



# 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](mailto:eden.areasupport@cumbria.gov.uk)

For help with insurance issues or other flood related advice please contact the Nation Flood Forum on **01299 403055**

### Key Updates this Week

Cumbria County Council along with other agencies are holding Flood Forums and Public Meetings in each affected area. For a full list of dates, visit: [www.cumbria.gov.uk/floods2015/floodforums](http://www.cumbria.gov.uk/floods2015/floodforums)

**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**

### 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](mailto:floods@caedcab.cabnet.org.uk) or **01228 633909 / 01768 891503**

#### Trouble getting insurance

- National Flood Forum **01299 403055** [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

#### Clearing up after floods

- Association of British Insurers **0207 600 3333** [www.abi.org.uk](http://www.abi.org.uk)

#### Flood resilience advice

- Ciria **020 7549 3300** [www.ciria.com](http://www.ciria.com)
- National Flood Forum **01299 403055** [www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

#### Government and Insurance Flood Agreement

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



# Cumbria Flood Factsheet

- Floodre 0330 024 3131 [www.floodre.co.uk](http://www.floodre.co.uk)

## Help and Support for Farmers

- Forage Aid 07967 219991 [info@forageaid.org.uk](mailto:info@forageaid.org.uk) [www.forageaid.org.uk](http://www.forageaid.org.uk)
- NFU 0800 096 6526

## Funding and Financial Assistance

### 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 storm or flood. 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 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](http://www.cumbriafoundation.org) or call 01900 825760

### 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](mailto: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](http://www.eden.gov.uk)

### Property Level Flood Resilience Grant Scheme

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



# Cumbria Flood Factsheet

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](http://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.

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](mailto:counciltax@eden.gov.uk)

More information can be found at [www.eden.gov.uk](http://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](http://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](http://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](http://www.nfuonline.com/news)

## **Advice and Support**

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



# Cumbria Flood Factsheet

**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 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 **07715 003106**

**Eden Flood Volunteers Ltd** is a Voluntary Organisation set up to help people from across the County affected by the December 2015 Floods. They provide access to a range of furniture (New & 2nd Hand), white goods (2nd Hand) and other household requirements. They have access to donations from a range of companies and private individuals. As well as responding directly to individual flood victims' calls, they will be using an existing network to distribute spare furniture and other items to other organisations in the county and beyond. They can also assist with many other services and enquiries.

For further details, including a registration form, please contact: [info@edenfloodvolunteers.org.uk](mailto:info@edenfloodvolunteers.org.uk) or **01768 593190**

**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](mailto:info@forageaid.org.uk)

More information can be found at [www.forageaid.org.uk](http://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.

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



# Cumbria Flood Factsheet

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.

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**

The Environment Agency, 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 communities of the proposed ideas for their areas.

For a full list of upcoming Flood Forums visit: [www.cumbria.gov.uk/floods2015/floodforums](http://www.cumbria.gov.uk/floods2015/floodforums)

## **Cumbria County Council Flood Feed**

To sign up for regular flood updates and information, visit [www.cumbria.gov.uk/floods2015](http://www.cumbria.gov.uk/floods2015)

For all highways updates please visit [www.cumbria.gov.uk/floods2015/roadclosures](http://www.cumbria.gov.uk/floods2015/roadclosures)

## **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**

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



# Cumbria Flood Factsheet

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**

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**

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



# Cumbria Flood Factsheet

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**

## **Food Banks**

Alston Moor Foodbank **07947 891102**

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

Salvation Army (Penrith) **01768 866732**