

Cumbria Flood Factsheet

Cockermouth Flood Information Bulletin

Issue 3 - 15th January 2016

Available advice and support

Hayley Bishop – CCC Community Development Officer will be running drop-in sessions to offer advice and support.

Monday 18th January 09:30-12:30 Cockermouth Library (local collection room)

Wednesday 20th January 10:00-13:00 Bridge Café, Wakefield Road Car Park

Thursday 21st January 09:30-12:30 Cockermouth Library (local collection room)

Friday 22nd January 10:00-13:00 Bridge Café, Wakefield Road

General advice and flood sacks available at Allerdale Borough Council Contact Centre, Fairfield car park (open Monday to Thursday 09:00-17:00 and Friday 09:00-16:30)

Grant forms and information leaflets available at the Bridge Café, Wakefield Road car park (open Monday to Saturday 10:00-16:00) and Cockermouth Library (open Monday and Wednesday 09:30-18:00, Tuesday and Friday 09:30-17:00, Thursday and Saturday 09:30-12:30)

Alternatively please contact:

Cumbria County Council - 01900 706009 or www.cumbria.gov.uk/Floods2015/

Allerdale Borough Council - 01900 702702 or www.allerdale.gov.uk/floodadvice

Date for your diary

On Thursday 28th January the National Flood Forum Information Trailer will be visiting Cockermouth with representatives from Cumbria County Council and the Environment Agency.

11:00-14:00 Cockermouth Main Street (Exact location to be confirmed)

15:00-18:00 Wakefield Road Car Park

Please come and tell us how the recent flooding has affected you. Giving us this information will help us understand the mechanism of flooding and flow routes in the area. Together this information will help us consider future opportunities to manage flood risk and reduce flooding in Cockermouth.

Café on Wakefield Road Car Park

Café will be open Monday to Saturday between 10:00-16:00

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.

For more information visit www.cumbria.gov.uk

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Cockermouth Street Friends

Teams of 'Street Friend' volunteers are regularly visiting flooded areas of Cockermouth offering a friendly ear helping to identify individual needs or problems to the right group or organisations to get the most appropriate assistance.

If you would like to request a visit from a 'Street Friend' please contact Hayley Bishop on 07917 534427 or hayley.bishop@cumbria.gov.uk

Need help to relax and escape from the tensions of a flooded home or business?

FREE Body strain relief classes:

FREE BODY STRAIN RELIEF CLASS for local people affected by the flood



Come along and learn how to:

- relieve tension throughout your whole body
- maintain your resilience and
- gain a clear perspective on things

EVERY THURSDAY 5.30-7pm
at the **Eco Centre COCKERMOUTH**
starting 14 January 2016
Venue arranged by Cockermouth School

For Further Information Please Contact Karen on 07515 884 640

For more information visit www.cumbria.gov.uk

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Latest bridge and road closures

- Gote Bridge is currently awaiting further inspection
- Ouse Bridge is currently awaiting inspection
- Broughton Bridge is damaged and awaiting a dive inspection
- Isel Bridge near Cockermouth is damaged
- Southwaite Mill Bridge, Lorton awaiting inspection
- Millers Footbridge at Cockermouth is open
- South Street Footbridge at Cockermouth is now open
- Brewery Lane Footbridge at Cockermouth is now open

Update on Millers Footbridge – a six month closure order was put in place on the basis that repairs and prolonged closure may have been necessary. Fortunately this is not the case, therefore the bridge is open and will remain open for the foreseeable.

There is a free bus from Wakefield Road into Cockermouth town arranged by Allerdale Borough Council. Thanks go to Sainsbury's for the financial help with this.

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. 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 and they shall order a new one. In the meantime use black bin bags which shall be collected.

HWRC Permit Scheme Update

CCC temporarily suspended the HWRC permit scheme for flood affected householders during the floods to enable disposal of flood damaged waste. The permit scheme will be reinstated from Monday 11th January. This will mean that any householders wishing to visit a HMRC with a van, pickup or trailer will need a permit.

Offers of help

For offers of help including volunteering, donations and accommodation please contact the County Council Area Support Team on **01900 706010** or email allerdale.areasupport@cumbria.gov.uk.

To make any financial donations, contact **Cumbria Community Foundation** on 01900 825760

For more information visit www.cumbria.gov.uk

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Funding & Financial Assistance

Funding of up to £5,000 for flood repair and resilience

This funding is also available from the Government for properties that were flooded between 3-11 December 2015. The grants must be used for making additional flood resilience and resistance measures in homes. This could mean taking steps to keep water out, or making changes inside the building to reduce the cost of damage from flood water in the future.

You could receive up to £5000 if the inside of your property was flooded. 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.

If you have any queries on the scheme, please contact us on 01900 702 702 or email customer.service@allerdale.gov.uk

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 or call 01900 702 600.

A second batch of payments have been processed and will be paid on Monday 18th January. If you have not received a payment by Tuesday 19th January please contact Allerdale Borough Council on 01900 702 600

Council Tax and Business Rate Relief Scheme

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 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

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.

For more information visit www.cumbria.gov.uk

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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.

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.

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** or 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>

For more information visit www.cumbria.gov.uk

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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.

Cumbria County Council Welfare Team

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

Tel: 01228 221100

Housing Benefits

For help and advice call Allerdale Borough Council **Tel: 01900 702560**

For more information visit www.cumbria.gov.uk

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Useful Contact Information

AGE UK: 08443 843843 nci.info@ageukwestcumbria.org.uk

Allerdale Borough Council: **01900 702702**

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

Citizens Advice Bureau: **Workington 01900 604735**

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**

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**

First Steps: **0300 1239122**

Floodline: **0845 9881188**

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

Home Group **0345 1414663**

Impact Housing **03448 736290**

Keswick & District Voluntary Car Scheme **017687 80105**

NFU customers: **0808 278 8916**

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

For more information visit www.cumbria.gov.uk

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

North West Electricity **0800 195414**

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 **03453 450272**

For more information visit www.cumbria.gov.uk