

# Cumbria Flood Bulletin

## Ulverston

Information for residents and businesses –Ulverston. Friday, 12 February, 2010. Issue 13  
Brought to you by all public sector organisations in Cumbria

## Welfare

### 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.

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

### 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.

### Diary date: new flood group for south Ulverston

Don't forget about the meeting to form a new flood group for south Ulverston. Residents and Councillors have suggested a local group be formed to focus on the flooding issue in the area. This group will look at the key issues and meet with officers from the relevant organisations, e.g. the Environment Agency and South Lakeland District Council.

The first step is to form the group, so the first meeting will concentrate on this. All who live, work or represent the area are welcome to attend. It will be on Wednesday 17<sup>th</sup> February, 7pm at Sandside Lodge School on Sandside Road. Thanks to the school for hosting the meeting.

### **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 above for more information on how to register.

### **First Step in Ulverston**

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.

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.

If you wish to be referred to First Step you need to discuss referral with your GP, and we will provide a range of treatment interventions depending on the problem and severity, these would include guided self help, CBT and counselling.

### **Ulverston Mind Wellbeing Centre**

In addition to First Step, Ulverston Mind is able to offer one-to-one counselling free to people who have been affected by the recent flooding. During the aftermath of a flood people can be offered practical and financial support, but often emotional support is overlooked.

People can experience feelings of:

- Helplessness
- Despair
- Disbelief
- Anger
- Depression
- Anxiety/Stress

to name but a few. Underlying mental health issues may be triggered.

As well as counselling we provide a number of activities, which include yoga, creative writing, conversational French and a number of self help workshops, for example on managing anxiety and stress.

If you have been affected by the floods and would like to speak to someone in confidence, please contact Ulverston Mind, tel: 01229 581578, or email: [advice@ulverstonmind.org.uk](mailto:advice@ulverstonmind.org.uk), or call in at 9 Queen Street, Ulverston. Website: [www.ulverstonmind.org.uk](http://www.ulverstonmind.org.uk). Thanks to Cumbria Community Foundation for funding this service.

### **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 on 01900 825760.

### **Foul or storm sewage**

Not a nice thing to have to remember, but it could be useful: if you are flooded with foul or storm sewage from within your property directly from the sewer contact United Utilities immediately. The emergency telephone number for United Utilities is 0845 746 2200 (which is a 24 hour/365 day per year manned hotline).

### **Ulverston Victoria High School: Cumbria Flood Recovery Fund Appeal**

Students of UVHS recently held a non-uniform day and raised a total of £1,266.66, which has been sent to the Cumbria Community Foundation for the benefit of residents in Ulverston. Many thanks to the school and its pupils.

### **Thanks to Glaxo and Rotary**

Glaxo is very kindly providing a meal each week to 13 flood affected residents who requested one. Rotary is co-ordinating the collection of the meals. Many thanks to both Glaxo and Rotary!

### **National Flood Forum**

The Forum is an independent charity that provides support to people and communities affected by floods. They can provide you with free information about what measures to take to make your property more flood resilient, what companies manufacture and fit good quality equipment and guidance about 'flood friendly insurance companies'. [http://www.floodforum.org.uk/index.php?option=com\\_content&view=article&id=8&Itemid=4](http://www.floodforum.org.uk/index.php?option=com_content&view=article&id=8&Itemid=4) links to organisations that do this work. If you do not have internet access or need further help in getting an

independent flood survey contact Heather Shepherd, Community Group Coordinator for Cumbria tel. 01299 403101.

### Useful flooding open drop-in session

The drop-in session which happened on Tuesday 2<sup>nd</sup> February at the Glaxo Sports Complex was successful, with several residents questioning and discussing issues with officers. Officers from all the relevant agencies were there, including the Environment Agency, South Lakeland District Council and Cumbria County Council. They had maps and other material on display and the event was well attended.

### Noticeboard

- It has been agreed that the playing of darts is not suitable for the flood relief centre. Apologies to all aspiring darts players!
- It has been decided not to put a phone line into the centre as people still have landline connections and in addition to mobile phones.
- Some people have mentioned that the flood relief centre room is too cold. Work has been ordered to put the spin dryer extractor pipes through the wall rather than through an open window so the window can now be kept shut.
- The District Council has agreed to install a computer in the flood relief centre.

### Age Concern South Lakeland

Lynda Middlehurst is the 'Village Agent' for Ulverston, recently appointed by Age Concern South Lakeland. She provides older people (the over 50s) with easy access to services and information.

Lynda can put people in direct contact with Age Concern specialist officers or other agencies that are able to provide the help they need e.g. adult social care, the pension service, etc, and she can liaise with any statutory organisations on behalf of older residents. On a practical side, she can carry out a series of practical checks for older people in their homes

Lynda now runs a regular advice surgery in Ulverston Library held on the first Tuesday in the month. The next one will be 2<sup>nd</sup> March 10am till 12 noon. This is in addition to the regular advice surgery held in the Coronation Hall, Ulverston every second Thursday in the month from 9am till 12 noon.

If any resident would prefer to talk in private, Lynda would be happy to visit you at home, or at a temporary location if that is more convenient.

Our contact number is 01539 728180.

Email [lmiddlehurst@ageconcernsl.org.uk](mailto:lmiddlehurst@ageconcernsl.org.uk)

### Voting following the flooding

As there will be a general election held sometime before June this year, South Lakeland District Council is encouraging all those who had to move out of their property as a result of the floods to make sure they do not lose their vote.

Those who have had to move should be registered to vote either for their original home or their temporary residence. To be able to vote at an election, a person must be included in the Register of Electors and, if they are in any doubt as to whether they are currently registered, they should check with the Electoral Services Team.

If someone is not currently living at their registration address, or if they may have difficulty getting to their allotted polling station for any reason, they can apply for a postal vote so they do not miss their opportunity to have their say at the General Election.

For information regarding postal voting or to check your registration, please contact the Electoral Services Team on 01539 797535 or 797537 who will be happy to help or, alternatively, visit the Council's website [www.southlakeland.gov.uk](http://www.southlakeland.gov.uk).

### Thank you...

....to all the residents and Councillors who attended the flooding Drop-in event and to the officers from the various agencies who attended to talk to people about south Ulverston issues. And thanks also to the residents who gave their time to fill in a survey form, and to the volunteers, Councillors and officers who made it possible.

### Anything else?

We are passing on the information which we feel might be of use to you. Is there anything we are missing that would be helpful? Please do let us know by calling County Councillor Peter Hornby on 07747 711576 or District Councillor Mark Wilson on 07930 921902 or by emailing [debbie.binch@cumbriacc.gov.uk](mailto:debbie.binch@cumbriacc.gov.uk).

## 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)

## Business

### 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 [www.cumbria.gov.uk/floods/businessadvice/default.asp](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

**County Councillor Peter Hornby** 07747 711576

**District Councillor Mark Wilson** 07930 921902

**Cumbria County Council Neighbourhood Development Officer**, Debbie Binch 01539 713180

**Ulverston Town Council** 585778

**Age Concern South Lakeland** 01539 728118

**Benefit Enquiry Line** 0800 88 22 00

**Business Link** 0845 00 66 888

**Cumbria Primary Care Trust** 01228 602000

**Cumbria Partnership Trust** 01228 602000

**Children and Families Information Service**  
08457 125 737

**Churches Together in Cumbria** 01768 550045

**Citizens Advice Bureau Ulverston** 01229 585585

**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

**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

**Impact Housing** 01946 839938

**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

**Social Services Mental Health Team South Lakeland** -  
01539 713377

**South Lakeland District Council** 0845 0504434

**South Lakes Housing** 0845 057 0080

**Transco** (gas leaks) 0800 111999

**Traveline** - 0871 200 2233

**United Utilities**

Electricity - no supply 0800195 4141

Textphone (24 hours) 0800 458 9767

Moving meters/connecting extra load 0800 195 1452

Customer care team 0845 309 3003

Electricity connections 0845 050 0108

Emergency 0845 746 2200

**Victim Support** 0845 241 1832

**Volunteering help** 01900 826505

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

**WRVS** - 01228 524508