

Cumbria Flood Factsheet

West Cumbria Flood Information Bulletin

Issue 3 – 8th February 2016

Advice and Support

Allerdale Borough Council and Cumbria County Council officers will be available at a drop-in session on Wednesday 10th February between 1000 and 1200 at Flimby Methodist Hall on West Lane to offer advice and support. Funding application forms will also be available to complete.

Drop-in sessions, hosted by Allerdale Borough Council, will be held at the above location on Wednesdays and Fridays from 1000-1200 until further notice.

If you need any assistance, particularly if you are uninsured, please come along to one of the sessions or contact:

Allerdale Borough Council – 01900 702600/01900 702702 or www.allerdale.gov.uk/floodadvice
Cumbria County Council - 01900 706189, email michelle.jackson@cumbria.gov.uk or
www.cumbria.gov.uk/Floods2015/

Flood Advisory Service

The Flood Advisory Service roadshow trailer will be visiting the Lakes Home Centre car park in Cockermouth on the following dates -

Tuesday 9th February 10:00-19:00
Wednesday 10th February 10:00-19:00
Thursday 11th February 10:00-16:00

Experts will be on hand to provide independent advice on flood risk and mitigation solutions.

Refuse collection

Anyone requiring disposal of flood damaged items from Allerdale Borough Council can contact them on 01900 702800 or email customer.service@allerdale.gov.uk to make arrangements.

The council has cancelled garden waste collections to free up vehicles for the cleanup. Normal refuse collections will go ahead as far as possible.

HWRC Permit Scheme Update

Cumbria County Council temporarily suspended the HWRC permit scheme for flood affected householders during the floods to enable disposal of flood damaged waste. The permit scheme was reinstated from Monday 11th January. This means that any householders wishing to visit a HWRC with a van, pickup or trailer will need a permit. Permits can be applied for online through the Cumbria.gov website or by calling 0845 055 1119.

For more information visit www.cumbria.gov.uk

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Funding & Financial Assistance

Government grant for properties that have been flooded

The Government is providing a fixed payment of £500 for all households that have been flooded.

Households that already pay their council tax by Direct Debit don't need to do anything. The payment will be paid directly into your bank account and 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 at customer.service@allerdale.gov.uk or call **01900 702600**.

Council Tax and Business Rate Relief Scheme

Further details on Council Tax discounts for those whose houses were 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 that they know have been flooded and will apply the discount automatically. If you feel your property has been missed, or you have any other enquiry, please call 01900 702530 or email revenues@allerdale.gov.uk

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

This funding is available from the Government for properties that were flooded between 3-11 December 2015. The grants must be used for introducing additional flood resilience and resistance measures. 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.

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.

Properties eligible are residential properties (including accommodation such as static caravans where these are defined as the primary residence on the electoral role), where habitable internal areas of the premise have been damaged; and, business (including social enterprise) and charitable organisation properties where internal areas of the premise which are critical to the day to day operations (i.e. not storage sheds or warehouses) have been damaged.

If you have any queries on the scheme, please contact Allerdale Borough Council on 01900 702702 or email customer.service@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.

For more information visit www.cumbria.gov.uk

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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 online 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.

To apply contact Cumbria Business Growth Hub on **0844 257 8450** or email them at 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 has 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>

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>

For more information visit www.cumbria.gov.uk

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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 postcode 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/>.

If you have any queries or need help with the application form, please call 03303 80 10 90.

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

Cumbria County Council Welfare Team

For emergency financial assistance towards essential costs call the Cumbria County Council Advice & Support Team on **01228 221100**.

Housing Benefits

For help and advice call Allerdale Borough Council on **01900 702560**.

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/>

For more information visit www.cumbria.gov.uk

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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 (inc. 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**

NFU customers: **0808 278 8916**

National Flood Forum (National Flood Forum can also give advice about insurance claims): **01229 403101/403055**

NHS Direct: **111 (also for prescription help and 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 Police: **01900 638830**

WRVS: **01228 524508**

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

For more information visit www.cumbria.gov.uk