

# Cumbria Flood Bulletin

# Keswick

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

## Welfare

### 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 our Admin Hub on 0300 123 9122. One of our practitioners will phone you back to gather some information from you. We will then contact your GP to collect some further information from them and check they are happy with us seeing you. We would then ring you to offer an appointment.

### 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.

Properties affected by flooding are often simply returned to their previous state, meaning that similar damage is likely if flooding occurs in future. Repairing a property that has been flooded offers a chance to minimise the damage and disruption that could be caused by any future flood.

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.

The Environment Agency are working jointly with the National Flood Forum to provide people affected by flooding with more specialist advice. The National Flood Forum is able to provide more



The drop in centre at St Herberts

specific advice on flood resilience and resistance measures that can be taken.

### **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 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 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.

## **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)

### **Information from Environment Agency: Flood Defence Strengthening Works on the River Greta - Q&A**

Following the flooding, the Environment Agency have carried out structural inspections of the existing flood defence walls and embankments in the High Hill and Crosthwaite Road areas.

As a temporary measure before Christmas we installed some sandbags to increase the strength of two short sections of the wall along High Hill.

#### **What happen next?**

We have designed some permanent strengthening works for the High Hill wall that will consist of the following works at the locations marked on the map overleaf:  
Section A – We will build a new reinforced concrete wall from grass verge on the river side of the existing wall. The existing wall will remain in place.  
Sections B&C – We will replace the stone river wall above footpath level with a new stone clad, reinforced concrete wall.

Work on section A will be started first and when completed, sections B & C will commence.  
All strengthening works will be built to the same height as the existing river walls.

#### **Why are we doing this work?**

This work is being done to ensure that the walls continues to provide the existing level of protection and, in addition, the permanent strengthening work will provide a foundation for future improvement works.

#### **When will we carry out the work?**

We will be starting the work during the week commencing the 1<sup>st</sup> of February 2010, although you may notice our contractors setting up their compound in the Pencil Mill car park before this date. The works will be carried out in two main phases with area A works being carried out first, followed by areas B and C together. The first task will be to identify the location of services such as electricity cables that are located beneath the footpath.

#### **How long will the works last?**

The works are currently due to be completed by the end of June 2010.

#### **Will this work affect me?**

The work will mean that it is necessary to divert the riverside footpath on High Hill. It will also be necessary to close one of the two carriageways along High Hill Road between Crosthwaite Road junction and Greta Bridge. Traffic will be controlled with traffic lights between these locations. These will be in operation from Monday morning to Friday night from the 1<sup>st</sup> of February for the duration of the works. The lights will be removed for most weekends although there may be an occasion where they need to remain in place due to the nature of the construction works.

In order to minimise the disruption to traffic that this may cause we will only operate the traffic management over the minimum length required for us to carry out the wall construction works.

Carding Mill Lane will be closed but a temporary access road for the Southey Hill trading estate will be provided via the Rawnsley Hall Car Park. The exact details of this are still being finalised and details will be included in our next newsletter.

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

If you require information about the High Hill works please contact Alan Thomson on 07899063813. If you need further information about general flood risk management proposals for Keswick, please contact Mike Fell on 01768 215772.

#### **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 the next 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.

The borough council can collect items including furniture, carpets, televisions, microwaves, fridges, cookers, washing machines, bagged clothing, bagged litter, garden furniture and even washed up wheelie bins. 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.

The borough council, county council and Environment Agency are working together to ensure the swift removal of this waste and help farmers to get their 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.

## 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.

## 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

**Citizen's Advice Bureau Allerdale** 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 988 1188

**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