

# Cumbria Flood Factsheet

## Cockermouth Flood Information Bulletin

Issue 5 – 29<sup>th</sup> January 2016

### Advice and support drop-in sessions

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

Monday 1<sup>st</sup> February 09:30-12:00 Cockermouth Library (local collection room)

Monday 1<sup>st</sup> February 12:30-14:30 Bridge Café, Wakefield Road

Thursday 4<sup>th</sup> February 09:30-12:00 Cockermouth Library (local collection room)

Friday 5<sup>th</sup> February 10:00-14:30 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)

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)

### Dates for your diary

#### Keswick Flood Action Group and National Flood Forum Flood Fair

Keswick Flood Action Group and National Flood Forum are providing assistance to anyone (not just Keswick residents) affected by the recent flooding with information on flood products, help with funding applications and professional advice.

In order to give people an opportunity to look at the types of prevention/resilience measures that are available, from air brick covers and back flow valves through to flood gates and pumps, Keswick Flood Action Group and the National Flood Forum are holding a Flood Fair at the Keswick Country House Hotel, Station Road, Keswick, on **Monday 1<sup>st</sup> February, from 1400 to 1900**.

Information and advice will be available from –

- National Flood Forum – Flood products and advice
- JT Atkinson of Penrith – Flood products
- Cumbria County Council
- Allerdale Borough Council
- Buildings Regulations
- Independent Surveyor from NFF
- Cumbria Community Foundation
- Burnett's Solicitors
- Lions/Rotary
- Environment Agency
- Keswick FAG

For further information contact Lynne Jones, Chair of Keswick Flood Action Group, on 017687 72445.

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

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**Saturday 6<sup>th</sup> February**

'Songs from the films'

Bring your own drinks and snacks (hot drinks will be provided) and come along to Cockermouth School (Main Hall) on Saturday 6<sup>th</sup> February at 19:30 and sing along to songs from the films including Sister Act, The Lion King, White Christmas, Arthur, The Snowman and many more.

For further information and FREE tickets please contact Paul Mogford on 07834 993572 or [paul@kingscc.org](mailto:paul@kingscc.org)

## **Dick Whittington – The Kirkgate Centre**

Saturday 30<sup>th</sup> January 14:30 or 19:30

Friday 5<sup>th</sup> February 19:30

Saturday 6<sup>th</sup> February 14:30 or 19:30

The Kirkgate are offering FREE tickets for flood victims. Contact 01900 826448 or visit [www.thekirkgate.com](http://www.thekirkgate.com) for more information.

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

Bridge Café will be open Monday to Saturday between 10:00-16:00 and will be providing FREE hot drinks, sandwiches and hot rolls for flooded residents. Grant forms and general information is also available.

## **Cleaning supplies and food parcels**

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

## **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](mailto:hayley.bishop@cumbria.gov.uk)

## **Latest bridge and road closures**

- Gote Bridge is open
- Ouse Bridge is open
- Broughton High Bridge is open
- Isel Bridge near Cockermouth is close due to damage
- Southwaite Mill Bridge is closed due to road damage
- Millers Footbridge at Cockermouth is open
- South Street Footbridge at Cockermouth is now open
- Brewery Lane Footbridge at Cockermouth is now open

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.

## **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 11<sup>th</sup> January. This will mean that any householders wishing to visit a HMRC with a van, pickup or trailer will need a permit.

## **Funding & Financial Assistance**

### **Sport England Emergency Flood Relief Fund**

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

If you have any queries you can contact Sport England on 03458 508 508 or via email at [floodrelief@sportengland.org](mailto:floodrelief@sportengland.org)

### **Rotary Club of Cockermouth Charitable Trust Flood Appeal Fund**

The Cockermouth Rotary Club has a limited appeal fund to help the victims of the December floods. These funds are available to anybody in the CA13 Post Code area who has been directly affected by the floods in the area on the 5<sup>th</sup> December 2015. Grant forms are available at Bridge Café on Wakefield Road and Cockermouth Library.

### **Funding of up to £5,000 for flood repair and resilience for households and businesses**

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](mailto:customer.service@allerdale.gov.uk)

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

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## **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.

## **Council Tax**

Further details on Council Tax discounts and business rate relief scheme 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.

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.

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.

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

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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).

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](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**

### **Applying to the E.ON Energy Fund**

You can apply to the E.ON Energy Fund if you're finding it difficult to pay for your energy bills and you think you meet the eligibility criteria. E.ON will consider requests to clear energy debts, to provide white goods (such as a fridge freezer, washing machine or cooker) or to repair or replace a boiler.

You don't need to be an E.ON customer to apply to the Fund as E. ON will accept applications from anyone who lives in England, Scotland or Wales.

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/>

## **Help and Support**

**Cumbria County Council Welfare Team** – for emergency financial assistance towards essential costs call CCC Advice & support team **Tel: 01228 221100**

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

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**Housing Benefits** - for help and advice call Allerdale Borough Council **Tel: 01900 702560**

**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 and baby products. They also have a steady stream of new and second hand furniture which they will distribute as required. Should you require their help or support Tel: **01768 593190** or email [info@edenfloodvolunteers.org.uk](mailto:info@edenfloodvolunteers.org.uk)

**The Royal British Legion** can look to assist anyone who has served in the military for more than 7 days with a whole host of services. Particularly where not insured and with moving back into the properties. For further information contact Kerry Newham (Advice and Information officer) Tel: **07500 553 007** or contact the Freephone helpline **0808 802 8080**

## **CADAS Flood Recovery Support**

CADAS recognises that due to the stress and trauma caused by being flooded some people may start to use alcohol, medication or other substances as a way of coping and managing anxiety.

We provide 1-1 and group support, giving people the opportunity to talk about their experiences and learn new healthy coping strategies instead of using substances to do this.

For information, help and advice please call **0300 111 4002**

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

FREE Body strain relief classes. Contact Karen on 07515 884640 for more information

### Useful Contact Information

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

Allerdale Borough Council: **01900 702702**

Business Growth Hub: **08442 578450** or [info@cumbriagrowthhub.co.uk](mailto: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**

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

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

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

Cumbria County Council Highways: **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**

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 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 Cocker mouth) Police: **01900 638830**

WRVS: **01228 524508**

Your Derwent & Solway Housing: **03453 450272**

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