

# Cumbria Flood Factsheet

## Cockermouth Flood Information Bulletin

Issue 7 – 12<sup>th</sup> February 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 22<sup>nd</sup> February 09:30-12:00 Cockermouth Library (local collection room)

Monday 22<sup>nd</sup> February 12:30-14:30 Bridge Café, Wakefield Road

Thursday 25<sup>th</sup> February 09:30-12:00 Cockermouth Library (local collection room)

Thursday 25<sup>th</sup> February 12:30-14:30 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)

**Please note** - there will be no drop-in sessions during week commencing 15<sup>th</sup> February. If you require any advice or support 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)

### 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 Flood Sacks

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

Free flood sacks (provided by Allerdale Borough Council) are available at:

- Firms Hardware, Station Street
- Allerdale Borough Council Service Centre, Fairfield Car Park
- Wakefield Road car park (see volunteers in the Bridge Café)

### Cockermouth Street Friends

Teams of 'Street Friend' volunteers are regularly visiting flooded areas of Cockermouth offering a friendly ear helping to identify individual needs 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)

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

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## 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

## 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.

## Crime prevention advice

### *Fraudulent activity / door steppers:*

- Use people/firms you know, obtain several quotes, and don't let unknown traders persuade you into having works done
- If in doubt tell the caller to leave and do not let someone into your home you do not know – genuine traders will not try to pressurise you
- Look out for neighbours and friends – especially those who are vulnerable and elderly  
Call Citizens Advice Consumer Service on 03454 040506 for advice or to report a suspicious trader, or call 101 to report an incident to the police

### *Protecting property:*

- When it is safe to return to your property, please consider removing items of financial and sentimental value to safe venue, e.g. a relative's address
- If you are looking to ventilate your property, remember to close and secure doors and windows on departure/when going to bed

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

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- Remain vigilant; community spirit is critical at this time, please look out for your neighbours
- Challenge people you do not recognise, genuine people will not be offended by this. If you do not have the confidence to challenge, report it
- Additional high visibility foot patrols are in operation in the worst affected areas
- If it looks suspicious or out of the ordinary, report it to Cumbria Police on 101

## *Keeping in touch:*

Cumbria police and partners urge residents to register on Cumbria Community Messaging. A free information service through which you can receive updates on what is happening in your area. You can register online at: <https://www.cumbriacommunitymessaging.co.uk/>

Updates can also be found on the Constabulary website ( [www.cumbria.police.uk](http://www.cumbria.police.uk) ), and the Constabulary's Facebook and Twitter accounts (@cumbriapolice)

## **Police work with security firm to keep Cumbria safe**

Cumbria Constabulary and Cumbria County Council have been working with a security firm to ensure people's homes and businesses are safe following last month's flooding.

Security officers have undertaken patrols in flood-affected areas to provide community reassurance and to deter criminal activity during the hours of darkness. The security officers are being used to provide additional support to the police, but has not replaced police patrols or undertaken police responsibilities.

There have been a small number of isolated incidents across the county of criminal activity involving flooded premises, and police and partners are working hard to ensure those who are committing offences are identified and prosecuted. The use of Security officers is a precaution to ensure Cumbria remains a low crime area and not a soft target as people recover from the impact of the floods. The patrols have been instrumental in supporting the arrests of some individuals in flood affected areas.

Security officers have been patrolling Appleby, Carlisle, Cockermouth, Kendal, Keswick and Penrith following areas between 4pm and 8am seven days a week:

## **Funding information**

**If you still haven't applied for funding to help you recover following the floods then there is still time.**

**Make sure you get the money you are entitled to.....**

Whether you are a resident or a business there are a number of different grants that can help you get back on your feet including the following:

1. £500 for any household in a residential property that has been flooded for us for general recovery

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

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2. Up to £5000 for any residential or business property that has been flooded and wants to carry out resilient repairs to make their property more repairable in the event of flooding or install resistant measures, such as installation of flood barriers.
3. Business Recovery Grants to help businesses get back on their feet
4. Funding for individuals and families from the Cumbria Community Foundation
5. Help for voluntary, sporting and community groups
6. Help with Council Tax and Business Rates
7. Support for Farmers

## **1. £500 for any residential property that has been flooded**

The government is providing local authorities with Community Grants as part of the Communities and Business Recovery Scheme. This will be equivalent to up to £500 per household affected by flooding between the 3-11<sup>th</sup> December 2015. It will help with recovery costs such as provision of temporary accommodation.

In Cumbria this will mean a fixed payment of £500 for a household 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 have been paid directly into your bank account and the payment will show up as a payment from your local district council who are administrating the scheme. The first payments were made before Christmas.

If you do not pay your council tax by direct debit, or you haven't received the automatic payment and think you are eligible, then please contact your local district council who will be happy to help you apply for the payment.

Allerdale Borough Council [floodgrants@allerdale.gov.uk](mailto:floodgrants@allerdale.gov.uk) or call 01900 702 600

## **2. Up to £5000 for any residential or business property that has been flooded and wants to be more flood resilient and install some home flood defences**

The government has also made available up to £5000 to homeowners and businesses that were flooded over the incident period 3 – 11 December 2015, the grant is to assist households and business carryout measure in their properties to help them recover quicker from a flood should it occur again, making the property more resilient.

If you would like further information on the grant scheme, then please contact your local district Council. They will be able to provide you with information on the application process and will be able to direct you towards information from professional sources to assist you with your application.

Part of the eligibility criteria allows you to get a qualified surveyor to assess your home and make a professional recommendation as to how the money is best used/invested. £500 of the overall £5000 can be claimed against that cost. Alternatively there is free advice available on the DEFRA website.

Please contact your local council for more information:

Allerdale Borough Council [floodgrants@allerdale.gov.uk](mailto:floodgrants@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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## **3. Grants to help businesses get back on their feet**

Grants are still available to support businesses severely affected by the recent flooding. Grants are available to non-farming small and medium sized businesses (up to 250 full time equivalent employees).

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).

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

So far over 200 businesses have been helped and over £1.2 million given out in grant payments.

## **4. 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. So far 1,463 grants have been awarded totalling payments of over £1.2 million.

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).

## **5. Help for voluntary, sporting 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

If you are a sports group which has been affected by the flooding, there are grants available from Sport England at: <http://www.sportengland.org/funding/our-different-funds/flood-relief-fund/>

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

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## 6. Help with council tax and business rates

**Council Tax** - If you had to move out of your home because of flooding you will receive a 100% discount on both your flooded home and the property you have moved to if you are liable to pay council tax on your temporary home. If you are continuing to reside in the property that has been flooded but are unable to use the whole property, for example, using only the upstairs rooms, you are also eligible for a discount

**Business Rates** – there is 100% rate relief for a three month period to all businesses flooded. The relief applies for the full three months even if the premises reopen within that time. A fresh application can be made if the adverse effects continue and will be considered by the Council. The total maximum period for which relief can be obtained is 12 months.

Please contact your local council for more information on the above:

Allerdale Borough Council [revenues@allerdale.gov.uk](mailto:revenues@allerdale.gov.uk) or call 01900 702 530 for Council tax and 01900 702 990 for business rates

## 7. Support for Farmers

Farmers affected by the recent flooding in the North of England can apply for up to £20,000 of government money to help restore damaged agricultural land.

The Farming Recovery Fund provides money to help farmers in Cumbria, Northumberland and North Lancashire. It covers damage from the flooding which took place between December 4 and December 9, 2015.

The minimum grant available is £500 and the maximum £20,000. Applications can be made until Friday 18 March 2016. For more information go online at <http://www.nfuonline.com/about-us/our-offices/north-west/cumbria/latest-news/farming-recovery-fund-opens-for-applications/>

Or call the North West regional office on : 024 7685 8500

### **Water and waste water bills**

If you were affected by flooding and had to move out of your home or business then United Utilities will suspend your water and waste water bills.

If you need help or want advice please call

Domestic 0800 912 7239

Business 0345 072 6072

### OTHER FUNDING SOURCES

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

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**BT Benevolent Fund** for anyone who has been an employee of British Telecom or (in some cases) its predecessor companies. Can also help dependents, e.g. the widow/er of a former BT employee. They make financial grants to those with limited means. Contact 0208 726 2145 or email [benevolent@bt.com](mailto:benevolent@bt.com)

**Rowland Hill Fund** - charity supporting Royal Mail and Post Office staff, pensioners and their dependants. Give financial grants towards the cost of temporary accommodation, out of pocket expenses, insurances excesses, essential household items and much more. Contact 0800 6888 777, option 1 then option 4.

**EON Energy Fund** – flooded residents may be eligible for a brand new replacement washing machine, fridge freezer, cooker and boiler. Do not need to be an EON customer to apply. Contact 03303 80 10 90, option 1 [www.energyfund.com](http://www.energyfund.com)

## Farming Communities

- The Prince's Countryside Fund will work alongside The Prince's Business Emergency Resilience Group (BERG). Farming Help Hotline 03000 111 999.
- Royal Agricultural Benevolent Institution (RABI) has encouraged victims to contact them for funding: 0300 303 7373 or email [grants@rabi.org.uk](mailto:grants@rabi.org.uk)  
<http://www.farmingfutures.org.uk/blog/rabi-will-fast-track-help-flood-victims>
- Addington Fund - Providing homes for farming families <http://www.addingtonfund.org.uk/>
- Farm Crisis Network - help and advice Brian Armstrong 0776 2596226
- Defra - Farms can claim £20,000 each for flood repairs. Farmers who want to apply for the Farming Recovery Fund should call the Rural Services helpline on 03000 200 301.
- Forage Aid – 07967 219 991

## Help and Support

**Cumbria County Council Welfare Team** – for 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**

**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**

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

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## **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?**

In support of anyone affected by the floods, including supporters and volunteers too, Karen Douglas de Fenzi can offer you a gentle and effortless sequence of simple body movements that help you relieve tension throughout your whole body, relax the mind and restore your feeling of health and wellbeing, in difficult times. Your sense of accomplishment and resilience can be enhanced through practice of somatic movement, in the Thomas Hanna tradition, that Karen softly talks you through.

The movements are accessible to all irrespective of age, mobility and previous level of physical activity. For further information contact Karen Douglas de Fenzi on 07515 884640.

### 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**

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**

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

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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 Cockermouth) 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)