

Cumbria Flood Factsheet

Keswick Flood information Bulletin Issue 3

Christmas Edition

Funding & Financial Assistance

Funding for properties that have been flooded from the Government

The Government is providing a fixed payment of £500 for all households living in a property that has been flooded. This is being administered by Allerdale Borough Council.

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 be paid directly into your bank account and the payment will show up as a payment from your local district council.

If you do not pay your council tax by direct debit then please contact your local district council who will be happy to help you apply for the payment.

Allerdale Borough Council customer.service@allerdale.gov.uk or call 01900 702 600

Funding for individuals and families from the Cumbria Community Foundation

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.

There is help available for individuals and families whose homes have significant structural damage from flooding and for employees who have lost work or income because of storm or flood. Please go online to apply at www.cumbriafoundation.org. Alternatively, if you require help to complete your application come to the Greta Gardens Bistro drop-in (details below)

Help for voluntary and community groups

Voluntary and community organisations also play a vital role in supporting communities during times of need and grants will be made available to them also.

Support is available to voluntary and community groups who are providing immediate relief to people and longer term community rebuilding projects. Support will also be provided to flood affected community facilities. Please apply on line at www.cumbriafoundation.org or call 01900 825760

Funding for Businesses affected by flooding

Funding is now available to support businesses severely affected by the recent flooding – whether flooded directly or affected less directly through, for example, extended road closures.

Grants are available to non-farming small and medium sized businesses (up to 250 full time equivalent employees). Support for farming businesses is being arranged separately through Defra.

For more information visit www.cumbria.gov.uk

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Grants can be used for a wide range of activities to support survival and recovery such as marketing, interest payments on new and existing loans, specialist advice, training, equipment and other activities supporting implementation of a recovery action plan.

Growth Hub advisers are available free of charge to assist with development of action plans and help put together the application. All applications must be reviewed and signed off by a Growth Hub adviser.

They can also provide other practical advice and support and link businesses into other advice, support and funding available to them.

Application packs, including guidance notes on the scheme, are available to download at www.cumbriagrowthhub.co.uk.

The application process is simple and 75% of the grant will be paid up front within days of approval. To apply contact Cumbria Business Growth Hub, **Tel: 0844 257 8450** or info@cumbriagrowthhub.co.uk.

E.ON Energy Fund has temporarily altered its scheme to maximise the assistance available to flood victims by offering multiple white goods to those whose homes have been damaged by the flooding. In order to fast track these applications they must clearly state at the top of the free text box section '**FLOOD APPLICATION**'. Please note all emergency flood applications will be validated against the post code flood areas for verification of their location.

Applicants **MUST** qualify against one or more of the first stage eligibility criteria below:

- In receipt of pension credit
- In receipt of means tested Council Tax reduction
- In receipt of Child Tax Credits with a total gross household income less than or equal to £16,190
- In receipt of Income Related Employment and Support Allowance
- In receipt of Working Tax Credits with a total gross household income of £16,190 or less
- In receipt of Income Support or Income based Jobs Seekers Allowance
- In receipt of Universal Credit, however are not self-employed or in work
- A total household of income of £16,190 or less
- Are seriously ill or have a terminal illness, which can be validated with a letter from a Doctor or Medical Practitioner.

The quickest and easiest way to apply to the E.ON Energy Fund is via its online form which can be accessed here <http://www.eonenergyfund.com/>

Please note the emergency flood assistance is available for a limited time only.

Coming Soon.....

The government will also be making available up to £5000 per affected property for **flood preventative work**. This funding is available for works associated with flood protection of properties affected by the flooding. We will announce details of this scheme as soon as it becomes available but this is likely to be the New Year. We are also expecting details coming about council tax and business rate discounts and as soon as we have this information this will be communicated widely.

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Keswick Lions

If you have an immediate or very specific need Keswick Lions Club are inviting individual funding requests please contact John Callachan, 7 Fenton , Keswick **tel: 01768773573**

Email: jacallachan@hotmail.co.uk

West Cumbria Carers

Financial assistance and practical advice for carers in the Keswick area **Tel: 01900821976**

Cumbria County Council Welfare Team

Emergency financial assistance towards essential costs call CCC Advice & support team

Tel: 01228221100

Housing Benefits

For help and advice call Allerdale Borough Council **Tel: 01900702560**

Help & Support over Christmas and The New Year

Multi Agency Support Centre

Support, advice and property registration will continue to be available daily 9.30am – 4.30 pm on the top floor of Moot Hall until Christmas Eve.

Drop-in at Greta Gardens Bistro

Monday to Saturday 11am- 3pm complementary tea, coffee and a hot snack as well as help and support (except Public Holidays: Christmas Day, Boxing Day & New Year's Day)

Keswick 'Street Friends'

From Tuesday 22 December teams of 'Street Friend' volunteers will be regularly visiting the flooded areas of Keswick to offer support, a friendly ear and direct individual needs or problems to the right group or organisation to get the most appropriate assistance. Street Friends Headquarters

Tel: 01768771187 or Email: streetfriendskeswick@hotmail.com

Boxing Day & New Year's Day

Crosthwaite Parish Rooms (Next to Coop) will be serving food and refreshments and offering a friendly atmosphere and welcome anyone who has been affected by the flooding either directly or indirectly 11am-2pm

Citizens Advice Bureau

An adviser is available in the Keswick office every Monday 10am -3pm or telephone the Workington Office on week days 9am-5pm **Tel: 01900604735**

Housing & Accommodation

If you need help finding accommodation contact:

Allerdale Borough Council Housing Team **Tel:01900702570**

Your Derwent & Solway **Tel: 03453450272**

For more information visit www.cumbria.gov.uk

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Home group **Tel: 03451414663**

Impact housing association **Tel: 03448736290**

Keswick Tourism (for private sector rentals) **Tel: 01768775738 or linda@keswick.org**

Who Do I call for help?

See useful numbers list below or for general enquiries call CCC area support office

Tel: 01900706188

Need Relief from 'Flood' Stress and Tension: Relaxation Sessions available

Free every Friday starting from Friday 8th January at Greta Garden's activity room:

10am -12 Noon 'Body Movement For Flood Relief':

Simple, gentle, body strain relief classes that enable you to relieve tension and stress throughout your whole body, maintain resilience and find for yourself a clear perspective through movement.

1pm - 3pm 'Reiki for Relaxation': practitioners will be offering half hour Reiki sessions to support the relaxation wellbeing of those affected by the floods

For more information visit www.cumbria.gov.uk

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Useful Contact Information

AGE UK: 08443 843843 nci.info@ageukwestcumbria.org.uk

Allerdale Borough Council: **01900 702702**

Business Growth Hub: **08442578450** or info@cumbriagrowthhub.co.uk

Citizens Advice Bureau: **Workington 01900 604735** or **Keswick 01768773472**

Churches Together in Keswick Street Friends Headquarters: **017687 71187** or streetfriendskeswick@hotmail.com

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

Cumbria Chamber of Commerce (West Cumbria): **01946 592329**

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

Cumbria County Council Adult Social Care: **01768 812233**

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

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

Cumbria County Council Welfare Team: **01228 221100**

Cumbria County Council Highways to report problems
(including parking permit enquiries): **0845 6096609**

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

Cumbria Law Centre: **01228 515129**

Environment Agency: **03708 506506**

Floodline: **0845 9881188**

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

Home Group **03451414663**

Impact Housing **03448736290**

Keswick & District Voluntary Car Scheme **01768780105**

Keswick Flood Action Group (K.F.A.G.) Chair Lynne Jones **01768774075** or info@hazelmerekeswick.co.uk

Keswick Tourism Association **01768775738** or linda@keswick.org

For more information visit www.cumbria.gov.uk

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Keswick Town Council [01768773607](tel:01768773607) or office@keswicktowncouncil.gov.uk

NFU customers: [0808 278 8916](tel:08082788916)

National Flood Forum: [01229 403101/403055](tel:01229403101)

NHS Direct: [111](tel:111) (Also for prescription help & Advice)

North West Electricity [0800195414](tel:0800195414)

Police: [101](tel:101) ([999](tel:999) for Emergencies only)

Red Cross: [03448 711111](tel:03448711111)

RSPCA: [0300 1234999](tel:03001234999)

CCC Rural Wheels: [0845 6023786](tel:08456023786)

Samaritans: [116123](tel:116123)

Transco (Gas Leaks): [0800 111999](tel:0800111999)

Traveline (trains etc): [0871 2002233](tel:08712002233)

Victim Support (crime): [0300 3030157](tel:03003030157)

Workington (Local for Keswick) Police: [01900 638830](tel:01900638830)

WRVS: [01228 524508](tel:01228524508)

Your Derwent & Solway Housing [03453450272](tel:03453450272)

For offers of help including volunteering, donations and accommodation please contact the County Council Area Support Team on [01900 706188](tel:01900706188) or email allerdale.areasupport@cumbria.gov.uk.

On behalf of Cumbria County Council and all partner organisations I would like to wish everyone a Happy peaceful Christmas and best wishes for 2016.

Sally Scales, Cumbria County Council

For more information visit www.cumbria.gov.uk

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A decorative banner featuring a grayscale image of water ripples, positioned horizontally across the top of the page, partially overlapping the title text.

For more information visit www.cumbria.gov.uk