

# Cumbria Flood Bulletin

# Cockermouth

Information for residents and businesses - Cockermouth- Friday, 12 February. Issue 13  
Brought to you by all public sector organisations in Cumbria

## Welfare

### Flood Recovery Fund hits £2m target

The Cumbria Flood Recovery Fund hit its £2m target today when the Cumbria Community Foundation received cheques from the two Cumbrian Building societies.

Immediately after the Floods the Cumberland Building Society and the Furness Building Society set up accounts for donations from the general public.

In just over two months the Cumberland Building Society received over £80,000 and the Furness Building Society raised more than £35,000, from 1,400 donations.

Anyone wanting more information about the appeal and who will be eligible for funding should log on to Cumbria Community Foundation's website [www.cumbriafoundation.org](http://www.cumbriafoundation.org) or call the dedicated phone line 01900 825760.

### Discounts available for flood affected households

B&Q and Tesco are offering discounts for those affected by the floods.

Tesco is offering discount coupons, whilst B&Q is issuing a 20% discount privilege card to flood affected residents.

Residents who have registered with the county council will be sent information over the coming weeks about how they can take advantage of the offer.

All affected households are being strongly encouraged to register with the county council. See below for more information on how to do so.

### Don't forget to register!

Cumbria's public services and charities are committed to providing ongoing support for flood affected people and families through a new register maintained by the Cumbria County Council contact centre on 01228 606060.

Callers will be asked a number of questions about their current living arrangements, how their properties and lives



*The Bridge Flood Support Centre, Northside of the river*

have been affected by the floods, and what support they've had or still need. The questionnaire can also be completed online at:

[www.cumbriaobservatory.org.uk/floods2009questionnaire.asp](http://www.cumbriaobservatory.org.uk/floods2009questionnaire.asp).

Those registering will be eligible for support from a range of community groups and public services, including support offered from the Cumbria Community Foundation and goods and supplies which have been donated by companies and individuals.

If you have registered locally with the Red Cross or through your Flood Support Centre, this information will be included on the new register. However, you should still register through the contact centre on 01228 606060 to make sure we have up to date information about you.

If you need support or have a change of circumstances like a new address, please get in touch with the contact centre on 01228 606060 to let them know.

### Flood-hit homes must be rebuilt to better cope with future floods

The Environment Agency is urging owners of damaged properties to insist that insurers repair their homes and businesses to be more flood-resilient.

In many cases, resilient repairs may not cost any more than repairs carried out on a 'like for like' basis. Even if additional costs are incurred during the repairs, insurers and homeowners could both save money in the long term

through reduced damage. Additionally, those in flood-resilient properties will be able to return to their homes faster.

There are a variety of simple measures that can be taken whilst repairing a property that make it easier and cheaper to clean up after flooding. These include:

- Laying ceramic tiles on the ground floor and using rugs instead of fitted carpets
- Raising the height of electrical sockets to at least 1.5 metres above ground floor level
- Using lime plaster instead of gypsum on walls
- Fitting stainless steel or plastic kitchens instead of chipboard ones or have movable free-standing kitchen units
- Fit non-return valves to all drains and water inlet pipes. Replace wooden window frames and doors with synthetic ones. They are easier to clean.
- Position any main parts of a heating or ventilation system, like a boiler, upstairs

There is a growing range of tested products for keeping flood water out of homes and businesses. The National Flood Forum's recently launched "Blue Pages" at [www.bluepages.org.uk](http://www.bluepages.org.uk) has more information about these products. Or call the National Flood Forum on 01299 403055

Essential information on what to do before, during and after a flood can be found at [www.environment-agency.gov.uk/homeandleisure/floods](http://www.environment-agency.gov.uk/homeandleisure/floods)

Every property is different and it is important to get advice specific to individual circumstances. The Environment Agency can provide general resistance and resilience advice but in order to understand fully what measures are appropriate for your property an Independent Flood Risk Assessment is recommended by a flood risk assessor.

### **First Step in Allerdale**

People affected by flooding are at a threefold risk of depression and a proportion who have experienced traumatic events may develop Post Traumatic Stress Disorder. First Step can help people with mild to moderate depression or anxiety disorders such as panic attacks, worry or problems following a traumatic incident.

Our trained practitioners will listen to your experience to try and understand how you have been feeling. Together we will decide what sort of help might work best for you. We may simply guide you through appropriate self-help or we may decide to use a talking treatment which can often take place in your GP's surgery. Talking treatments (including cognitive behavioural therapy or counselling) are designed to influence your thoughts and behaviour and can help you cope with any feelings of depression or anxiety.

First Step have begun to accept self-referrals within Allerdale and will provide a range of treatment interventions depending on the problem and severity, these would include guided self help, CBT and counselling.

If you live in Allerdale, and are experiencing psychological problems, you can now refer yourself to First Step by ringing us on 0300 123 9122. We will then contact you for more information and then get in touch with your GP to check they are happy with us seeing you. We will then ring you to offer an appointment.

## **GP SURGERIES**

### **Cockermouth**

In Cockermouth, South Street Surgery and Derwent House Surgery have both relocated to Cockermouth Community Hospital.

Patients at both these surgeries should contact their own surgery on the normal surgery telephone numbers as below to arrange an appointment.

South Street Surgery:  
01900 324123 (Reception)  
01900 324121 (Prescription requests)

Derwent House Surgery:  
01900 324100 (Reception)  
01900 324101 (Prescription requests between 12.30pm-2.30pm)

GP surgeries are running from 8am until 6.30pm Monday to Friday.

Fitz Road Surgery is open as normal. Tel: 01900 324124.

During weekends and out of surgery hours, Cumbria Health on Call will be providing the usual out of hours GP cover, on 01228 401999 (North Cumbria) or 0845 0524999 (South Cumbria).

The Derwent House Surgery in-house dispensary has also relocated to Cockermouth Community Hospital. Opening hours are 9am to 5.30pm Monday to Friday for Derwent House Surgery dispensary patients.

Allison's Chemist has temporarily re-located to the old Job Centre opposite Sainsbury's. They will be open to dispense prescriptions from 9am to 5.30pm Monday to Friday, 9am to 4pm on Saturday and close Sunday. Tel: 01900 822292.

Boots Pharmacy has moved back into their original premises on Main Street. They are open on Monday to Friday from 9am to 5.30pm, 9am to 5.30pm on Saturday, and closed Sunday. Tel: 01900 823160.

In addition, each week Boots and Allison's Chemist alternate their closing time to ensure that a pharmacy remains open until 6.30pm. Contact the pharmacies for details.

### **Building Regulations**

Building Regulations are required for much of the work carried being carried out on flooded properties.

Allerdale Borough Council's Building Control Surveyor, Gordon Quarry, will be available in Cockermouth Mondays, Wednesdays, Thursdays and Fridays and will be based in Allerdale Borough Council's Customer Service Centre (In Sainsburys car park).

This office is staffed 1-3pm weekdays for enquiries. Flood Restoration Information Packs are available from this office or on the borough council website: [www.allerdale.gov.uk](http://www.allerdale.gov.uk) Alternatively telephone Gordon Quarry directly on 01900 702515.

### **Royal Mail Special Delivery For Flood Recovery Fund Applications**

The post office is offering a free delivery service for those flood affect residents in Cockermouth who would like to post their Flood Recovery Fund Applications to Cumbria Community Foundation at Dovenby Hall.

If you have a completed application you would like delivered, take it to Cockermouth Post Office on Station Street and they will arrange delivery free of charge.

### **Free Pancake Party**

Churches Together in Cockermouth are having a free pancake party in Christ Church Rooms on Shrove Tuesday 16 February 6.30-8.30 pm. All are welcome.

### **Free relaxing treatments**

Has your home or business been affected by the floods? Why not relax and switch off from the stress with free treatments with professional therapists.

Reflexology, reiki, massage, Indian head massage and the Bowen technique treatments are all available from 9am to 1pm on the first Saturday in every month at the Clinic, Lorton Road, Cockermouth (opposite rear of Mitchells Auction Rooms)

To book your treatment call 07748 577920.

### **Family Support**

For support and advice or information regarding activities and services, families with children under five should contact Action For Children on 01900 325257.

Families with children over five should contact Barnados on 01900 819190

### **Crazy Art**

Young Cumbria are organising weekly creative art and design sessions for teenagers age 13+.

They are held every Thursday 6.30 - 9.00pm at the Kirkgate centre.

### **Cockermouth Rotary Club Flood Appeal Fund.**

The Club is offering to make a single one-off payment of £150 to every household in the CA13 postcode area affected by flooding. Application forms are available from the Flood Support Centre at Christ Church, Red Cross desk, and from reception at Milburns Solicitors, both in Tithe House, Station Street as well as Wakefield Road Office. The forms should be posted back to Milburns Cockermouth office.

### **Home Housing**

Housing Officer Steven Pettit will be in 'The Bridge' drop-in, located in Wakefield Road Car park every Wednesday 2-4pm. If you are a Home Housing tenant and would like to discuss any queries you have please come along. No appointment is required.

### **Kirkgate Centre**

Following the success of the New Year Social held in the Kirkgate Centre on 9 Jan, there will be similar events on 19 February and 19 March.

They will give all flood effected residents, families and traders a chance to come together over a drink and a bite to eat.

The social on 19th February will be 5-7pm. All flood affected folks welcome (no tickets required). This will be followed at 7pm by a ceilidh which will be open to all please contact the Kirkgate Centre to arrange tickets on 01900 829966.

### **Support Available from Cockermouth Lions**

If you have been affected by the floods, Cockermouth Lions are able to provide support to help you get back on your feet and/or replace some of your lost household items.

Please contact:

Elizabeth – 01900 821894

or Roy – 01900 822802

### **Cockermouth After School Scheme (CASS)**

CASS Currently have available places before and after school Monday to Friday for anyone who may need extra child care for children from reception age to year six.

Based in the scout hut near Cockermouth Sports Centre

For further information or to discuss your requirements ring Julie Poole on 01900 828199 (before school and 2.45-5.45pm)

### **Cockermouth Community Flood Recovery Partnership**

Since the second week of the floods the community flood recovery partnership has been meeting fortnightly on a Thursday evening at the Town Hall.

The partnership sees representatives of the local authority and voluntary organisations work together to coordinate recovery.

The group is jointly chaired by Cllr Eric Nicholson and Rev Wendy Sanders. It brings together representatives of the councils, Churches Together, Chamber of Trade, residents flood action group, other public agencies and community organisations such as the Rotary, Round Table, Lions, Age Concern, police. It exists to promote information sharing, 'joined up' projects and problem solving.

### **Free SelectaDNA Kits**

Supported by a grant from the Community Foundation, Cockermouth Police are issuing free 'SelectaDNA' property marking kits to provide reassurance to flood affected households.

These kits are available to residents and businesses whose properties were flooded in Cockermouth and those who live in buildings that have been flooded. Property marking kits are for householders to mark valuables to deter criminals from stealing them and ensure items can be traced back to their rightful owners if they are ever taken and recovered. One per household will be issued.

You can collect these from Cockermouth Police Station front counter (the portacabin on the right hand side of the station) during opening hours of 8.30 – 4.30pm Monday to Thursday and 8.30 - 4pm Friday.

Various evening surgeries are also being held and will be advertised in the local press.

### **Text Messaging Information Service**

To receive regular information updates via our new text messaging Service, text your full name, mobile number, address and the postcode of your flood affected property to 07884275222.

### **Free mobile phone use**

Free to use Mobile telephones for flood related calls eg insurance companies, services, benefits etc are available at: The temporary library, Christ Church, South Street  
The Bridge café Wakefield Road car park  
Christ Church Rooms, South Street.

### **Public internet access**

If you need to use the internet there are free to use internet facilities available at:

The temporary library based in Christ Church, South Street and Christ Church rooms, South Street.

### **Age Concern**

Age Concern has employed a new worker for the Cockermouth area to help and support Residents who are aged 50+.

Lynn Hardie will start on Monday 15 February and will be based in the Flood Relief Office in Christ Church Rooms. You can call Lynn on 07514966183

### **Wheel Chairs**

Available for loan from Lions Club. Call Peter Hodgson 01900822886

### **Food Bank**

Tinned and dried food is available to those affected by the floods (maximum of three packages per household).

Vouchers are available from the Flood Support Centre, Christchurch Rooms or Red Cross desk in Main Street at Mitchells. For further information call 0750 2311 452.

### **Furniture Bank**

The Furniture Bank can be found at Unit 6&7 Enterprise Court, Lakes Road Workington (near Eclipse Bowling and Caspian Pizza).

### **Clothes Bank**

The clothing bank has relocated to 'The old Carrs Warehouse' Lorton Road (near Jordan's Jungle)

New and second hand donated clothing, footwear, toiletries, nappies and much more available free to those affected by the floods

### **Library Service**

Currently located in Christ Church rooms  
Open Monday to Friday 9.30am to 4.30pm, Saturday 9.30am to 12.30pm  
Public internet access is also available.

### **Age Concern drop in sessions**

Tuesdays and Thursdays. Christ Church rooms, 10am until 12pm  
The Bridge at Wakefield Road Car Park 12pm to 2pm

### **CAB drop in sessions**

Wednesday mornings from 10am to 12:30pm at the Christ Church rooms.

### **Café/drop in soup kitchens & information points**

Christ Church Rooms, South Street— open Monday to Saturday 10am to 12pm.  
The Bridge, Wakefield Road - open Monday to Friday 10am to 4pm and Saturday and Sunday, 10am to 2pm.

### **Temporary buses on the Northside of the river**

(The Gote, Wakefield road area, Derwent Gardens & Papcastle etc)

New times from Monday 11 Jan: Mon and wed mornings leaving Wakefield Road Car Park at:  
9.30am; 10.30am; 11.30am; 12.30am

Last bus leaving from town 12.45  
(Stopping at Wakefield road car park, James Walker, The Mount, The Belle Vue and Wilkinson's car park).

**Fridays and Saturdays**

COCKERMOUTH, Sainsbury's	-	1115	1315
PAPCASTLE, James Walkers Factory	0930	1130	1330
Papcastle, The Mount	0933	1133	1333
Papcastle, The Bell Vue	0934	1134	1334
PAPCASTLE, James Walkers Factory	0935	1135	-
COCKERMOUTH, Sainsbury's	0950	1150	-

**Anti Bacterial Hand wash**

Free anti bacterial handwash is now available from Christ church rooms Monday to Friday 10am to 12pm; The Clothes Bank, Monday to Saturday, 10am to 3pm ; The Bridge Monday to Friday 10am to 4pm and Saturday and Sunday 10am to 2pm.

**Volunteering**

Want to volunteer? Why not call Churches Together on 01900829926 or The Food Bank on 07502311452.

**Cumbria Probation Service Clean-up**

Cumbria Probation Service will be working with the local authority and other agencies in Cockermouth to assist with Environmental clean up projects. Identified works include Cockermouth Cricket Ground, the memorial gardens, the river banks and the football ground.

An exciting programme of Cockermouth based events is being planned throughout Spring and Summer. Watch this space for further details.

**Cockermouth Floods ‘Question Time’ Event**

A Question Time event is being held to answer your questions about the insurance process and related services.

The event is at Christ Church (South Street Cockermouth) on Tuesday 23 February with an afternoon session from 1.30-3pm and an evening session from 6.30 - 8.30 pm.

**Panelists:**

- Philip Jackson & Lynn Taylor Insurance Brokers Blue Finn
- Chris Day Loss Adjustor Gab Robins also
- Representing The Chartered Institute of Loss Adjusters
- Heather Shephard The National Flood Forum
- Tony Green Architects Green Design Group
- Paul Shanklin Building Services Manager Allerdale Borough Council
- Gordon Quarry Building Control Surveyer Allerdale Borough Council
- Mark Sutherland Trading Standards Cumbria County Council
- Andrew Green – Chartered Building Surveyor (RICS registered)

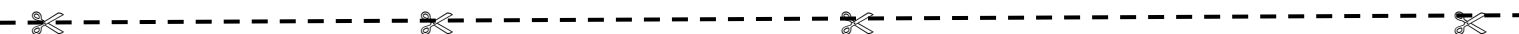
The panel will be chaired by Phil Atherton Cumbria County Council, Flood Recovery Coordinator for Cockermouth. To confirm your attendance and to enable the panel to answer your specific questions complete the reply slip attached and it return to :

Cockermouth Question Time,  
Cumbria County Council,  
Area Support Team, 2  
nd Floor Workington Library,  
Vulcans Lane,  
Workington  
CA142ND

or telephone Cumbria County Council Area Support Team on 01900 706010  
or email [Melanie.day-hancock@cumbriacc.gov.uk](mailto:Melanie.day-hancock@cumbriacc.gov.uk)

**Community Flood Recovery Coordinators**

Sally Scales and Phil Atherton from the County Council’s Allerdale Area Support Team are now based in the Trading Standards Office, Fair Field, Station Road, Cockermouth.  
Sally Scales 07795222766  
Phil Atherton 07974327500



**Reply Slip**

**Name**.....

**Flood affected address**

**Temporary Address**

**Home Telephone**.....

**Mobile**.....

**Email**.....

**Question 1**.....

**Question 2**.....

I will be attending 1.30 – 3pm session / I will be attending 6.30-8.30pm session (please delete as appropriate)

# Environment

## Farmer flood bulletins

On Friday 22 January, the first farming specific flood bulletin was produced and distributed to around 190 farmers affected by the flooding. The aim of the bulletin is to provide the farming community with a single source of information on the recovery effort for rural and farming communities. The bulletin will be produced and distributed towards the end of each month. Hard copies will also be sent to auction marts, vets and land agents.

In addition, three farming factsheets were also produced and distributed to provide more detailed information on a number of issues relating to flood recovery. These include available support, post flood clean-up guidance and frequently asked questions.

Both the first edition of the bulletin as well as the three fact sheets can be downloaded from the farming and rural recovery section of [www.cumbria.gov.uk/floods](http://www.cumbria.gov.uk/floods)

## Farm flood debris recovery grant

Cumbrian Farmers still have until the 26 February to apply for a flood debris recovery grant. Farmers that were severely affected by the floods can apply for up to £6,800 to hire equipment or specialist contractors to move debris such as fridges, vehicles and trees from their land and also to remove gravel to the edges of fields.

Solway, Border and Eden Local Action Group (LAG) and Fells and Dales Local Action Groups (LAG) are responsible for allocating funding in their community. Both LAGs are managed by the North West Development Agency through Cumbria County Council. The fund is being administered by the Cumbria Rural Enterprise Agency (CREA).

The Fells and Dales LAG have so far received 32 applications with a total value of £150,301. Farmers have received confirmation that their application has been successful valuing a total of £54,745. In a small number of cases the offer letter is subject to a site verification visit. Once applicants have received their offer letter and had any necessary site verification visit, they can go about getting the work done and invoicing CREA. Thus far, CREA have carried out 16 site verification visits in the Fells and Dales area.

Solway, Border and Eden LAG have received 16 applications with a total value of £87,052. Six visits have been undertaken and seven applications have been confirmed valuing £38,952. The application form and guidance are available to download from the farming and rural recovery section of [www.cumbria.gov.uk/floods](http://www.cumbria.gov.uk/floods). Farmers can also contact CREA or their appropriate Local Action Group to discuss how best to apply for funding.

Solway, Border and Eden Local Action group  
T: 01697 349212 E: [info@sbeleader.org.uk](mailto:info@sbeleader.org.uk)

Fells and Dales Local Action Group  
T: 01768 869533 E: [info@fellsanddales.org.uk](mailto:info@fellsanddales.org.uk)

Cumbria Rural Enterprise Agency (CREA)  
T: 01768 891555 E: [enquiries@crea.co.uk](mailto:enquiries@crea.co.uk)

## Farmers get free help to clean agricultural land of flood debris

Farmers in Allerdale are able to get free help with clearing away household waste that was washed up on their land in the floods.

Allerdale Borough Council is offering to collect household items washed downstream and onto agricultural land, which are preventing farmers from using the fields for their livelihoods.

For three weeks from Monday 8 February, farmers can contact Allerdale Borough Council on 01900 702800 to arrange for the removal of domestic waste from the entrance to their land just off the public highway.

Ernie Davidson, Allerdale Borough Council's Environmental Services Manager, said: "The types of debris we can collect includes: furniture, carpets, televisions, microwaves, fridges, cookers, washing machines, bagged clothing, bagged litter, garden furniture and even washed up wheelie bins.

"Allerdale Borough Council is sensitive to the needs of the farming community – which was also devastated by the effects of the floods – and is keen to assist in any way it can. Our refuse collection vehicles are out in force to take away the household debris but will not drive onto the farmland so as not to damage the agricultural ground.

Allerdale Borough Council is working in partnership with Cumbria County Council and the Environment Agency to ensure the swift removal of this waste and help farmers to get their vital land back into use again.

The Council is unable to remove the gravel, trees, tidal debris and other rubble which has been spread over various areas. However, members of rural communities are urged to apply for funding which has been made available to support this element of their flood recovery process. Contact the local action groups Cumbria Fells and Dales on 01768 869533 or Solway Border and Eden on 01697 349212 for more information. Applications must be received by 26 February.

## Information from the Environment Agency Flood Defence works in Cockermouth Q&A

### What have we been doing since the flooding?

Following the severe flooding which affected Cockermouth in November, the Environment Agency has carried out the following:

- Structural inspections of all the flood defences in Cockermouth.
- Minor repair work to flood defences on Waterloo Street.
- Tree removals from the river banks and bridges.
- Temporary sand bagging to damaged riverside boundary walls along the River Cocker between High Sand Lane and Cocker Bridge. Although these walls are not formal flood defences, they do provide some flood protection when river levels are very high.
- Temporary sand bagging to strengthen flood defence walls between Cocker Bridge and South Street foot bridge
- Surveying of river bed to identify any gravel build up as a result of flood flows.
- Started work to calculate the probability of a recurrence of a flood of this magnitude. This will assist us in identifying what future defence improvements might need to be considered for Cockermouth.
- Extended our flood warning service to include properties in Derwent Mills, Derwentside Gardens, Wakefield Road, Market Place and Station Street areas. To receive this warning people must register by phoning Floodline on 0845 988 1188.

### What will we do next?

Where we have installed sand bagging to walls along sections of the River Cocker we are proposing to carry out significant construction works to replace or strengthen these walls. The design of these works has started.

We have been successful in obtaining funding from April 2010 to undertake a full investigation of the current level of flood risk to the whole of Cockermouth. This investigation will identify if there are viable options for reducing the flood risk from the Rivers Derwent and Cocker. This investigation will include looking at previously discussed options for the Gote area.

We will be carrying out a ground investigation survey at the Gote. This will give us a better understanding of the technical issues and costs involved in promoting a major flood alleviation scheme for the Gote.

Following the completion of our river bed survey work between Harris Footbridge and Gote Bridge, and immediately downstream of Gote Bridge, we are now in the early stages of planning for the removal of some gravel from this section of the River Derwent. We are also looking at our survey result to ascertain if there are any gravel accumulations that need to be removed from the section of the River Derwent adjacent to the Cricket Ground and also from the River Cocker between High Sand Lane and Rubybanks Road.

### Why are we doing this work?

This work is being done to ensure that the existing defences in Cockermouth continue to provide the same level of protection as they did before the floods. In addition we will be collecting information that will assist us to evaluate the need for future flood defence improvements.

### When will we carry out the work?

Ground investigation, survey, and design activities are all underway and it is anticipated that wall replacing and strengthening works on the River Cocker will commence in mid-February 2010.

The full investigation of current level of flood risk for the whole of Cockermouth will commence in April 2010.

### Will this work affect me?

We will be contacting residents and businesses individually who we think will be directly affected by construction work to ensure that disruption is kept to a minimum. We will also be keeping the Cockermouth Flood Action Group up to date with our findings and progress regarding future flood risk management improvements for Cockermouth.

### Direct Warnings

If you have not already registered to receive a free flood warning from the Environment Agency then you will receive a mailing from us sometime between the 15th February and 15th March 2010.

We have identified landline telephone numbers for properties that are in existing flood warning areas. We have been given access to these phone numbers so we can send warnings to people at risk. When a flood warning is issued in your area, we intend to send a recorded message to your telephone number.

You could however, receive a more flexible warning service by registering for Floodline Warnings Direct on 0845 988 1188. This will allow you to choose how you receive flood warning messages and let you manage these details online.

### Who do I contact if I have further questions?

If you would like any more details of this work please contact Adrian Bacon Flood and Coastal Risk Management Engineer on 01768 215811 or email [adrian.bacon@environment-agency.gov.uk](mailto:adrian.bacon@environment-agency.gov.uk)

## Business

### Flood Recovery Grant offers top £570,000

With a flurry of applications received last week, the amount of offers made under the Flood Recovery Grant Scheme now stands at £572,206.

Offers have been made to 106 applicants from a wide range of small and medium businesses around the county.

The Flood Recovery Grant scheme is funded by the NWDA through Cumbria County Council, and administered by Cumbria Chamber of Commerce. Advice is provided by Business Link Northwest and West Cumbria Development Agency.

Suzanne Caldwell, Cumbria Chamber of Commerce, comments "Experience shows that getting the right support into businesses quickly is really important in helping them to recover – providing not just practical help but an important psychological boost. So we're delighted that, working with partners, we've been able to get help into affected businesses so quickly."

Cllr Tony Markley, Cumbria County Council's Cabinet member responsible for economic development adds "We're committed to helping businesses get back to normal as quickly as possible, and delighted that the Flood Recovery Grants are doing just that. What's really encouraging is the way business people are taking the opportunity to put in place improvements and that can only be positive for the county's economy moving forward."

Taking into account applications already in process, the funding is close to being fully allocated.

### **Meet the Town Centre Flood Recovery Coordinator**

On the 19th February at the Kirkgate centre social event from 5-7 pm Les Tickner, Cockermouth Town Centre Flood Recovery Co-ordinator, will be on hand to introduce himself to local businesses and listen to any specific issues. Sally Scales from Cumbria County Council community engagement section will also be available to discuss any domestic flooding issues.

### **Cumbria Flood Response - Business Database**

The county council is working to maximise the opportunities for local contractors on flood recovery work, recognising that many local people and businesses prefer to use local firms.

With this in mind, the Business & Economic Recovery Group has set up a database of local firms who wish to register their interest in flood recovery work.

The database will be available on the county council's website for use by the general public, insurers and other firms, although we cannot guarantee the quality of any businesses who may register.

Go to <http://www.cumbria.gov.uk/floods/businessadvice/default.asp> to register your business to the database or to view it. You can also find useful advice on choosing a contractor including links to quality assurance websites.

## **Helpful telephone numbers**

**Age Concern Northwest** 01946 66669

**Allerdale Borough Council - 01900 702702**

Environmental Health 01900 702590

Housing department 01900 702660

Pollution (blocked drains etc),  
01900 702580

Refuse Collection (flood damaged/  
freezers etc), 01900 702800

**Benefit Enquiry Line** 0800 88 22 00

**Business Link** 0845 00 66 888

**Cumbria Primary Care Trust** 01228 602000

**Cumbria Partnership Trust** 01228 602000

**North Cumbria University Hospitals NHS Trust**

01228 523444 – Cumberland Infirmary

01946 693181 – West Cumberland Hospital

**Children and Families Information Service**

08457 125 737

**Churches Together in Cumbria** 01768 550045

**Citizens Advice Bureau Cockermouth** 01900 604735

**Consumer direct** including any calls about bogus tradesman  
08454 040506

**Cumbria Chamber of Commerce** 01228 534120

**Cumbria Community Foundation** 01900 820822

**Cumbria County Council** 01228 606060

**Cumbria Law Centre** 01228 515129

**Department of Work and Pensions** 01228 605101

**Derwent and Solway Housing** 01900 607500

**Environment Agency**

Advice, floodline 0845 9881188

**Floodline** 0845 988 1188

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

**Highways** 0845 6096609

**Home Housing** 0845 606 3033

**National Flood Forum** 01299 403101

**NHS Direct** 0845 4647

**Police** 0845 3300247

**Prescription help and advice**

NHS Direct 0845 4647

**Red Cross** flood recovery team - 0759 044 5367 for flood  
related queries across Cumbria

24/7 Red Cross Duty Officer pager - 0762 391 2340

**RSPCA** 0300 1234 999

**Rural Wheels** 01228 226721

**Samaritans** UK Wide 08457 90 90 90

**Transco** (gas leaks) 0800 111999

**Traveline** – 0871 200 2233

**United Utilities** (electricity) – 0800195 4141

**Victim Support** 0845 241 1832

**Volunteering help** 01900 826505

**Voluntary Car Scheme (Cockermouth)** 01900 827293

**WRVS** – 01228 524508