

Cumbria Flood Factsheet

South Lakeland Flood Information Bulletin

5th May 2016

News

New Trail opens in the Lake District

A new trail for walkers, cyclists and horse riders opened last week on the west side of the road from Dunmail Raise to the southern end of Thirlmere. For full details about the building of this new right of way and its route, visit: <http://www.lakedistrict.gov.uk/aboutus/news/news-pages/cumbria-floods>

A591

Repair works to the A591 are continuing and the road is still on schedule to re-open on 13th May, as announced by Patrick McLoughlin the Transport Secretary in April.

Other Roads, Bridges and Footpaths

The bridge and road situation across the county is available at:

<http://www.cumbria.gov.uk/floods2015/roadclosures.asp>. There is no longer a separate update just for South Lakeland.

Please follow the link below for details about access to footpaths and bridleways specifically in the area surrounding the closed section of the A591.

<http://www.unitedutilities.com/thirlmere-trails-status.aspx> (Permissive paths on United Utilities land).

These are all currently closed but once the A591 is re-opened footpaths on the eastern side of Thirlmere will be re-opened and the changes will be updated on the United Utilities website.

For other Rights of Way please check <http://www.lakedistrict.gov.uk/aboutus/news/news-pages/cumbria-floods>

Reminder: Change of Highways Hotline telephone number

The Cumbria County Council Highways Hotline number has changed. The new number is **0300 303 2992**. The hotline is one method by which the public can report issues with the highway.

Callers are also encouraged to report highways issues online via www.cumbria.gov.uk/highwayshotline

Reminder: Royal Mail Re-direction Service

For anyone who has had to leave their normal address due to flooding and has not already asked for their mail to be re-directed, Royal Mail are offering a free of charge re-direction service which can be set up through your local Post Office or by calling 0345 740740.

For people who have moved out of a flood affected property and have already set up a redirection but have been charged for it then the cost can be claimed back by writing to:

Royal Mail Redirection Centre, P O Box 944, Stoke on Trent, ST1 5DB

You will need to include the redirection reference you were originally given as well as the addresses which mail is being re-directed from and to.

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Environment Agency

Just to remind you that the Environment Agency will be attending all the Flood Forums being held across the area (see below) but if you are unable to attend any of those meetings, feedback on how your property (home or business) was affected can still be logged using their online form at:

<https://swim.geowessex.com/cumbria> .

Other useful links:

- Check flood risk here: <https://www.gov.uk/check-if-youre-at-risk-of-flooding>
- Advice on flooding: <https://www.gov.uk/prepare-for-a-flood> or call Floodline on 0345 988 1188
- Follow @EnvAgency on Twitter and #FloodAware for the latest flood risk advice.

Dates for your Diary

Flood Forum

Wednesday 18th May 3:00 pm – 7:00 pm Carver Church, Windermere

This is a “drop in” style event so members of the public can come along at any time during the times shown to talk to officers and also get general community advice, support on funding, insurance, flood prevention equipment and flood support registration. Maps and plans will also be available on which people will be able to write and draw details of how their property was flooded (e.g. direction water came from, how deep it was etc.). Copies of photos and video footage of flooding would also be welcomed.

Separately, further events are being held on the dates listed below. These will be formal public meetings at which the EA and the Flood Risk Management team will present their draft findings on flooding events and proposed solutions to alleviate the potential for future flooding in specific local areas.

Wednesday 15th June, 6.00 - 9.00 pm, Library Room, Lakes School, Troutbeck Bridge

Wednesday 6th July, 6.00 – 9.00pm, Outback Hall, Leven Valley Primary School, Backbarrow

Wednesday 20th July, 6.00 – 9.00 pm, Main Hall, Staveley Village Hall, Staveley

From 6.00 pm there will be an opportunity for residents to register on the Gateway Flood Support scheme and to discuss where further support, if needed, can be obtained. The presentation will start at 7.00 pm and the final hour will offer residents an opportunity to discuss the results individually with officers and give further feedback.

A full list of the dates and times of these events being held across the County can be found at <http://www.cumbria.gov.uk/floods2015/floodforums.asp>

Help & Support

CAP DEBT CENTRE ‘DROP IN’

The recent deluge has affected local residents in many ways and for some, finances may have become an issue. Christians Against Poverty (CAP) have a Debt Centre in Kendal and can offer help for those grappling with debt.

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A series of drop in sessions are now available for anyone wanting to know more about this free service. The sessions are being held at Parr Street Church(Ground Floor), Parr Street, Kendal LA9 7DH from 10.30 am – 12.30 pm on these dates:

Wednesday 18th May

Wednesday 15th June

Wednesday 29 June

On offer is help with filling in forms, photocopying and posting of your CAP paperwork; phoning creditors or making appointments with other agencies; help with managing your CAP plan; signposting to other services; time to talk plus soup, coffee and cake.

For those not in debt a sensible budgeting system may still be helpful. CAP offers such a system, free of charge, and details of their Money Course will also be available at the 'Drop in' sessions.

There is no need to book for these sessions but if you would like to get in touch with one of the CAP team please call: 07592 556573 or email amandaconner@capuk.org

EDEN FLOOD VOLUNTEERS LTD

Are you struggling to replace furniture and white goods or get your home back to some normality after the floods?

EFV (Eden Flood Volunteers Ltd) is a Voluntary Organisation set up to help people from across the County affected by the December 2015 Floods. We provide access to a range of furniture (New & 2nd Hand), white goods (2nd Hand) and other household requirements. We have access to donations from a range of companies and private individuals. As well as responding directly to calls from flood affected individuals, we will be using an existing network to distribute spare furniture and other items to other organisations in the county and beyond.

EFV can also assist with many other services and enquiries. For further details, including a registration form please contact:

Telephone:- 01768 593190

E-mail:- info@edenfloodvolunteers.org.uk

Website:- www.edenfloodvolunteers.org.uk

Twitter:- @eden_flood

Facebook:-

www.facebook.com/EdenFloodVolunteersLtd/ or www.facebook.com/groups/EdenFloodVolunteersCumbria/ or www.facebook.com/groups/Appleby.EFV/

BERG

The Business Emergency Resilience Group (BERG), part of the charity Business in the Community, has set up a one-stop shop at ASDA, Burton Road in Kendal to help local residents and businesses apply for the £5,000

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Property Level Resilience Grants, which are being administered by South Lakeland District Council. This facility is open **Monday – Friday 9.00 am – 6.00pm** for local residents or businesses who were affected by flooding in Storms Desmond and Eva to get assistance in applying for the grants that can help pay for property resilience measures.

In addition BERG are in the process of equipping a mobile unit which will be visiting flood affected areas across the whole County – the timetable for these visits will be published as soon as we have the details.

A telephone hotline has been set up to offer advice and guidance with the grant applications: 01539 769057. There is also a Facebook page, “Flood Resilience Advice” and a website <http://floodresilienceadvice.com/>

South Lakeland District Council staff are available on Wednesday afternoons in the Romney Room (the former TIC) at Kendal Town Hall to give advice and support on any flood related matters, including grant applications

The Gateway Group is a collaborative of charities, health and public sector organisations (AgeUK South Lakeland, The Red Cross, Sight Advice South Lakes, South Lakeland Mind, South Lakeland Carers, The Oaklea Trust, CAB, Alzheimer’s Society, Cancer Care and Cumbria CVS) working together for the benefit of all.

Dedicated flood helpline: 01539 792028

Sandylands Centre (Methodist Church)

The Encouragement Cabin on Sandgate is open from **Monday to Thursday 10.00 am – 4.00 pm**

Contact: Laura Wilson 01539 723030 admin@sandylandschurch.com

For latest news and updates check out their social media streams:

[Facebook.com/sandylandschurch](https://www.facebook.com/sandylandschurch) or Twitter: @sandylandsmc

Website: <http://sandylandschurch.com>

Jonny Gios, Flood Relief Community Worker: jonny@sandylandschurch.com

Wendy Thornton, Minister: wendy.thornton@methodist.org.uk

Dave Lock: Flood Relief Support Worker: lock.dave@yahoo.co.uk

The Church Office will also be in operation from 1st February Tel: **01539 723030**

St George’s Church on Castle Street offers free food, drinks, wi-fi and a listening ear on **Mondays, Wednesday and Fridays from 11.30 am – 2.30 pm**. All are welcome.

Holy Trinity Catholic Church on Blackhall Road also has the same offer available on **Tuesdays and Thursdays from 3.45pm to 6.30 pm**.

Kendal Flood Recovery Centre

Opening hours for the Flood Relief Centre have been amended and the Centre is now open **Wednesday - Saturday between 10am - 4pm**. We have food; water; cleaning products; toiletries; clothes; bedding; baby products; toys and games; dog and cat food. If you have been affected by the flooding in the South Lakes area please come and see us. All goods have been donated by local people as well as local and national companies. We are in the Westmorland Shopping Centre (above Argos).

CancerCare Lakes Centre is able to offer a range of emotional support to flood victims.

Tel: 01539 735 800

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Volunteers

Cumbria CVS has a list of volunteers willing to offer support with clearing up following the floods, so if you need, or are aware of any requests for volunteers and/or support, please contact us.

Please give as much notice as possible, especially if there is a specific need, as some of these volunteers may be from out of county.

Contact Cumbria CVS:

Tel: **01768 800350** or email info@cumbriacvs.org.uk

South Lakeland Carers

Practical advice for all carers in the South Lakeland area **Tel: 01539 815970**

Cumbria County Council Welfare Team

For Emergency financial assistance towards essential costs call Cumbria County Council Advice & Support team **Tel: 01228 221100**

Housing Benefits

For help and advice call South Lakeland District Council Housing team **Tel: 01539 793199**

Housing & Accommodation

If you need help finding accommodation contact:

South Lakeland Housing Team **Tel:01539 793199**

South Lakes Housing **Tel: 0300 303 8540**

Impact Housing association **Tel: 03448 736290**

Who Else Could I call for help?

See the list of useful numbers below or for general enquiries call the Cumbria County Council Area Support Office on **Tel: 01539 713419**

Useful Contact Information

AGE UK: 01539 728180 www.ageuk.org.uk/southlakeland

South Lakeland District Council: **01539 733333**

BERG: **01539 769057**

Business Growth Hub: **08442 578450** or info@cumbriagrowthhub.co.uk

Citizens Advice Bureau: **015394 46464**

Consumer Direct (to report bogus tradesmen): **08454 040506**

Cumbria Chamber of Commerce (South Lakeland): **01539 735891**

Cumbria Community Foundation: **01900 825760** or <http://www.cumbriafoundation.org/>

Cumbria County Council Adult Social Care: **01539 713378**

Cumbria County Council Children & Families Info Service: **08457 125 737**

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Cumbria County Council General Enquiries: **01228 606060**

Cumbria County Council Highways to report problems (including parking permit enquiries): **0300 303 2992**

Cumbria County Council Voluntary Car Scheme: **07788 396194**

Cumbria Law Centre: **01228 515129**

Environment Agency: **03708 506506**

Environment Agency 24hr Floodline: **0345 988 1188**

Federation of Small Business (South Lakeland): Brian Harrison email: **brian@bandmharrison.co.uk**

Gas Safe Register (Gas Safety Advice and registered local engineers): **0800 4085500**

Home Group: **0345 141 4663**

Impact Housing: **0344 873 6290**

Kendal Town Council: **01539 793490**

NFU customers: **0808 278 8916**

National Flood Forum: **01229 403101/403055**

NHS Direct: **111 (Also for prescription help & Advice)**

North West Electricity: **0800 195414**

Police: **101 (999 for Emergencies only)**

Red Cross: **03448 711 111**

RSPCA: **0300 1234999**

CCC Rural Wheels: **0845 6023786**

RVS: **0845 600 5885** or email **cumbriahub@royalvoluntaryservice.org.uk**

Samaritans: **116123**

South Lakes Housing: **0845 0570080**

Transco (Gas Leaks): **0800 111999**

Traveline (trains etc): **0871 2002233**

Two Castles Housing Association: **0800 085 1171 (specifically for flood affected tenants)**

Victim Support (crime): **0300 3030157**

Copies of this Bulletin can be picked up in your local library. This issue and all previous issues are also available via the Flood Feed on the County Council website:

<http://www.cumbria.gov.uk//floods2015/Floodfeed.asp#1>

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Funding & Financial Assistance

The summary of funding and financial assistance below is a quick and easy source of information for those who may not yet have made an application for support or for those who may be unsure whether they are eligible for financial aid.

1. £500 for any household in a residential property that has been flooded for use for general recovery
2. Up to £5,000 for any residential or business property that has been flooded and wants to take steps when making repairs, such as installation of flood barriers, to make their property more resilient in the event of future flooding events.
3. Help for voluntary, sporting and community groups
4. Help with Council Tax and Business Rates
5. Support for Farmers

Cumbria Community Foundation – help for individuals and community groups

1. £500 for any residential property that has been flooded

The government is providing local authorities with Community Grants as part of the Communities and Business Recovery Scheme. This will be equivalent to up to £500 per household affected by flooding between the 3-11th December 2015. It will help with recovery costs such as provision of temporary accommodation.

In Cumbria this will mean a fixed payment of £500 for a household that has been flooded.

For those properties that already pay their council tax by Direct Debit the good news is that you don't need to do anything! This payment will have been paid directly into your bank account and the payment will show up as a payment from your local district council who are administering the scheme. The first payments were made before Christmas.

If you do not pay your council tax by direct debit, or you haven't received the automatic payment and think you are eligible, then please contact your local district council who will be happy to help you apply for the payment.

South Lakeland District Council: customer.services@southlakeland.gov.uk or call 01539 733333

2. Up to £5,000 for any residential or business property that has been flooded and wants to be more flood resilient and install flood defences

The government has also made available up to £5,000 to homeowners and businesses that were flooded over the period 3 – 23 December 2015. The grant is to assist households and businesses in carrying out measures to make their properties more resilient and to help them recover quicker from a flood should it occur again.

If you would like further information on the grant scheme, then please contact your local District Council. They will be able to provide you with information on the application process and will be able to direct you towards information from professional sources to assist you with your application.

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Part of the eligibility criteria allows you to get a qualified surveyor to assess your home and make a professional recommendation as to how the money is best used/invested. £500 of the overall £5,000 can be claimed against that cost. Alternatively there is free advice available on the DEFRA website.

Please contact your local council for more information: South Lakeland District Council
customer.services@southlakeland.gov.uk or call 01539 733333

3. Help for voluntary, sporting and community groups

Voluntary and community organisations also play a vital role in supporting communities during times of need and grants will be made available to them also.

Support is available to voluntary and community groups who are providing immediate relief to people and longer term community rebuilding projects. Support will also be provided to flood affected community facilities. Please apply on line at www.cumbriafoundation.org or call 01900 825760

If you are a sports group which has been affected by the flooding, there are grants available from Sport England at: <http://www.sportengland.org/funding/our-different-funds/flood-relief-fund/>

4. Help with council tax and business rates

Council Tax - If you had to move out of your home because of flooding you will receive a 100% discount on both your flooded home and the property you have moved to if you are liable to pay council tax on your temporary home. If you are continuing to reside in the property that has been flooded but are unable to use the whole property, for example, using only the upstairs rooms, you are also eligible for a discount

Business Rates – there is 100% rate relief for a three month period to all businesses flooded. The relief applies for the full three months even if the premises reopen within that time. A fresh application can be made if the adverse effects continue and will be considered by the Council. The total maximum period for which relief can be obtained is 12 months.

Please contact your local council for more information on the above: South Lakeland District Council
customer.services@southlakeland.gov.uk or call 01539 733333

5. Support for Farmers

Applications for the Farming Recovery Fund closed on 18th March 2016. Any farmers wanting further advice or support following December's flooding should contact the NFU North West Regional Office for more information: online at <http://www.nfuonline.com/about-us/our-offices/north-west/> or call on: 024 7685 8500

CUMBRIA COMMUNITY FOUNDATION - Funding for individuals and community groups

The Cumbria Flood Recovery Fund 2015, which is being run by the Cumbria Community Foundation, will provide financial assistance to help individuals and families who have been affected. Full details of what funding you can apply for and details of how to apply can be found on the last two pages of this bulletin. Follow the link below to see an online copy of these guidelines for individuals and community groups and to

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download the application forms; <http://www.cumbriafoundation.org/archives/8422>

(Individuals/Families)

<http://www.cumbriafoundation.org/archives/8437?catgi=54&catarea=county&cat1> (Groups)

Water and waste water bills

If you were affected by flooding and had to move out of your home or business then United Utilities will suspend your water and waste water bills.

If you need help or want advice please call: Domestic: 0800 912 7239 Business: 0345 072 6072

Cumbria Growth Hub

Although the deadline for applications for grants from the Cumbria Growth Hub has now passed, support and advice is still available to non-farming businesses across the county. For further details please visit

www.cumbriagrowthhub.co.uk

OTHER FUNDING SOURCES

Farming Communities

The Prince's Countryside Fund will work alongside The Prince's Business Emergency Resilience Group (BERG). Farming Help Hotline 03000 111 999.

Royal Agricultural Benevolent Institution (RABI) has encouraged victims to contact them for funding: 0300 303 7373 or email grants@rabi.org.uk <http://www.farmingfutures.org.uk/blog/rabi-will-fast-track-help-flood-victims>

Addington Fund - Providing homes for farming families <http://www.addingtonfund.org.uk/>

Farm Crisis Network - help and advice Brian Armstrong 0776 2596226

Defra - Farms can claim £20,000 each for flood repairs. Farmers who want to apply for the Farming Recovery Fund should call the Rural Services helpline on 03000 200 301.

Forage Aid – 07967 219 991

For Individuals

Sir John Fisher Foundation has set aside £25,000 to support victims of the floods in the South Lakeland and Furness areas, who are not eligible for support from the Cumbria Community Foundation Flood Recovery Fund. Enquiries from charitable causes should be made to David Jackson 01229 580349 or mail@sirjohnfisherfoundation.org.uk

BT Benevolent Fund - for anyone who has been an employee of British Telecom or (in some cases) its predecessor companies. Can also help dependents, e.g. the widow/er of a former BT employee. They make financial grants to those with limited means. Contact 0208 726 2145 or email benevolent@bt.com

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Rowland Hill Fund - charity supporting Royal Mail and Post Office staff, pensioners and their dependants. Give financial grants towards the cost of temporary accommodation, out of pocket expenses, insurances excesses, essential household items and much more. Contact 0800 6888 777, option 1 then option 4.

Age UK South Lakeland have set aside £5,000 to help any older person in South Lakeland who has need for a small amount of emergency funding (e.g. paying for a gentleman to go into a B&B for a night until his family could get up to help him). Contact 01539 728118

EON Energy Fund – flood victims may be eligible for a brand new replacement washing machine, fridge freezer, cooker and boiler. You do not need to be an EON customer to apply. Contact 03303 80 10 90, option 1 or email www.energyfund.com

Locally, we have also been made aware of The Lupton Tower Trust which can make grants of between £100 - £1000 available to benefit those who live in the parishes of Kendal, New Hutton, Natland, Stainton, Old Hutton & Holmescales, Killington, Preston Richard, Preston Patrick, Lupton, Mansergh and Kirkby Lonsdale.

Grants are awarded to relieve poverty, sickness and hardship and could cover such circumstances as: Accommodation & housing, Children & Young People, Education and Training, the Elderly, Medial Health or Sickness, People with Disabilities, Prevention and relief of poverty and other general charitable purposes.

To apply to the Lupton Tower Trust please write to Arnold Greenwood Solicitors, 8 & 10 Highgate, Kendal LA9 4SX or e-mail ajpeel@arnoldgreenwood.co.uk

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APPENDIX 1

Cumbria Flood Recovery Funds

Help for individuals and families

Emergency grants for individuals and families

Grants may be made for charitable purposes to relieve hardship in Cumbria caused directly or indirectly by the storm and flooding in December 2015.

Funded donations from individuals, businesses, charitable trusts and funds from Cumbria Community Foundation

Who can apply?

- individuals or families whose homes have significant damage to property or possessions
- employees who have lost work or income because of storm or flood

We can provide support for the following (*this is not an exhaustive list*):

- cleaning up
- emergency repairs
- clothing
- food and drink
- heating and heating equipment
- child care equipment
- basic furniture

Priority will be given to households with:

- people over 70
- children under five
- people with physical or learning disabilities or mental health needs (e.g. receiving Disability Living Allowance, Incapacity Benefit, Attendance Allowance or Personal Independent Payment)
- low incomes

We will **not** normally fund:

- people who are fully insured (unless they have additional costs which are not covered)
- vehicles
- businesses (but we can support business owners and employees who are facing hardship)

How much can you apply for?

- Usually up to £500 for hardship initially
- We may also ask you for the name of a referee who is known to you and can vouch for your circumstances.
- Grants are also available for voluntary and community groups.

If you would like to know more about this fund, please contact the Grants Team on 01900 825760 or email grants@cumbriafoundation.org

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Cumbria Flood Recovery Funds

Emergency grants for voluntary and community groups

Grants may be made for charitable purposes to relieve hardship in Cumbria caused directly or indirectly by the storm and flooding in December 2015.

Funded donations from individuals, businesses, charitable trusts and funds from Cumbria Community Foundation

Who can apply?

Voluntary and community groups who:

- are providing immediate relief to people who have been affected by floods or storm
- will be providing longer term community rebuilding projects
- have experienced significant structural and or flood damage

We can provide support for the following (*this is not an exhaustive list*):

- Relief services
- shelter
- food
- clothing
- clean up
- additional support services
- information/advice
- counselling
- care services e.g. day care or respite

Priority will be given to voluntary and community groups providing support to one or more of the following groups of people:

- Older adults
- families with young children
- people with physical or learning disabilities
- people with mental health needs
- people on low incomes

and to projects:

- showing evidence of collaboration with other service providers
- maximising the use of volunteers

We will **not** normally fund:

- flooded voluntary and community groups who are fully insured
- businesses
- any non-charitable activity e.g. political
- fundraising events
- substitution for statutory funding

How much can you apply for?

- Most grants will be in the range £5,000-£15,000, however for strategic, coordinated grants we expect to make a small number of awards in the region of £100-125K. These applications will be developed in close association with the Foundation and must involve partnership working.

We will need clear evidence from all projects that they are specifically addressing flood-related need and not funding services and activities for non-flooded households. We understand that existing projects are appropriate to have their 'capacity increased' but this has to be with a clear flood related link.

If you would like to know more about this fund, please contact the Grants Team on 01900 825760 or email grants@cumbriafoundation.org