070 or a visit to [www.golakes.co.uk](http://www.golakes.co.uk) will be able to confirm whether the area people are planning to visit has been affected or not.

Support for businesses has also been established. The North West Regional Development Agency (NWDA) has pledged up to £1 million for small businesses and is working closely with Cumbria County Council, Cumbria Chamber of Commerce and Government Office North West (GONW) to offer support to assist businesses that are suffering.

Temporary accommodation is being organised for many small businesses displaced through the floods and further assistance is available through Business Link Northwest

on 0845 00 66 888. Allerdale Borough Council has arranged for Business Rates exemption for affected companies. A temporary retail and business hub has been established in the old Job Centre in Cockermouth. West Cumbria Development Agency Limited (WCDA) provide business advice and support services and maintain a database of business premises available in the area. WCDA are working in close co-operation with clients and other support organisations in an effort to make more space available for businesses unfortunate to have lost their premises.

For help and assistance with your property requirements please contact :

WCDA, Moss Bay House  
40 Peart Road  
Derwent Howe  
Workington  
CA14 3YT  
Tel 01900 65656  
Mobile 07774 163 368  
Email [enquiry@wcda.co.uk](mailto:enquiry@wcda.co.uk)  
[www.wcda.co.uk](http://www.wcda.co.uk)

## Free legal advice for Cumbria's flood victims

Burnetts in Carlisle is to give free legal advice to Cumbrian businesses and individuals following the recent devastation wreaked by the weather in the county.

The firm is making the offer to anyone in Cumbria who needs advice on flood-related issues. The offer, which will last at least until 30 April 2010, covers any type of legal support such as advice on leases or tenancies for businesses which need to temporarily re-locate. Anyone wishing to take advantage of the free advice offer should contact solicitor Kenny Ling on 01228 552222 or by email to [floods@burnetts.co.uk](mailto:floods@burnetts.co.uk).

# Flood Support Centres

A number of these centres have been established by your councils, community groups and other public services. Their aim is to offer a local space which residents can use to access relevant information and advice. They will not be able to answer every question but staff there will usually be able to help you find out who to speak to resolve an issue. They can offer a telephone or computer access if that would be helpful.

The support centres can offer will depend on the issues local residents need but can include red cross, council services (district councils can offer advice on environmental health, waste, housing, benefits advice and the county council advice on schools, transport, roads, libraries, social services, trading standards), housing associations, environment agency, and mental health staff, Churches Together, Job Centre Plus and an insurance company. Centres can also provide information on the Flood Recovery Fund.

## Currently available at the support centres:

- A wide range of advice and information.
- Free to charge your mobile phone.
- Yellow pages and other local information.
- Register for free Bulky Waste Collection.
- Housing advice, social work support, Citizens Advice Bureau staff.

The centres can assist with advice, for example, about requesting suspension of mortgages so that people do not get in arrears if they have been flooded and have extra costs, storage of furniture if they need to relocate in the interim and how to access aid in terms of financial assistance and/or goods.

## Ulverston

The Ulverston Flood Support Centre is based at Ulverston Library.

Ulverston Flood Support Centre is open 10am to 3pm Thursday and Friday.

Open on Saturday 10am - 1pm for general enquiries.  
Closed Sunday.

## Cockermouth

Christ Church, South Street, opening 10am – 5pm. Open on Saturday 10am - 4pm, all services. Sunday open 10am - 1pm.

- Allerdale Borough Council
- Cumbria County Council
- National Flood Forum
- Environment Agency
- United Utilities - electricity only
- Business Link/advice
- Citizens Advice Bureau - Law Centre
- Fire Service
- Home Housing
- Derwent & Solway
- Age Concern
- Red Cross
- Job Centre plus
- Police
- Business Link Northwest

## Other services available on Fairfield Car Park, Cockermouth

- NatWest mobile Bank
- Barclays mobile Bank
- Lloyds mobile Bank – arriving shortly
- BT – for any problems
- Axa Insurance – giving advice on ANY insurance queries
- Salvation Army snack van

## Keswick

Keswick Library, opening 9.30am – 4.30pm. Open from 10am - 1pm on Saturday. Open Sunday 10am - 1pm.

- Allerdale Borough Council
- Cumbria County Council
- Derwent and Solway
- Red Cross
- Environment Agency
- Business Link Northwest

## Mobile centres

There will also be a mobile support centre parked in Keswick at the Catholic Church opposite the Esso Garage from 9.30am - 4.30pm. Not open Saturday.

There will also be a second mobile Flood Support Centre visiting other affected areas. A programme will be published on-line.

The aim is to develop these centres so that they provide emotional and voluntary sector help.

## Support for residents in Workington

Anyone looking for advice or support in Workington should go to the Allerdale Borough Council's Customer Service Centre at The Old Town Hall, Oxford Street, opening 9am – 5pm, (closed Saturday and Sunday) or contact Lynn Singleton 07976978124 or Heather Snodden 07795127910.

- Housing benefits
- Council tax if your home is now uninhabitable
- Business rates exemptions and business grants
- Safely cleaning out your home after it has flooded
- What to do with your damaged furniture and white goods
- Sorting out somewhere else to live
- What to do if you see cracks in your walls
- How to go about getting qualified builders/electricians
- Protecting against infection
- The flood recovery fund and welfare loans.

There is also flood support in the Northside area from Cumbria County Council, Allerdale Borough Council, Derwent and Solway, the police and Age Concern

## GP arrangements

GP arrangements are as follows for this weekend and next week in Cockermouth and Workington.

### Cockermouth

In Cockermouth, South Street Surgery and Derwent House Surgery have both relocated to Cockermouth Community Hospital. Patients at both these surgeries should now contact their own surgery on the normal surgery telephone numbers as below to arrange an appointment.

#### South Street Surgery:

01900 324123 (Reception)  
01900 324121 (Prescription requests)

#### Derwent House Surgery:

01900 324100 (Reception)  
01900 324101 (Prescription requests)

GP clinics are running from 8am until 8pm from Monday to Friday and Saturday (28 November) and Sunday (29 November) from 10am until 2pm.

The Derwent House Surgery in-house dispensary has now relocated to Cockermouth Community Hospital. This facility will open on Monday. Opening hours are 9am to 5.30pm, Monday to Friday for Derwent House dispensary patients.

Allisons Chemist have temporarily re-located to the old Job Centre opposite Sainsbury's. They will be open to dispense prescriptions this Saturday from 9am to 4pm and on Sunday from 3pm to 5pm.

Boots Pharmacy are operating a prescription collection & delivery service from the old Job Centre operating this Saturday from 9am to 4pm and on Sunday from 10am to 2pm. Fitz Road Surgery is open as normal. Tel 01900 324124.

### Workington

Extra GP clinics are being held at both Northside Community Centre

and Firth House, Seaton for people who need to see a GP and are unable to get to their own GP surgery. Patients should call their own GP to arrange before going. Your own GPs will also be able to advise how you can pick up a repeat prescription.

Drop-in clinics are available Monday to Friday at:  
Northside Community Centre,  
Trinity Drive, Northside.  
Between 9am - 10am and 4:30pm  
5:30pm  
Firth House, Main Rd, Seaton.  
Between 10:30pm – 12:30pm and  
2pm – 4pm.

Over the weekend Cumbria Health on Call will be providing the usual out of hours cover, on 01228 401999 (North Cumbria) 0845 0524999 (South Cumbria).

### Vaccination clinic for people displaced in Cockermouth

A replacement vaccination clinic will take place on Saturday (28th November) in Dovenby for people displaced from their homes during the flood and for frontline health and social care workers involved in the recovery efforts on the ground.

### The clinic will take place at M Sport, Dovenby from 9am until 5pm on Saturday.

The seasonal flu and the pneumococcal vaccine (which protects against pneumonia and septicemia) will be offered to the following at-risk groups:

- Health and social care workers involved in the recovery efforts on the ground;
- People aged 65 or over;
- People with a serious medical condition (including those with diabetes, chest problems, heart disease and respiratory illnesses);
- People living in a residential or nursing home;
- Main carers for elderly or disabled people whose welfare may be at risk if you fall ill;
- People who work with poultry.

The swine flu vaccine will be offered to people in the below priority groups:

- Health and social care workers involved in the recovery efforts on the ground;
- Pregnant women;
- Individuals aged between six months and up to 65 years in the current seasonal flu vaccine clinical at-risk groups; (including those with diabetes, chest problems, heart disease and respiratory illnesses);
- People with lowered immune systems e.g. cancer patients;
- Household contacts of immunocompromised individuals; (e.g. those living with people with cancer or HIV).

## Support sessions for emergency workers

Ron Siddle, Consultant Psychologist and Clinical Lead for Early Intervention with Cumbria Partnership NHS Foundation Trust, is offering a series of health briefing sessions. He will be supported by police and other NHS specialist colleagues. The focus will be how to detect signs of stress in the workforce as well as some top tips for how to manage it.

The sessions are open to all but are primarily aimed at supervisors and managers of front line emergency service workers and other agencies actively involved.

The sessions are  
10am - 12pm Sunday 29 November  
12pm - 2pm Sunday 29 November  
10am - 12pm Wednesday 2 December

All will be at the main conference room Cumbria Fire & Rescue Service HQ, Station Road, Cockermouth, CA13 9PR

# Stay safe and protect against infection

The main health hazard in floods come from the stress and strain of the event and clean-up. Take time to look after you and your family's mental health and wellbeing. Do not overexert yourself in the clean-up.

## What's the best health advice – isn't there a risk from bugs in the water?

Infection problems arising from floods in this country are rare. Usually any harmful bugs in floodwater become very diluted and present a low risk, but there are a few precautions to be aware of when dealing with flooding which should prevent unnecessary additional health problems:

1. General hygiene and safety precautions should be taken. When cleaning up use waterproof boots and protective gloves. Keep any open cuts or sores clean and prevent them being exposed to floodwater - wear waterproof plasters if you can.
2. Always wash your hands with soap and clean water after going to the toilet, before eating or preparing food, after being in contact with flood water, or soiled items.
3. Don't allow children to play in floodwater and wash children's hands frequently (always before eating). There may be no need to throw away household items as long as they can be properly cleaned.
4. Clean and disinfect all hard surfaces, walls, furniture, pans, plates and cutlery with hot soapy water or kitchen disinfectant until they look clean. Powerful disinfectants, such as strong bleach are not necessary and may be harmful to surfaces.
5. Remove and dispose of all soft furnishings and fittings that are damaged beyond repair. Clothing, bedding and other soft articles including children's toys should be washed on a hot wash (60° C or the highest temperature indicated on washing instructions). This will destroy most germs that may be present.
6. Other soft furnishings that have been soiled and cannot be put in a

washing machine will need to be professionally cleaned - if this is not possible, they may need to be disposed of.

**7. Take care with electrics and gas.** Do not switch on electrical appliances that have been in contact with floodwater unless a competent electrician has checked them, as there is risk of electrocution. Even if gas appliances appear to be working normally, the flue or ventilation systems maybe affected. For safety reasons have appliances inspected by a Gas Safe Register engineer (call 0800 408 5500 for advice). Don't use any outdoor cooking equipment such as barbecues inside your house again be aware of toxic fumes and fire risk.

**8.** There is also a serious danger posed by carbon monoxide fumes from the indoor use of generators and other fuel-powered equipment, such as driers. Remember that petrol or diesel generators and other fuel-driven equipment should NEVER be brought indoors. If you are using a fuel driven generator or other fuel driven equipment this should be properly sited outdoors. However, if you experience dizziness, headaches or disorientation, switch off appliances, move to a well-ventilated area and seek medical advice.

**9.** It is recommended that you only fully re-occupy your home once cleaning has been carried out. There may also be additional works to be done as advised by your insurance company, housing officer, landlord, builder etc.

**10.** Keep yourself and your family safe - don't try to undertake any difficult or dangerous work yourself - replacing roof tiles and checking electrical or gas safety should be done by qualified professional.

Further flooding health advice can be found on the Health Protection Agency's website [www.hpa.org.uk](http://www.hpa.org.uk)

## Transport

### Rail services

A temporary rail station Workington North is being built by Network Rail just north of the River Derwent to improve links on the two sides of the river.

Maryport Rugby Club has kindly opened up their land near Maryport

Station for additional parking for those using train services to get south of the River Derwent after the recent flooding.

### Bus services in Cockermouth Stagecoach

X4/X5 : Workington –

Cockermouth – Keswick - Penrith  
58 : Maryport – Cockermouth via Dearham

600 : Carlisle – Cockermouth - Whitehaven

Operating via Low Road, turning right at Wordsworth House, then via Gallowbarrow Road, with a temporary stop at the School.

### Reays Coaches

**34 :** Cockermouth - Slatefell is still operating but may be running late

Cockermouth Main Street can not be accessed, the temporary bus stop is at the new fire station on Lorton Road.

### **35 :** Workington – Cockermouth via Great Broughton

Cockermouth Main Street can not be accessed, the temporary bus stop is at the new fire station on Lorton Road.

The bridge at Little Broughton is not passable so the bus is diverting to Dovenby. All stops are still in place for Little Broughton.

can not pick up or drop off in Workington, this is starting and finishing from Seaton, Pack Horse.

The service may be running late

### **36 :** Workington – Cockermouth via Greysouthen

Cockermouth Main Street can not be accessed, the temporary bus stop is at the new fire station on Lorton Road. May be running late.

Connections can be made with Stagecoach Services X4/X5, 58 and 600 on Gallowbarrow Road where they have a temporary stop at the School.

### Ken Routledge

**101 :** Cockermouth – Rose Lane Running as normal but from Fire Station not Market Place

**949 :** Buttermere – Cockermouth (Dial a Ride) Running as normal

For more information contact traveline on 0871 200 2233.

## Fund

The damage caused by the flooding has clearly touched people all over the world, with a charitable fund topping over £600,000 within a week of being established. The message from small businesses in the county is that the best way people can show their support now is by visiting Cumbria in the crucial run up to Christmas.

A charitable fund and grant aid has been established for affected individuals, families and community organisations suffering hardship through the floods. The Cumbria Flood Recovery Fund Appeal 2009 was launched by the Cumbria Community Foundation and stands at over £600,000. Anyone wishing to make a donation can visit the Cumbria County Council website homepage [www.cumbriacc.gov.uk](http://www.cumbriacc.gov.uk), phone 01900 820 828, or email [david@cumbriafoundation.org](mailto:david@cumbriafoundation.org)

Local station CFM Radio is running a donations helpline on 07907 060412 alongside Impact Housing and the Rotary Clubs in Workington and Cockermouth to organise collections of clothing, bedding, electrical goods and furniture to help families affected by the floods.

## Boarding up of properties

Cockermouth Flood Support Centre can now arrange boarding up of properties and the changing of locks, to secure premises damaged (and empty) after flooding. Allerdale Borough Council have worked with Derwent and Solway Housing Association and PPM Flood Support to develop the service, which can be accessed by a Hotline 07786 337 301. This is not a free service and householders will be expected to claim the cost from their insurers.

## Pets

The RSPCA is operating a scheme for people who can't keep their animals with them for a short time because of the flooding. The RSPCA will board the animals at no charge to the owners, who can find out about the scheme by ringing 0300 1234 999.

## Royal Mail redirection service

The Royal Mail are offering 1 month free on their redirection and keepsafe service for anyone effected by the flooding. Please contact 0845 7740740 for more details.

## Helpful telephone numbers

### Age Concern

Northwest 01946 66669

South Lakeland 01539 728118

### Allerdale Borough Council -

Emergency Helpline 01900 702911

Environmental Health 01900 702590

Pollution (blocked drains etc), 01900 702580

Refuse Collection (flood damaged/freezer's etc), 01900 702800

### Benefit Enquiry Line

0800 88 22 00

**Business Link** 0845 00 66 888

### Churches Together in Cumbria

01768 550045

### Citizens Advice Bureau

Allerdale 01900 604735

Keswick 017687 73472

Whitehaven 01946 693321

Wigton 016973 44026

Workington 01900 604735

**Consumer direct** including any calls from bogus tradesman

08454 040506

**Cumbria Chamber of Commerce** (business advice)

01228 534120

**Cumbria Community Foundation** 01900 820827

### Cumbria County Council

01228 606060

### Cockermouth Churches Together

01900 829926

### Community Law Centre

01228 515129

### Environment Agency

Advice, floodline 0845 9881188

**Floodline** 0845 988 1188

**Gas Safe Register** (gas safety advice and registered local engineers) 0800 408 5500

**Highways** 0845 6096609

**National Flood Forum** 01299 403101

**NHS Direct** 0845 4647

**Police** 0845 3300247

### Prescription help and advice

NHS Direct 0845 4647

**Red Cross** 0191 273 7560

**RSPCA** 0300 1234 999

### Samaritans

UK Wide 08457 90 90 90

**Social Services** - 01539 713377

**South Lakeland District Council** 0845 0504434

**Transco** (gas leaks) 0800 111999

**Traveline** - 0871 200 2233

**United Utilities** (electricity) - 0800 195 4101

**WRVS** - 01228 524508

**Children and Families Information Service** - 08457 125 737

For anyone experiencing problems with childcare or early education due to the floods.