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Cumbria Flood Factsheet

Eden Flood Information Bulletin

For flood related help or advice or for the latest information on the County Council's infrastructure recovery programme, please contact Cumbria County Council's Eden Area Support Team on **01768 812660** or at eden.areasupport@cumbria.gov.uk

For help with insurance issues please contact the Nation Flood Forum on **01299 403055**

Key Updates this Week

British Red Cross are taking the lead on welfare support on behalf of the Eden Flood Recovery Group. They are planning on doing door knocks in the affected areas to give people a chance to talk and to raise any issues or concerns they may have, British Red Cross will then be able to work with partner agencies to organise any help or support that is needed.

If you wish to access the help and support provided by British Red Cross please call **07715 003106**

Advice sessions

Appleby Town Council have organised a **Multi-Agency Post Flood Meeting** in Appleby Public Hall on Monday 29th February 2016 at 7pm. The purpose of the meeting will be to establish what worked well and what lessons can be learnt for the future. Representatives from the Environment Agency, Cumbria Constabulary, Cumbria Fire & Rescue Service, Cumbria County Council, Mountain Rescue, Eden District Council, Appleby Town Council, Eden Flood Recovery Group and Appleby Community Flood Resilience Group will all be in attendance.

Who else can I contact for help and support?

Advice Line

- Advice before, during and after flooding – Extended Floodline on **0845 988 1188**
- Advice – Citizens Advice Carlisle and Eden floods@caedcab.cabnet.org.uk or **01228 633909 / 01768 891503**

Trouble getting insurance

- National Flood Forum **01299 403055** www.nationalfloodforum.org.uk

Clearing up after floods

- Association of British Insurers **0207 600 3333** www.abi.org.uk

Flood resilience advice

- Ciria **020 7549 3300** www.ciria.com

For more information visit www.cumbria.gov.uk



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- National Flood Forum 01299 403055 www.nationalfloodforum.org.uk

Government and Insurance Flood Agreement

- Floodre 0330 024 3131 www.floodre.co.uk

Help and Support for Farmers

- Forage Aid 07967 219991 info@forageaid.org.uk www.forageaid.org.uk
- NFU 0800 096 6526

Funding and Financial Assistance

Funding from the Government for properties that have been flooded

The government is providing a fixed payment of £500 for all households living in a property that has been flooded. This is being administered by Eden District Council.

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 call your local district council who will be happy to help you apply for the payment.

Eden District Council at customer.services@eden.gov.uk or call 01768 817817

Funding for families and individuals from the Cumbria Community Foundation

The Cumbria Flood Recovery Fund 2015, which is being run by Cumbria Community Foundation, will provide financial assistance to help individuals and families who have been affected by the floods.

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 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 business affected by flooding

For more information visit www.cumbria.gov.uk



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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 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 by a Growth Hub adviser.

They can also provide other practical advice and support and like 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 on **0844 257 8450** or at info@cumbriagrowthhub.co.uk.

Cumbria Chamber of Trade are offering advice and guidance for flooded businesses: www.cumbriachamber.co.uk or **0845 22 600 40**

Business Rate Relief for Eden businesses affected by flooding

Businesses premises that were flooded will receive a minimum of three months rate relief if, as a result of the flooding, the business activity undertaken at the premises was adversely affected. The three months relief applies even if the business was only affected for one day. If the business continues to be adversely affected after the three months, additional rate relief may be awarded for up to 12 months in total.

Relief will also be considered where the premises were not flooded but the ratepayer can demonstrate their business activity has been adversely affected as a result of the flooding, for example, loss of trade due to bridge or road closures. Businesses will need to demonstrate a reduction in trade of at least 20% over a minimum period of one month.

Eden District Council will shortly be issuing rate relief forms to businesses where we have been advised of the flooding. If you have not yet advised the Council that your business was flooded please contact Eden District Council by email at brates@eden.gov.uk or telephone **01768 810067**.

Full details of the rate relief scheme and frequently asked questions are on the Eden District Council website www.eden.gov.uk

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.

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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 bellow:

- 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 Job Seekers Allowance
- In receipt of Universal Credit, however are not self-employed or in work
- A total household 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 at www.eonenergyfund.com

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

Property Level Flood Resilience Grant Scheme

Central Government has announced a scheme to provide grants of up to £5,000 to homeowners and businesses that have been flooded during the recent floods to help fund additional flood resilience or resistance measures for their homes. This will be administered by Eden District Council.

These 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.

For more information on the Property Level Flood Resilience Grant Scheme visit www.eden.gov.uk or call **01768 817817**

Council Tax Discounts

Anyone who has had to move out of their property because of flooding will be given a 100% discount for up to 6 months.

If the property is unable to be reoccupied after the six months a further six months 100% discount may be awarded if the property is undergoing major work to render the property habitable.

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Where the residents continue to reside in the property that has been flooded but are unable to use the whole property, for example using only the upstairs rooms, a 50% discount may be applied for up to six months.

Eden District 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 **01768 817817** or email counciltax@eden.gov.uk

More information can be found at www.eden.gov.uk

Funding for Farmers

Farmers affected by the recent flooding in Cumbria can get grants worth up to £20,000 to help restore damaged agricultural land. Access the form and guidance to apply for the Farming Recovery Fund can be found on www.gov.uk

Farmers experiencing difficulties getting online can call the Rural Payments helpline on **03000 200 301**.

The Rural Payments Agency has published guidance about farm inspections, animal movements, TB testing, impacts on Basic Payment Scheme eligibility, and other Cross Compliance requirements. This information can be found at www.gov.uk

The NFU has produced a newsletter for members affected by the flooding in the North East and North West. It contains information on where advice and funding is available to help with the recovery operation, this can be found at www.nfuonline.com/news

Emergency Flood Relief Fund – Sport England

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

Clubs and community-based sports organisations needing funding to clean up and get up and running quickly can request up to £5,000 of emergency funding which could be awarded very quickly.

The fund will remain open until 29 February 2016 to ensure that those who are currently unable to assess the damage will not lose out.

More information can be found at www.sportengland.org/funding

Help and Support

British Red Cross are able to offer a facility that aims to support people affected by flooding by giving short term support by phone and by emergency visits. They are offering people affected who

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need to have some time to talk about their situation with a listener who understands the impact of flooding and can help them to articulate how this has impacted on their lives the chance to do just that. They also recognise that telephone support is not always sufficient and British Red Cross will assess through the conversation whether there is a need for an emergency visit to be made to offer a higher level of support to the caller. Arrangements will then be made to facilitate that visit using British Red Cross resources.

To access this service call **07623505338** – available 24/7

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 & baby products. They also have a steady stream of new and second hand furniture which we will distribute as required.

Should you require their help or support call **01768 593190** or email info@edenfloodvolunteers.org.uk

Eden Housing Association (EHA) – people in need of alternative, temporary accommodation as a direct result of the floods should be signposted to EHA. EHA will ensure it discharges the local authority's statutory duty under homelessness legislation. This entitles anyone directly affected by flooding to be offered temporary housing help, support and guidance regardless of other circumstances. There is no distinction made between social and affordable housing tenants, private renters or owner-occupiers for this service .

EHA are also offering help to people who have been flooded that are having difficulties/problems with their landlords.

For any help or advise about housing or landlord issues, please contact Eden Housing Association direct on **01768 861400**

ForageAid are providing help and support, and coordinating help for Farmers who have been affected by the flooding.

If you are a farmer in need of support please contact ForageAid direct on **07967 219991** or info@forageaid.org.uk

More information can be found at www.forageaid.org.uk

Dorset Council in partnership with **The Environment Agency** recently developed a system which is used to record all property flooding. Following the recent flooding in Cumbria, the system was extended to cover the whole of the UK and we are now using it in partnership with Cumbria County Council.

Once data has been entered into this system, The Environment Agency (and Cumbria County Council) are able to pull the information out in various formats, such as being able to plot the flooded properties on a map. The data gathered will help them to understand how the flooding developed in each specific area (i.e. where the water came from, where it flowed to) which will be used to inform future flood prevention works.

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They are trying to encourage all those affected by the floods to complete the form and believe it will assist individuals with future grant applications and will prove helpful to surveyors who will need to understand how the flooding developed.

The system has the facility for users to upload relevant photos and can be accessed here:
<https://swim.geowessex.com/cumbria/>

If you have any questions about this, please contact The Environment Agency on **08708 506506**

If anyone comes across any circular black filters that have been left behind following the floods, please contact the **United Utilities** hotline and they will arrange for someone to collect them – **0345 6723 723**

Multi-agency Drop-ins

Drop-ins are being held at The Hub in **Appleby** on Tuesdays and Fridays. Rotary, Oaklea Trust and Cumbria County Council will be there to offer help, support and advice to members of the community who have been affected by the recent floods.

The Environment Agency, National Flood Forum, Cumbria County Council and Eden District Council staff, along with some other agencies, will be attending additional drop-ins in all affected areas, to offer support and advice to members of the local community affected by the floods, and inform the community of the proposed ideas for their area.

Appleby Town Council have organised a **Multi-Agency Post Flood Meeting** in Appleby Public Hall on Monday 29th February 2016 at 7pm. The purpose of the meeting will be to establish what worked well and what lessons can be learnt for the future. Representatives from the Environment Agency, Cumbria Constabulary, Cumbria Fire & Rescue Service, Cumbria County Council, Mountain Rescue, Eden District Council, Appleby Town Council, Eden Flood Recovery Group and Appleby Community Flood Resilience Group will all be in attendance.

Bridge Updates

Recovery of highway and transport network function around Pooley Bridge and Eamont Bridge is a top priority for the County Council. County Highways teams employing local contractors and technical consultancies are fully engaged on progressing each of these schemes as quickly as possible.

Eamont Bridge

The bridge has been closed since the first flood event due to loss of masonry and undercutting of the North bridge pier.

The County Council and its contractors starting work on site at Eamont Bridge on 27th February, to try to make repairs to the bridge and to get it reopened as soon as possible.

The works involve building a temporary dam across the centre channel to allow safe access to the damaged structure, propping the structure with steel and concrete. The works should take around

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three weeks from start to finish. However, the works will take longer if more extensive damage is found when the bridge structure has been accessed.

There will inevitably be some disruption and disturbance during the work and we will try to keep this to a minimum consistent with making rapid progress. The work depends on weather conditions remaining relatively dry over the next 10 days and we will be closely monitoring the weather and river levels to ensure that the works do not increase the likelihood of any flooding. If conditions dictate, the temporary dam will be removed and work stopped.

The Environment Agency will alert us to any predicted high water events.

Pooley Bridge

The Council is working with local contractors and statutory bodies to install a temporary road bridge by Easter.

Last week the reinforced concrete abutment was constructed on the West side. This week bridge sections have started to arrive on site. Bridge construction commenced on Monday 22nd and is on programme to land on village side on Sunday 28th or Monday 29th February. A crane will be used at the village side to support the nose of the bridge as it crosses the river. From the point of completing the crossing, a further 3 weeks of construction is needed to make the bridge useable. The road to the West side is closed to all traffic except construction vehicles. Work is underway to stabilize the landslip on private land opposite the Steamer pier which will complete by Easter.

Brougham Old Bridge

Further downstream at Brougham, the old road bridge has suffered very significant damage to the point of imminent collapse. The bridge is in a very dangerous condition and people are strongly advised that the bridge could collapse without warning at any time and under no circumstances should they proceed beyond the barriers and signs.

Options for detailed investigation, protection and support of the bridge are being evaluated. It is likely to remain closed for some considerable time.

Management of Diverted Traffic

The diversion route around the closed bridges uses a temporary local one way system around Brougham via minor roads. The roads on the diversion route are becoming badly damaged and a weight restriction is being considered. We are continuing to make running repairs to the road surface using a mobile repair system and more substantial repairs to drainage and road construction are planned for when the diversion is lifted. This will require a full road closure.

The operation and condition of the diversion route is monitored frequently. Improved destination signing was installed in time for the Half Term holidays. Improvements to signing are reviewed weekly.

Useful Facebook Pages

For more information visit www.cumbria.gov.uk



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The below Facebook pages contain useful information and advice for people who have been affected by the recent floods:

- Ullswater Flood fund
- Eamont Bridge Flood Group
- Help Glenridding
- Eden Flood Volunteers – Cumbria
- Shap Parish Council
- Appleby Tourist Information Centre
- Cumbria CVS
- Eden District Council
- Visit Eden
- Eden Housing Association
- The Environment Agency
- Cumbria County Council

Cumbria County Council Flood Feed

To sign up for regular flood updates and information, visit www.cumbria.gov.uk/floods2015

Useful Contacts

AGE UK **01768 863618**

British Red Cross **07715 003106**

Business Growth Hub **0844 257 8450**

Citizens Advice Carlisle and Eden **01228 633909 / 01768 891503**

Cumbria Agricultural Chaplaincy **07980 975062**

Cumbria Chamber of Commerce **0845 22 600 40**

Cumbria Community Foundation **01900 825760**

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

Cumbria County Council Children & Families Info Service **08457 125 737**

Cumbria County Council Eden Area Support Team **01768 812660**

Cumbria County Council General Enquiries **01228 606060**

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Cumbria County Council Highways **0845 609 6609**
(to report problems, including parking permit enquiries)

Cumbria County Council Welfare Team **01228 221100**

Cumbria Law Centre **01228 515129**

Customer Direct (to report bogus tradesmen) **08454 040506**

CVS (volunteers) **01768 800350**

Eden District Council **01768 817817**

Eden Flood Volunteers (volunteers and donated items) **01768 593190**

Eden Housing Association **01768 861400**

Eden Save Credit Union **01768 890065**

Electricity North West **0800 195 4141**

Environment Agency **08708 506506**

Farming Community Network **03000 111999**

Floodline **0845 9881 188**

Gas Safe Register (gas safety advice and registered local engineers) **0800 408 5500**

Impact Furniture Services **01768 210555**

National Flood Forum **01299 403 055**

NFU **0800 096 6526**

NHS Direct **111**

Police **101**

Samaritans **116123**

Transco (gas leaks) **0800 111999**

Traveline (trains etc.) **0871 200 2233**

United Utilities Hotline **0345 6723 723**

Victim Support (crime) **0300 303 0157**

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Food Banks

Alston Moor Foodbank **07947 891102**

Upper Eden Foodbank (Appleby) **07596 690902**

Salvation Army (Penrith) **01768 866732**