



Cumbria Flood Factsheet

Eden Flood Information Bulletin

For any flood related help or advice, please contact Cumbria County Council's Eden Area Support Team on **01768 812660** or at eden.areasupport@cumbria.gov.uk

For help with insurance issues please contact the Nation Flood Forum on **01299 403055**

Who to Contact

Advice Line

- Advice before, during and after flooding – Extended Floodline on **0845 988 1188**
- Advice – Citizens Advice Carlisle and Eden floods@caedcab.cabnet.org.uk or **01228 633909**

Trouble getting insurance

- National Flood Forum **01299 403055** www.nationalfloodforum.org.uk

Clearing up after floods

- Association of British Insurers **0207 600 3333** www.abi.org.uk

Flood resilience advice

- Ciria **020 7549 3300** www.ciria.com

Government and Insurance Flood Agreement

- Floodre **0330 024 3131** www.floodre.co.uk

Funding and 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 call your local district council who will be happy to help you apply for the payment.

Eden District Council at customer.services@eden.gov.uk or call **01768 817817**

For more information visit www.cumbria.gov.uk or call 01768 812660



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Funding for families and individuals from the 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 by the floods.

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 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 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 online at www.cumbriafoundation.org or call **01900 825760**

Funding for business 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.

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 plan.

Growth Hub advisers are available free of charge to assist with development of action plans and help put together the application. All applications must be reviewed and signed by a Growth Hub adviser.

They can also provide other practical advice and support and like businesses into other advice, support and funding available to them.

Application packs, including guidance notes on the scheme, are available to download at www.cumbriagrowthhub.co.uk.

The application process is simple and 75% of the grant will be paid up front within days of approval. To apply contact Cumbria Business Growth Hub on **0844 257 8450** or at info@cumbriagrowthhub.co.uk.

Cumbria Chamber of Trade are offering advice and guidance for flooded businesses: www.cumbriachamber.co.uk or **0845 22 600 40**

E.ON Energy Fund 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

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'**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 Job Seekers Allowance
- In receipt of Universal Credit, however are not self-employed or in work
- A total household 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 Practitioner

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

Please note the emergency flood assistance is available for a limited time only.

Property Level Flood Resilience Grant Scheme

Central Government has announced a scheme to provide grants of up to £5,000 to homeowners and businesses that have been flooded during the recent floods to help fund additional flood resilience or resistance measures for their homes. This will be administered by Eden District Council.

These grants are intended only to fund measures which improve the property's resilience or resistance to flooding, over and above repairs that would normally be covered by insurance.

For more information on the Property Level Flood Resilience Grant Scheme visit www.eden.gov.uk or call **01768 817817**

Council Tax Discounts

Anyone who has had to move out of their property because of flooding will be given a 100% discount for up to 6 months.

If the property is unable to be reoccupied after the six months a further six months 100% discount may be awarded if the property is undergoing major work to render the property habitable.

Where the residents continue to reside in the property that has been flooded but are unable to use the whole property, for example using only the upstairs rooms, a 50% discount may be applied for up to six months.

For more information visit www.cumbria.gov.uk or call 01768 812660



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Eden District Council have a list of properties which they know have been flooded and shall apply the discount automatically. If you feel your property has been missed, or you have any other enquiry, please call **01768 817817** or email counciltax@eden.gov.uk

More information can be found at www.eden.gov.uk

Funding for Farmers

Farmers affected by the recent flooding in Cumbria can get grants worth up to £20,000 to help restore damaged agricultural land. Access the form and guidance to apply for the Farming Recovery Fund can be found on www.gov.uk

Farmers experiencing difficulties getting online can call the Rural Payments helpline on **03000 200 301**.

The Rural Payments Agency has published guidance about farm inspections, animal movements, TB testing, impacts on Basic Payment Scheme eligibility, and other Cross Compliance requirements. This information can be found at www.gov.uk

The NFU has produced a newsletter for members affected by the flooding in the North East and North West. It contains information on where advice and funding is available to help with the recovery operation, this can be found at www.nfuonline.com/news

Emergency Flood Relief Fund – Sport England

Sport England's Emergency Flood Relief Fund will initially invest up to £400,000 of National Lottery funding into sports facilities that have been damaged as a result of the recent floods and storms. This dedicated fund will help safeguard community sport and get sports facilities back up and running as quickly as possible.

Clubs and community-based sports organisations needing funding to clean up and get up and running quickly can request up to £5,000 of emergency funding which could be awarded very quickly.

The fund will remain open until 1 February 2016 (this date will be kept under review) to ensure that those who are currently unable to assess the damage will not lose out.

More information can be found at www.sportengland.org/funding

Help and Support

British Red Cross are able to offer a facility that aims to support people affected by flooding by giving short term support by phone and by emergency visits. They are offering people affected who need to have some time to talk about their situation with a listener who understands the impact of flooding and can help them to articulate how this has impacted on their lives the chance to do just that. They also recognise that telephone support is not always sufficient and British Red Cross will assess through the conversation whether there is a need for an emergency visit to be made to offer a higher level of support to the caller. Arrangements will then be made to facilitate that visit using British Red Cross resources.

For more information visit www.cumbria.gov.uk or call 01768 812660



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To access this service call **07623505338** – available 24/7

Eden Flood Volunteers are not only able to support with volunteers to help clean properties and move people, they can also supply food, toiletries, cleaning products & baby products. They also have a steady stream of new and second hand furniture which we will distribute as required.

Should you require their help or support call **01768 593190** or email info@edenfloodvolunteers.org.uk

Eden Housing Association (EHA) – people in need of alternative, temporary accommodation as a direct result of the floods should be signposted to EHA. EHA will ensure it discharges the local authority's statutory duty under homelessness legislation. This entitles anyone directly affected by flooding to be offered temporary housing help, support and guidance regardless of other circumstances. There is no distinction made between social and affordable housing tenants, private renters or owner-occupiers for this service .

EHA are also offering help to people who have been flooded that are having difficulties/problems with their landlords.

For any help or advise about housing or landlord issues, please contact Eden Housing Association direct on **01768 861400**

Dorset Council in partnership with **The Environment Agency** recently developed a system which is used to record all property flooding. Following the recent flooding in Cumbria, the system was extended to cover the whole of the UK and we are now using it in partnership with Cumbria County Council.

Once data has been entered into this system, The Environment Agency (and Cumbria County Council) are able to pull the information out in various formats, such as being able to plot the flooded properties on a map. The data gathered will help them to understand how the flooding developed in each specific area (i.e. where the water came from, where it flowed to) which will be used to inform future flood prevention works.

They are trying to encourage all those affected by the floods to complete the form and believe it will assist individuals with future grant applications and will prove helpful to surveyors who will need to understand how the flooding developed.

The system has the facility for users to upload relevant photos and can be accessed here: <https://swim.geowessex.com/cumbria/>

If you have any questions about this, please contact The Environment Agency on **08708 506506**

Multi-agency Drop-ins

Drop-ins are being held at The Hub in **Appleby** on Tuesdays and Fridays. Rotary, Oaklea Trust and Cumbria County Council will be there to offer help, support and advice to members of the community who have been affected by the recent floods.

For more information visit www.cumbria.gov.uk or call 01768 812660



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The Environment Agency, National Flood Forum, Cumbria County Council and Eden District Council staff, along with some other agencies, will be attending drop-ins at the bellow locations, to offer support and advice to members of the local community affected by the floods

Shap – 22nd January at 2pm-4pm, Shap Memorial Hall

Eamont Bridge – 23rd January at 11am-2pm, Outside the Village Hall

Pooley Bridge – 29th January at 10am-1pm, Eusemere Lake District National Park Car park

Glenridding – 29th January 3pm-6pm, Lake District National Park Car park.

Bridges Update

There is a strong desire among local communities and the local authorities to see connectivity restored. This is a top priority for Cumbria County Council.

Eamont Bridge and Pooley Bridge are very high priorities within the overall damage across the county alongside the A591 at Thirlmere and Dumail Raise which is also likely to be a lengthy closure for extensive repairs.

Eamont Bridge

Eamont Bridge has been closed since the first flood event as it was known from early inspections to require repair work due to loss of masonry and undercutting of the North bridge pier.

The whole of the bridge was inspected by divers on Monday 18th January and the extent of damage is now understood. Options for repair are being evaluated and will be undertaken as quickly as possible. A firm programme for repair and reopening cannot be given at this point in time.

Pooley Bridge

Pooley Bridge was lost in its entirety and the County Council highways team has been working on options for replacement with other statutory bodies. A programme has now been developed to install a temporary road bridge by Easter.

The temporary bridge will be on the line of the existing road carried on new concrete bearing abutments.

Debris clearance will commence this week (week commencing 18th January) by Waitings Drainage.

The temporary steel bridge will be assembled on the West (Steamer pier) side and either launched across the river or craned into place.

Useful Facebook Pages

For more information visit www.cumbria.gov.uk or call 01768 812660



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The below Facebook pages contain useful information and advice for people who have been affected by the recent floods:

- Appleby flood disaster support and help
- Ullswater Flood fund
- Eamont Bridge Flood Group
- Help Glenridding
- Eden Flood Volunteers – Cumbria
- Shap Parish Council
- Appleby Tourist Information Centre
- Cumbria CVS
- Eden District Council
- Visit Eden
- Eden Housing Association
- The Environment Agency
- Cumbria County Council

Cumbria County Council Flood Feed

To sign up for regular flood updates and information, visit www.cumbria.gov.uk/floods2015

Useful Contacts

AGE UK **01768 863618**

Business Growth Hub **0844 257 8450**

Citizens Advice Bureau **01768 891503**

Cumbria Agricultural Chaplaincy **07980 975062**

Cumbria Chamber of Commerce **0845 22 600 40**

Cumbria Community Foundation **01900 825760**

Cumbria County Council Adult Social Care **01768 812233**

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

Cumbria County Council Eden Area Support Team **01768 812660**

For more information visit www.cumbria.gov.uk or call 01768 812660



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Cumbria County Council General Enquiries **01228 606060**

Cumbria County Council Highways **0845 609 6609**
(to report problems, including parking permit enquiries)

Cumbria County Council Welfare Team **01228 221100**

Cumbria Law Centre **01228 515129**

Customer Direct (to report bogus tradesmen) **08454 040506**

CVS (volunteers) **01768 800350**

Eden District Council **01768 817817**

Eden Flood Volunteers (volunteers and donated items) **01768 593190**

Eden Housing Association **01768 861400**

Electricity North West **0800 195 4141**

Environment Agency **08708 506506**

Farming Community Network **03000 111999**

Floodline **0845 9881 188**

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

Impact Furniture Services **01768 210555**

National Flood Forum **01299 403 055**

NFU customers **024 7685 8500**

NHS Direct **111**

Police **101**

Red Cross **0344 871 1111**

Samaritans **116123**

Transco (gas leaks) **0800 111999**

Traveline (trains etc.) **0871 200 2233**

Victim Support (crime) **0300 303 0157**

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Food Banks

Alston Moor Foodbank **07947 891102**

Upper Eden Foodbank (Appleby) **07596 690902**

Salvation Army (Penrith) **01768 866732**