

Cumbria Flood Factsheet

Information and Support in Eden over Christmas and New Year 2015

Cumbria County Council for any general flood related enquiries or requests for support:

Please contact the Eden Area Office on: 01768 812660. The office will be staffed from 9am to 4.30pm on Tuesday 29th, Wednesday 30th and Thursday 31st December. A 24 hour multi-agency helpline will be manned by the Environment Agency over the Christmas period and when the Area Support Team office isn't manned, calls will be diverted to that number.

Highways: Also available for any highways related call is the County Councils Highways Hotline on 0845 609 6609.

Remember that the County Council has a 'Flood Feed' that runs a bit like a blog. This connects to email updates that residents and staff can subscribe to as well as Twitter and Facebook. There's a link here...

<http://www.cumbria.gov.uk/floods2015/Floodfeed.asp#3>

Eden District Council: Tel: 01768 817817. The offices are shut from 3pm on Christmas Eve and reopen on Monday 4 January at 8.45am. However, the normal out of hours service can be accessed by calling **01768 817817** which provides 24/7 emergency cover for the public during this time. From 24 December 2015 to 3 January 2016, a dedicated answerphone will be available for people whose homes have been flooded and wish to claim the £500 grant for households affected by flooding on: **01768 212154**.

Eden Housing Association can offer support specifically related to housing issues: The office is open throughout festive period except on Bank Holidays. Closed from 2pm Christmas Eve and New Year's Eve. The out of hours emergency contact numbers are the control centre on 01228 882817 or the Response Team on 07718 570227.

The Environment Agency: has a 24/7 flood line number for the public which goes live on Christmas Eve: Tel: 0345 988 1188.

Citizens Advice Bureau is available to help with all manner of enquiries including legal enquiries and support with insurance issues: We have a dedicated flood email address: floods@caedcab.cabnet.org.uk so people can contact us directly. We can be contacted at the Penrith office on **01768 891503** from 4th January 2016. The CAB will also be at Patterdale School on 30th Dec from 10am to 2pm.

Penrith Lions: will be providing transport for people attending the Salvation Army Christmas Dinner at Hunter Lane, Penrith and returning them home later. Are available for emergencies over Christmas. Contact George at: gmcc1263@talktalk.net

Penrith Rotary Club: c/o Martin Montgomery. monttirril@hotmail.com Tel: 07880 605297

Eamont Bridge: Chris Battersby, flood coordinator. Tel: 07805507886.

Appleby Hub, (High Wynd): County Council Staff are available for advice between 10am and noon on Christmas Day, 27th and 28th December. Council Liaison Officer Paul Baird along with staff from the Oaklea Trust will be available from 10.30am on Wednesday 30th December for advice and support.

Glenridding and Patterdale: Please contact Rob Shepherd on 017684 82474/07767 794225 or Dennis Henderson from the Parish Council on 017684 82417/07827 843440. Staff from the County Council, CAB and

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Age UK will be holding a drop in/advice surgery at Patterdale School on Wednesday 30th December. Please come along between 10am and 2pm for advice and information.

Eden Flood Volunteers: are closed Christmas Day, Boxing Day and on the 1st and 2nd January. The old fire station on Bridge Lane in Penrith will be open apart from these days. If you need physical help, household items, cleaning equipment or anything else, please do pop in. The volunteers will be at Queen Elizabeth Grammar School on Christmas Day distributing donated presents and supporting the Christmas lunch that is being prepared. Everyone affected by the floods is welcome to the school for Christmas dinner. Please contact **01768 593190** info@edenfloodvolunteers.org.uk for more information.

Churches Together: are available to provide support and assistance.

CVS Volunteers: - if you need help or you can offer help, contact Cumbria CVS on 01768 800350

Support for Farmers:

Farming flood damage support has been announced by the Government. Affected farmers can apply to the Farming Recovery Fund from 18 December 2015. Please see www.gov.uk/.../news/farming-flood-damage-support for info. A useful contact for farmers is the Farm Community Network on 03000111999.

Useful Contacts:

Carlisle Law Centre – 01228 515129

Water (United Utilities) – Domestic: 0800 912 7239 Business: 0345 072 6072

Gas (National Gas Emergency service) – 0800 111 999

Electric North West – 0800 195 4141

Cumbria County Council Welfare Team: emergency financial assistance towards essential costs. Please call Cumbria County Council Advice & support team Tel: 01228 221100.

White Goods: E.ON Energy Fund (www.eonenergyfund.com/) has temporarily altered its scheme to maximise the assistance available to flood victims by offering multiple white goods to those whose homes have been damaged by the flooding. In order to fast track these applications they must clearly state at the top of the free text box section 'FLOOD APPLICATION'. Please note all emergency flood applications will be validated against the post code flood areas for verification of their location.

Applicants **MUST** qualify against one or more of the first stage eligibility criteria below:

- In receipt of pension credit
- In receipt of means tested Council Tax reduction
- In receipt of Child Tax Credits with a total gross household income less than or equal to £16,190
- In receipt of Income Related Employment and Support Allowance
- In receipt of Working Tax Credits with a total gross household income of £16,190 or less
- In receipt of Income Support or Income based Jobs Seekers Allowance
- In receipt of Universal Credit, however are not self-employed or in work
- A total household of income of £16,190 or less
- Are seriously ill or have a terminal illness, which can be validated with a letter from a Doctor or Medical

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Practitioner. The quickest and easiest way to apply to the E.ON Energy Fund is via its online form which can be accessed here www.eonenergyfund.com/

Funding & Financial Assistance

Funding from the Government for properties that have been flooded

The Government is providing a fixed payment of £500 for all households living in a property that has been flooded. This is being administered by Eden District Council.

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 be paid directly into your bank account and the payment will show up as a payment from your local district council.

If you do not pay your council tax by direct debit then please contact your local district council who will be happy to help you apply for the payment. Eden District Council : customerservices@eden.gov.uk or call 01768 817817

Funding for individuals and families from Cumbria Community Foundation

The Cumbria Flood Recovery Fund 2015, which is being run by Cumbria Community Foundation, will provide financial assistance to help individuals and families who have been affected.

There is help available for individuals and families whose homes have significant structural damage from flooding and for employees who have lost work or income because of storm or flood. Please go online to apply at www.cumbriafoundation.org.

Help for voluntary 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

Funding for Businesses affected by flooding

Funding is now available to support businesses severely affected by the recent flooding – whether flooded directly or affected less directly through, for example, extended road closures.

Grants are available to non-farming small and medium sized businesses (up to 250 full time equivalent employees). Support for farming businesses is being arranged separately through Defra.

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Grants can be used for a wide range of activities to support survival and recovery such as marketing, interest payments on new and existing loans, specialist advice, training, equipment and other activities supporting implementation of a recovery action plan.

Coming Soon.....

The government will also be making available up to £5,000 per affected property for **flood preventative work**. This funding is available for works associated with flood protection of properties affected by the flooding. We will announce details of this scheme as soon as it becomes available but this is likely to be the New Year.

Advice Sessions in the New Year

Lots of organisations in the Eden area are helping people to recover from the recent floods. Would you like to organise advice sessions in your area? Please contact Eden Area Support Team on 01768 812660 or email Eden.AreaSupport@cumbria.gov.uk to arrange visits.

Eamont Bridge diversion: there's a map of the new diversion around the damaged Eamont Bridge on Cumbria County Council's flood feed. It creates a one-way system to get round problems with the earlier route.

Flood Warnings:

Information on the current flood warnings and river levels can be found on the Environment Agency's website - www.gov.uk/check-if-youre-at-risk-of-flooding