

# Cumbria Flood Factsheet

## Cockermouth Flood information Bulletin Issue 1

### Christmas Edition (Revision 1)

#### Help & Support over Christmas and The New Year

##### **Multi Agency Support Centre**

The Flood Advice Centre on Wakefield Road car park will be closing at 5pm on Tuesday 22<sup>nd</sup> December. Information leaflets can be collected from the new café at Wakefield Road car park and the Allerdale Borough Council Service Centre on Sainsbury's car park.

Alternatively please contact:

Cumbria County Council - 01900 706009 or [www.cumbria.gov.uk/Floods2015/](http://www.cumbria.gov.uk/Floods2015/)  
Allerdale Borough Council - 01900 702702 or [www.allerdale.gov.uk/floodadvice](http://www.allerdale.gov.uk/floodadvice)

##### **Café on Wakefield Road Car Park**

A pop up café has arrived at Wakefield Road car park will be opening on Tuesday 22<sup>nd</sup> December. The temporary café will provide a welcoming place to meet along with FREE hot drinks, soup, sandwiches and toasties for local residents.

Opening times are:

Tuesday 22<sup>nd</sup> 10am-4pm  
Wednesday 23<sup>rd</sup> 10am-4pm  
Thursday 24<sup>th</sup> 10am-12pm  
Monday 28<sup>th</sup> 10am-4pm  
Tuesday 29<sup>th</sup> 10am-4pm  
Wednesday 30<sup>th</sup> 10am-4pm  
Thursday 31<sup>st</sup> 10am-12pm

From Monday 4<sup>th</sup> January 2015 the café will be open daily between 10am-4pm

##### **Cleaning supplies and food parcels**

Food and cleaning products will be made available at Wakefield Road car park during the café opening times. Please place requests with the café volunteers.

##### **Children's Christmas Craft Party**

A Children's Party has been arranged for Wednesday 23<sup>rd</sup> December at Christ Church Rooms on South Street. A Christmas craft session will run between 10am-12pm followed by a buffet lunch and a visit from Santa between 12pm-1pm.

For more information visit [www.cumbria.gov.uk](http://www.cumbria.gov.uk)

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## **Refuse collection**

Anyone requiring a collection of flooded items from Allerdale Borough Council can contact them on 01900 702 800 or [customer.service@allerdale.gov.uk](mailto:customer.service@allerdale.gov.uk) . Please do not put paint tins in amongst your flood waste. Instead customers should leave it to one side, contact Allerdale and they shall pick it up separately. Otherwise there is paint mess along the road which needs to be cleared up

If people have lost their bin the floods, call Allerdale Borough Council on 01900 702 800 or email [customer.service@allerdale.gov.uk](mailto:customer.service@allerdale.gov.uk) and they shall order a new one. In the meantime use black bin bags which shall be collected.

## **Offers of help**

If you want to help, please email [ppc.emergencyoffersofsupport@cumbria.gov.uk](mailto:ppc.emergencyoffersofsupport@cumbria.gov.uk) . Make any financial donations to the [Cumbria Community Foundation](#) appeal.

## **Latest bridge and road closures**

- Gote Bridge at Cockermouth on A5086 is currently awaiting inspection.
- Millers Footbridge at Cockermouth is currently awaiting inspection
- South Street Footbridge at Cockermouth is now open
- Brewery Lane Footbridge at Cockermouth is now open
- Isef Bridge near Cockermouth is damaged

Whilst Gote Bridge and Miller's Bridge in Cockermouth are closed there is a free bus from Wakefield Road into Cockermouth town arranged by Allerdale Borough Council. Thanks go to Sainsburys for the financial help with this.

Allerdale Borough Council is also giving 3 hours of free parking in Keswick and Cockermouth to help businesses get back on their feet.

## **Funding & Financial Assistance**

### **Funding for properties that have been flooded from the Government**

The Government is providing a fixed payment of £500 for all households living in a property 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 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 Allerdale Borough Council [customer.service@allerdale.gov.uk](mailto:customer.service@allerdale.gov.uk) or call **01900 702 600**.

For more information visit [www.cumbria.gov.uk](http://www.cumbria.gov.uk)

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## **Council Tax discounts**

Further details on Council Tax discounts for those whose houses have flooded can be found on the Allerdale Borough Council webpage [www.allerdale.gov.uk/floodadvice](http://www.allerdale.gov.uk/floodadvice) under the Cumbria 2015 Council Tax Relief Scheme page.

Allerdale Borough 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 01900 702 530 or email [revenues@allerdale.gov.uk](mailto:revenues@allerdale.gov.uk)

## **Funding for individuals and families from the Cumbria Community Foundation**

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.

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](http://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](http://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.

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.

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 off by a Growth Hub adviser.

They can also provide other practical advice and support and link 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](http://www.cumbriagrowthhub.co.uk).

For more information visit [www.cumbria.gov.uk](http://www.cumbria.gov.uk)

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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, [Tel: 0844 257 8450](tel:08442578450) or [info@cumbriagrowthhub.co.uk](mailto:info@cumbriagrowthhub.co.uk).

The Chartered Institute of Loss Adjusters are offering advice for those affected by the floods: <http://www.cila.co.uk/public/help-policyholders>

Cumbria Chamber of Trade have advice and guidance for flooded businesses: <http://www.cumbriachamber.co.uk/>

Britain's Energy Coast are offering help with office space for flooded businesses. See: <http://www.britainsenergycoast.co.uk/announcements/free-space-available-for-flood-affected-businesses>

A survey of businesses is being collated and the information will be used to assess the economic impact of the floods and get government funding: <https://www.surveymonkey.co.uk/r/Flood2015>. Please get all businesses to fill in it in if they feel they are affected, even indirectly.

An emergency fund to help farmers affected by Storm Desmond to restore damaged agricultural land has been launched by Farming Minister George Eustice. Flood-affected farmers in Cumbria who have suffered uninsurable losses can apply for Farming Recovery Fund grants of up to £20,000 via the Rural Payments Agency (RPA) to help restore soils, rebuild tracks and repair flood channels. See: <https://www.gov.uk/government/news/recovery-fund-for-flood-affected-farmers-opens>

**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 '**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 Practitioner.

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

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

For more information visit [www.cumbria.gov.uk](http://www.cumbria.gov.uk)

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## Cumbria County Council Welfare Team

Emergency financial assistance towards essential costs call CCC Advice & support team

**Tel: 01228221100**

## Housing Benefits

For help and advice call Allerdale Borough Council **Tel: 01900702560**

## Coming Soon.....

The government will also be making available up to £5000 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. We are also expecting details coming about council tax and business rate discounts and as soon as we have this information this will be communicated widely.

## Useful Contact Information

AGE UK: 08443 843843 [nci.info@ageukwestcumbria.org.uk](mailto:nci.info@ageukwestcumbria.org.uk)

Allerdale Borough Council: [01900 702702](tel:01900702702)

Business Growth Hub: [08442578450](tel:08442578450) or [info@cumbriagrowthhub.co.uk](mailto:info@cumbriagrowthhub.co.uk)

Citizens Advice Bureau: [Workington 01900 604735](tel:01900604735)

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

Cumbria Chamber of Commerce (West Cumbria): **01946 592329**

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

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

Cumbria County Council Children & Families Info Service: [08457 125 737](tel:08457125737)

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

Cumbria County Council Welfare Team: **01228 221100**

Cumbria County Council Highways to report problems

(including parking permit enquiries): **0845 6096609**

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

Cumbria Law Centre: **01228 515129**

Environment Agency: **03708 506506**

For more information visit [www.cumbria.gov.uk](http://www.cumbria.gov.uk)

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Floodline: **0845 9881188**

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

Home Group **03451414663**

Impact Housing **03448736290**

Keswick & District Voluntary Car Scheme **01768780105**

NFU customers: **0808 278 8916**

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

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

North West Electricity **0800195414**

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

Red Cross: **03448 711111**

RSPCA: **0300 1234999**

CCC Rural Wheels: **0845 6023786**

Samaritans: **116123**

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

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

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

Workington (Local for Keswick) Police: **01900 638830**

WRVS: **01228 524508**

Your Derwent & Solway Housing **03453450272**

For offers of help including volunteering, donations and accommodation please contact the County Council Area Support Team on **01900 706188** or email [allderale.areasupport@cumbria.gov.uk](mailto:allderale.areasupport@cumbria.gov.uk).

**On behalf of Cumbria County Council and all partner organisations I would like to wish everyone a Happy peaceful Christmas and best wishes for 2016.**

**Hayley Bishop, Cumbria County Council**

For more information visit [www.cumbria.gov.uk](http://www.cumbria.gov.uk)