

Cumbria Flood Factsheet

South Lakeland Flood Information Bulletin

8th September 2016

News

Community Flood Action Groups

Following the flooding in December 2015 and the recent Stage 3 meetings to present draft Flood Investigation reports, you might have heard that some communities are getting together to form Flood Action Groups. These are groups of residents who work together, often led or supported by their Parish or Town Council, to avoid future flooding - or at least to be better prepared for it.

They can take many forms, but most use their local knowledge to help the Environment Agency and other organisations like local councils and utility companies to identify flooding issues and agree an action plan. The action plan can then be addressed locally with the relevant organisations to look at what flood measures can be put in place to manage future flood risk. Working together in this way ensures clear and efficient regular communication, often with many flood action groups setting up ways to inform the wider community of progress.

All Flood Action Groups are encouraged to think about community resilience planning and look at ways in which the community can warn, inform and help each other in the event of flooding. Some activities that groups can consider organising include:-

- door knocking to warn and inform
- distributing sandbags
- helping people lift possessions to an upper floor
- helping people who need an extra hand, e.g. single parents with young children
- helping people to assemble and fit flood gates to their properties
- running reception centres when local residents are evacuated
- raising money for flood defences
- setting up voluntary warden schemes to check culverts, watch river levels, etc.
- developing community emergency plans – more about that in the next Bulletin.

If you would like to help form a Flood Action Group in your area, please call Debbie Binch at the Environment Agency on 07917 263789 for a chat or email debbie.binch@environment-agency.gov.uk. Debbie can put you in contact with others who have formed groups, and can let you know about available support.

The Environment Agency and Cumbria Community Messaging

Through the Cumbria Community Messaging system the Environment Agency is now issuing weekly updates on repair and maintenance work being carried out in or adjacent to rivers and watercourses across the County. If you would like to receive these updates you will need to register at:

www.cumbriacommunitymessaging.co.uk. In the update for 30th August it was reported that the following work will be carried out within the South Lakeland area during this week.

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Troutbeck Bridge:

Ongoing design work to repair and replace part of the culvert upstream of the A591.

Staveley: Rivers Gowan and Kent

Following heavy rain fall causing high, fast flowing which washed out the temporary flume work is due to resume to re-flume the river 200 meters upstream of Abbey Road/Station Road Bridge. The work to provide a track along the riverbed will create access for wall repair work up and down stream of the bridge on the left bank.

Kendal:

Gravel removal in the River Kent due to take place,
River levels permitting, work will continue to repair river walls at several locations in Kendal.
Work will continue to de-silt and inspect the culvert sections of Stock Beck.

Flood Investigation Reports

Just a reminder that copies of the draft Flood Investigation Reports presented at the Stage 3 meetings in each locality across the County can be found by visiting:

<http://www.cumbria.gov.uk/floods2015/floodforums.asp>

Work on preparing the final reports, including additional information gathered from local communities at the draft report stage continues and those final reports will be presented at Stage 4 meetings which will start taking place towards the end of October. Details of the dates and venues will be circulated once the arrangements have been finalised.

Cumbria Floods Partnership

To view the action plan for management of river catchment areas in order to reduce or prevent future flooding events and also plans for specific communities follow the link below.

<https://www.gov.uk/government/publications/cumbria-flood-action-plan>

Help & Support

The organisations listed below continue to provide help and support to those affected by flooding in South Lakeland

The Gateway Group is a collaborative of charities, health and public sector organisations (AgeUK South Lakeland, The Red Cross, Sight Advice South Lakes, South Lakeland Mind, South Lakeland Carers, The Oaklea Trust, CAB, Alzheimer's Society, Cancer Care and Cumbria CVS) working together for the benefit of all.

Dedicated flood helpline: **01539 792028**

Sandylands Centre (Methodist Church)

The Encouragement Cabin on Sandgate is open from **Monday to Thursday** 10.00 am – 4.00 pm

Contact: Laura Wilson on 01539 723030 or e-mail admin@sandylandschurch.com

For latest news and updates check out their social media streams:

[Facebook.com/sandylandschurch](https://www.facebook.com/sandylandschurch) or Twitter: @sandylandsmc

Website: <http://sandylandschurch.com>

Jonny Gios, Flood Relief Community Worker: jonny@sandylandschurch.com

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Wendy Thornton, Minister: wendy.thornton@methodist.org.uk
Dave Lock: Flood Relief Support Worker: lock.dave@yahoo.co.uk

Jonny Gios has also recently posted a video clip on You Tube which serves as a reminder of the continuing recovery work. View the clip at: <https://www.youtube.com/watch?v=ah6LNIgYWQ>

St George's Church on Castle Street offers free food, drinks, wi-fi and a listening ear on **Mondays, Wednesday and Fridays from 11.30 am – 1.30 pm**. All are welcome.

Holy Trinity Catholic Church on Blackhall Road also has the same offer available on **Tuesdays and Thursdays from 3.45pm to 6.30 pm**.

Kendal Flood Recovery Centre

The Flood Relief Centre in the Westmorland Shopping Centre (above Argos) has revised its hours and is now open only on **Wednesday 10am - 4pm and Saturday 10am – 4pm**. We have food; water; cleaning products; toiletries; clothes; bedding; baby products; toys and games; dog and cat food. If you have been affected by the flooding in the South Lakes area please come and see us. All goods have been donated by local people as well as local and national companies.

CancerCare Lakes Centre is able to offer a range of emotional support to flood victims.
Tel: 01539 735 800

Volunteers

Cumbria CVS still has a list of volunteers so if you need, or are aware of any requests for volunteers and/or support, please contact them.

CVS are also planning to run a Manual Handling Course for volunteers involved in flood recovery work ("Rebuilding Together") sometime in the Autumn. If this is something you would be interested in attending please contact CVS directly.

Contact Cumbria CVS:

Tel: **01768 800350** or email info@cumbriacvs.org.uk

South Lakeland Carers

Practical advice for all carers in the South Lakeland area **Tel: 01539 815970**

Cumbria County Council Welfare Team

For Emergency financial assistance towards essential costs call Cumbria County Council Advice & Support team **Tel: 01228 221100**

Housing Benefits

For help and advice call South Lakeland District Council Housing team **Tel: 01539 793199**

Housing & Accommodation

If you need help finding accommodation contact:

South Lakeland Housing Team **Tel: 01539 793199**

South Lakes Housing **Tel: 0300 303 8540**

Impact Housing association **Tel: 03448 736290**

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Who Else Could I call for help?

See the list of useful numbers at the end of this bulletin or for general enquiries call the Cumbria County Council Community Development Team office on **Tel: 01539 713419**

Dates for your Diary

14th September – 14th December Every **Wednesday** between these dates SLDC will be holding a drop-in session from 1.00 pm - 6.00pm in Kendal Town Hall for advice on flood grants. They will also be holding a Flood Fair on Saturday 8th October at K Village in Kendal, 9.30am – 5.30pm with further grant information and professional advice on flood protection products available.

21st September – CAP Kendal Debt Centre regular drop in

Again, please see the flyer below for full details on these fortnightly drop-ins offering debt and money management advice as well as help with form filling, copying of documents, telephoning creditors and lots of other support. Sessions are held at Parr Street Church, Parr Street, Kendal from 10.30 am – 12.30 pm.

Amanda and the Christians Against Poverty (CAP) Team at Parr Street Church invite you to attend the new

CAP Kendal Debt Centre

drop-in

What is it?

- Soup, Coffee & Cake
- Photocopying and posting of your CAP Paperwork
- Help with filling in forms
- Help with phoning creditors or making appointments with agencies
- Help managing your CAP Plan
- Signposting to other services
- Time to talk

How much does it cost?
It's all free for you!

Who is it for?
Everyone currently working with the CAP Kendal Debt Centre
AND ...
Anyone interested in finding about how the CAP Kendal Debt Centre can help them or a friend.

Details


Time: **10:30am-12:30pm**

Dates: **Wednesday 20 July**
Wednesday 10 August
Wednesday 24 August
Wednesday 7 September
Wednesday 21 September

Where: **Ground Floor, Parr Street Church, Parr Street, Kendal LA9 7DH**
(See map overleaf)

*You don't need to book; just "drop in".
We look forward to seeing you soon.*

New Client Booking: **0800 328 0006**
Kendal Debt Centre: **07592 556 573**
amandaconner@capuk.org



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Have you been affected by the floods in South Lakeland?

- *Would you like to get away from it all for a bit and have a massage?*
- *Would you like to talk to someone outside of your family about it?*

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In partnership with the Gateway Centre, Cancer-Care are offering the following **Free** therapies:

- 
- A black and white photograph of several stacks of smooth, dark stones of varying heights, arranged on a wooden surface. The stones are stacked in a way that suggests a sense of balance and tranquility.
- Aromatherapy massage
 - Counselling
 - Hypnotherapy
 - Indian head massage
 - Alexander technique

To find out more ring Kim on **01539 735800**

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Save the Children

EAT, SLEEP, LEARN, PLAY!

is an early-intervention crisis grant programme run by Save the Children.

We provide **essential household items** such as a cot bed, cooker, pushchair or educational toys and books to **low-income families** with young children who lack the funds to purchase basic items themselves.

Eat, Sleep, Learn, Play! provides essential household items to families who:

1. Have a child living in the family home **under 36 months old** or where the mother is **28 or more weeks pregnant** at the time of applying.
2. Meet the **low income** threshold where one or more of the child's parents or carers are receiving at least one of the specified benefits.
3. Are living with a **severe material need** where the home is lacking essential material items. A family must **meet all three criteria** for a grant to be awarded to improve their child's ability to eat, sleep, learn or play in their home.

Applications are made by referral partners, whose organisation has been registered and approved by Save the Children in key areas. Save the Children define a referral partner as a professional who visits the family home as part of their support role. They must have an ongoing relationship with the family and be in a position to fulfil all of the referral partner responsibilities as outlined in the Referral Partner Agreement. The application process is carried out by phone and is designed to be straightforward and efficient.

For full details and to apply please visit

<http://eatsleeplearnplay.savethechildren.org.uk/Account/Login?ReturnUrl=%2f>



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Funding & Financial Assistance

South Lakeland District Council, the Cumbria Community Foundation and BERG are the principal sources of information on applying for financial aid to help with recovery from the floods and resilience measures to prevent future flooding. Other funding sources may be available but we have now listed below only the principal items that might be eligible for assistance

£500 for any residential property that has been flooded

The government is providing local authorities with Community Grants as part of the Communities and Business Recovery Scheme. This will be equivalent to up to £500 per household affected by flooding between the 3-11th December 2015. It will help with recovery costs such as provision of temporary accommodation.

In Cumbria this will mean a fixed payment of £500 for a household that has been flooded.

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 have been paid directly into your bank account and the payment will show up as a payment from your local district council who are administering the scheme. The first payments were made before Christmas.

If you do not pay your council tax by direct debit, or you haven't received the automatic payment and think you are eligible, then please contact your local district council who will be happy to help you apply for the payment.

South Lakeland District Council: customer.services@southlakeland.gov.uk or call 01539 733333

Up to £5,000 for any residential or business property that has been flooded and wants to be more flood resilient and install flood defences

The government has also made available up to £5,000 to homeowners and businesses that were flooded over the period 3 – 23 December 2015. The grant is to assist households and businesses in carrying out measures to make their properties more resilient and to help them recover quicker from a flood should it occur again. We understand that applications for this money will be accepted at least until December 2016.

If you would like further information on the grant scheme, then please contact your local District Council. They will be able to provide you with information on the application process and will be able to direct you towards information from professional sources to assist you with your application.

Part of the eligibility criteria allows you to get a qualified surveyor to assess your home and make a professional recommendation as to how the money is best used/invested. £500 of the overall £5,000 can be claimed against that cost. Alternatively there is free advice available on the DEFRA website.

Please contact your local council for more information: South Lakeland District Council
customer.services@southlakeland.gov.uk or call 01539 733333

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Help with council tax and business rates

Council Tax – If you had to move out of your home because of flooding you will receive a 100% discount on both your flooded home and the property you have moved to if you are liable to pay council tax on your temporary home. If you are continuing to reside in the property that has been flooded but are unable to use the whole property, for example, using only the upstairs rooms, you are also eligible for a discount

Business Rates – there is 100% rate relief for a three month period to all businesses flooded. The relief applies for the full three months even if the premises reopen within that time. A fresh application can be made if the adverse effects continue and will be considered by the Council. The total maximum period for which relief can be obtained is 12 months.

Please contact your local council for more information on the above: South Lakeland District Council customer.services@southlakeland.gov.uk or call 01539 733333

CUMBRIA COMMUNITY FOUNDATION - Funding for individuals and community groups

The Cumbria Flood Recovery Fund 2015, which is being run by the Cumbria Community Foundation, will provide financial assistance to help individuals and families who have been affected. Full details of what funding you can apply for and details of how to apply can be found on the last two pages of this bulletin. Follow the link below to see an online copy of these guidelines for individuals and community groups and to download the application forms; <http://www.cumbriafoundation.org/archives/8422>

(Individuals/Families)

<http://www.cumbriafoundation.org/archives/8437?catgi=54&catarea=county&cat1> (Groups)

BERG (Business Emergency Resilience Group) can offer advice on recovery and resilience grants for businesses and individuals. Visit them at their new office at 3 Blackhall Road, Kendal LA9 4BT between 9.00-6.00 pm, Monday to Friday, call 01539 769057 or visit: <http://floodresilienceadvice.com>

Help for voluntary, sporting and community groups

Cumbria Community Foundation can offer support to voluntary and community groups who are providing relief to people and for longer term community rebuilding projects. For details see the Cumbria Community Foundation pages at the end of this bulletin.

If you are a **sports group** whose facilities were affected by flooding, contact Sport England via:

<http://www.sportengland.org/funding/our-different-funds/flood-relief-fund/> for support and advice

Support for Farmers

Farmers wanting further advice or support following December's flooding should contact the NFU North West Regional Office for more information: online at <http://www.nfuonline.com/about-us/our-offices/north-west/> or call on: 024 7685 8500

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Water and waste water bills

If you were affected by flooding and had to move out of your home or business then United Utilities will suspend your water and waste water bills.

If you need help or want advice please call: Domestic: 0800 912 7239 Business: 0345 072 6072

Cumbria Growth Hub

Although the deadline for applications for grants from the Cumbria Growth Hub has now passed, support and advice is still available to non-farming businesses across the county. For further details please visit www.cumbriagrowthhub.co.uk

Useful Contact Information

AGE UK: 01539 728180 www.ageuk.org.uk/southlakeland

South Lakeland District Council: **01539 733333**

BERG: **01539 769057**

Business Growth Hub: **08442 578450** or info@cumbriagrowthhub.co.uk

Citizens Advice Bureau: **015394 46464**

Consumer Direct (to report bogus tradesmen): **08454 040506**

Cumbria Chamber of Commerce (South Lakeland): **01539 735891**

Cumbria Community Foundation: **01900 825760** or <http://www.cumbriafoundation.org/>

Cumbria County Council Adult Social Care: **01539 713378**

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

Cumbria County Council General Enquiries: **01228 606060**

Cumbria County Council Highways to report problems (including parking permit enquiries): **0300 303 2992**

Cumbria County Council Voluntary Car Scheme: **07788 396194**

Cumbria Law Centre: **01228 515129**

Environment Agency: **03708 506506**

Environment Agency 24hr Floodline: **0345 988 1188**

Federation of Small Business (South Lakeland): Brian Harrison email: brian@bandmharrison.co.uk

Gas Safe Register (Gas Safety Advice and registered local engineers): **0800 4085500**

Home Group: **0345 141 4663**

Impact Housing: **0344 873 6290**

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Kendal Town Council: **01539 793490**

NFU customers: **0808 278 8916**

National Flood Forum: **01229 403101/403055**

NHS Direct: **111 (Also for prescription help & Advice)**

North West Electricity: **0800 195414**

Police: **101 (999 for Emergencies only)**

Red Cross: **03448 711 111**

RSPCA: **0300 1234999**

CCC Rural Wheels: **0845 6023786**

RVS: **0845 600 5885** or email cumbriahub@royalvoluntaryservice.org.uk

Samaritans: **116123**

South Lakes Housing: **0845 0570080**

Transco (Gas Leaks): **0800 111999**

Traveline (trains etc): **0871 2002233**

Two Castles Housing Association: **0800 085 1171 (specifically for flood affected tenants)**

Victim Support (crime): **0300 3030157**

Copies of this Bulletin can be picked up in your local library. This issue and all previous issues are also available via the Flood Feed on the County Council website:

<http://www.cumbria.gov.uk/floods2015/Floodfeed.asp#1>

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CUMBRIA
COMMUNITY FOUNDATION

Flood Recovery Appeal

#CumbriaFloodAppeal



HAVE YOU BEEN AFFECTED BY THE FLOODS?

Support is available to individuals or families whose properties and contents have been damaged by flooding (whether insured or not) or who are suffering other hardship as a result of the flooding.

Funding is also available to community organisations who are providing immediate relief to people, providing longer term community rebuilding projects or have experienced significant structural and or flood damage.

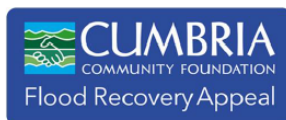


To apply or for more information visit:
www.cumbriafoundation.org

Alternatively email grants@cumbriafoundation.org
or call 01900 825760 for an application form

Cumbria Community Foundation is a charitable company limited by guarantee.
Registered Charity No. 1075120

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CUMBRIA FLOOD RECOVERY FUND RESISTANCE AND RESILIENCE TOP-UP GRANTS

Grants may be made for charitable purposes to relieve hardship in Cumbria caused directly or indirectly by the storm and flooding in December 2015.

The Foundation is constrained by charity law in that if government funding is available for an activity then that should be accessed first. Therefore, Government funding for property level resilience measures can be topped-up, but not replaced. Resistance measures are those designed to keep the water out and resilience measures are internal modifications intended to reduce the cost of any damage from flood water.

Who can apply for a Resistance and Resilience Top-Up Grant?

- Individuals/families whose homes/residential properties were damaged by flooding. Priority will be given to main residences.
- Applicants must have applied to the appropriate District Council for the £5,000 Property Level Resilience grant. Applications for a top-up grant, would then only be considered if the costs of their resistance or resilience measures exceed £5,000.

We will not fund:

- Business premises, including holiday lets
- Outbuildings and garages

How much can you apply for?

- Top-up grants of up to £2,000 are available.
- In exceptional circumstances e.g. significant financial hardship, grant awards of over £2,000 will be considered.

How to apply:

- Individuals should apply for a Resistance and Resilience Top-Up grant using the Cumbria Flood Recovery Appeal individual application form, available online at: www.cumbriafoundation.org
- If you would like to apply for a neighbourhood/community scheme or on behalf of charitable organisation please contact the Grants Team on 01900 825760 or email grants@cumbriafoundation.org

Supporting information required:

- ID and proof of address.
- Copy of District Council Property Level Resilience grant application and grant offer letter.
- Quotes for works to be undertaken.

Grant approval and payment process:

- If your application is successful you will be notified as to the amount of the top-up grant approved but payment will not be made until the works are complete and evidence is produced:
 - Acknowledgement your District Council has paid the £5,000 resilience grant.
 - Copies of invoices for work undertaken
- We can arrange payment direct to your supplier if required.
- Completion of an application for flood resilience will authorise the District Council and the Foundation to exchange information concerning the applications for that property, including the approval or rejection of such applications and the payment of grant.

The Cumbria Flood Recovery Fund is funded by donations from individuals, businesses, charitable trusts, Government and funds from Cumbria Community Foundation.

If you would like to know more about the Resistance and Resilience Top-Up grants please contact the Grants Team on 01900 825760 or email grants@cumbriafoundation.org