

Cumbria Flood Factsheet

Millom & Haverigg Flood Information Bulletin

Issue 4 – 13th October 2017

Millom & Haverigg Flood Relief

From Monday 16th October support will be provided from Millom Library between 1pm and 5pm.

Thanks to the Tin Chapel for all their support in hosting the recovery teams.

Flooded residents can still access and take away items such as cleaning products, rugs, duvets and bedding. If you've been affected by flooding please call in to the library and have a chat, get help filling in Flood Support forms and funding applications.

Regular updates and information are being posted on the **Around the Combe** Facebook page.

The Millom & Haverigg Flood Forum was well attended by residents with help available from:

- Cumbria County Council - Flood Management Team, Community Services inc. Public Health, Adult Social Care and Trading Standards
- Copeland Borough Council
- Millom Flood Recovery Group
- Millom Town Council
- Cumbria Police
- Citizens Advice Copeland
- Cumbria Action for Sustainability
- Age UK West Cumbria
- Copeland Community Fund
- Cumbria Community Foundation
- Flood Advisory Service
- National Flood Forum
- United Utilities
- British Red Cross

Residents can still submit information to the County Council Flood Risk Management Team – please send information and photos of flooding to lfrm@cumbria.gov.uk

Copeland Borough Council's Building Control team can offer assistance to Millom residents affected by flooding that are concerned about the condition of their property. Assistance can be sought by uninsured residents who believe their property may have been damaged as a result of flood water entering or laying underneath properties (in basements etc.). If you are a home owner, don't have buildings insurance and would like expert advice around the structural condition of your property, contact the Building Control team on buildingcontrolemailgroup@copeland.gov.uk.

For more information visit www.cumbria.gov.uk

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Copeland Borough Council is also appealing for landlords with properties to let in Millom to get in touch. Please contact housing.options@copeland.gov.uk or 01946 598300.

Refuse collection

Residents can request Copeland Council to collect their bulky items free of charge. This will continue for 2 weeks after which it will be on a case by case basis. Please email wasteofficers@copeland.gov.uk to request a collection. If you do not have access to email, telephone 01946 598300 or visit Copeland Council's office to request a collection. Please note that residents must provide Copeland with a written list of the item that they would like to be taken away.

Residents whose wheelie bins have been lost or damaged can request a new one via wasteofficers@copeland.gov.uk, 01946 598300 or in person at our Millom office.

HWRC Permit Scheme Update

The Redhills Quarry Household Waste Recycling Centre (HWRC) remains open to help local residents dispose of flood damaged property.

The usual permit scheme will temporarily be lapsed to allow householders to use larger vehicles to clear items.

Community skips will be phased out over the coming week with ones remaining on Mainsgate Road and Market Street. Please be aware that skips are now being acquired by builders and householders for their own use. These are not for general use.

Age UK Bradbury Centre – open 9am – 4.30pm Monday to Friday for information and advice for people aged 55 and over and their families. Activities and groups are being held on a daily basis, pop in if you need access to the internet or any IT help – laptops are available to use. Clothing and bedding are available from the Age UK shop.

Millom Children's Centre – has children's clothing and some bedding available. They also run a toy library on Tuesdays, Wednesdays and Thursdays 9am – 4pm, toys suitable for 0-19 year olds.

Advice from the Association of British Insurers

Top tips for those affected by the flooding:

- You should have already heard from your insurer but if not, call their claims line as soon as possible.
- Dispose of anything that could be a health hazard, such as rotting food, immediately
- Take photos of all flood-damaged items before throwing them away
- For items like ruined carpets and soft furnishings, retain a cutting to help make sure your insurer can provide a similar replacement
- Get more information [here](#) about how insurers respond to major floods

For more information visit www.cumbria.gov.uk

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<https://www.abi.org.uk/globalassets/sitecore/files/documents/publications/public/2015/property/responding-to-major-floods.pdf>

Recycled furniture – information can be found here

<http://www.recycleforcumbria.org/recycling/reuseorganisations.asp>

Lancaster University have resources on **flooding and children**, that do a good job of explaining what the impacts are on children although this is more aimed at staff/professionals than families:

<http://wp.lancs.ac.uk/cyp-floodrecovery/>

And page of reports/resources:

<http://wp.lancs.ac.uk/cyp-floodrecovery/what-weve-produced/>

Cumbria County Council Community Services Team staff will be available to provide support and advice during library opening hours.

Public Health Advice

Following flooding it is vital to protect against infection. General hygiene and safety precautions should be taken so when cleaning up use waterproof boots and protective gloves.

Clean and disinfect all hard surfaces, walls, furniture, pans, plates and cutlery with hot soapy water or kitchen disinfectant until they look clean. Powerful disinfectants, such as strong bleach are not necessary and may be harmful to surfaces. Free cleaning products can be picked up at the Tin Chapel.

Remove and dispose of all soft furnishings and fittings that are damaged beyond repair. Clothing, bedding and other soft articles including children's toys should be washed on a hot wash (60° C or the highest temperature indicated on washing instructions). This will destroy most germs that may be present.

Items that have been soiled or contaminated by flood water that cannot be put in a washing machine will need to be professionally cleaned - if this is not possible, they may need to be disposed of.

For those that need help such as a Cleaning Crew can help – please go to the library and talk to Jenny and her team.

For more information please see [Cumbria Flood Factsheet Public Health Information](#)

Mental Wellbeing – take care of yourself

If you need a friendly ear to help identify needs or problems, or just to have a warm drink and a chat, there will be friendly faces at Millom Library from next week.

For more information visit www.cumbria.gov.uk

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The Flood Advisory Service provide a step by step guide for homeowners to help them to understand their flood risk and advise how to make homes more resilient. There will be copies available in Millom library from Monday or those people who don't have access to the internet. This is the link to the webpage [Managing your Flood Risk](#)

They can talk to homeowners about practical measures to prevent their properties from flooding in the future. They can also offer generic advice and signpost people on topics such as insurance, etc.

Grant support available for flood affected households:

Individuals and families affected by the recent flooding in Millom and South Cumbria are eligible to apply for financial support from Cumbria Community Foundation's Cumbria Disaster Fund; priority will be given to uninsured households with low income. More details are available on the CCF website:

<https://www.cumbriafoundation.org/fund/cumbria-disaster-relief-fund/>

Advice Re: Cleaning & Salvaging Flood Damaged Items:

'Protecting Precious Memories Toolkit'- developed by York Archaeological Trust it give advice on cleaning & salvaging objects. It is available here

<http://www.cumbria.gov.uk/emergencyplanning/supportingpages/floodingadvice.asp>

Funding information

Whether you are a resident or a business there are a number of different grants that can help you get back on your feet including the following:

1. Help with Council Tax and Business Rates
2. Funding for individuals and families from the Cumbria Community Foundation
3. Funding from the Millom Disaster fund set up by Millom Town Council with the support of Copeland Community Fund
4. £50 Tesco gift vouchers from Copeland Community Fund to provide immediate assistance to flood affected families

1. Help with council tax and business rates

Council Tax – Copeland Borough Council can consider a holiday on Council tax of up to 3 months for flood affected properties. Please contact the Council to check if you are eligible.

Copeland Borough Council info@copeland.gov.uk or call 01946 598300

2. Cumbria Community Foundation - Cumbria Disaster Fund which can assist those who were uninsured or on low incomes. Please contact the Foundation on 01900 825760

3. Millom Disaster Fund – Contact Debbie at Millom Town Council on 01229 772340

4. Tesco Gift Vouchers - info@copelandcommunityfund.co.uk

For more information visit www.cumbria.gov.uk

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Useful Contacts

Around the Coombe (Jenny Brumby): **07793613557**

Age UK West Cumbria: **08443 843 843** helpline number

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

Citizens Advice Bureau: **Millom 01229 772395**

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

Copeland Borough Council: **01946 598300** or info@copeland.gov.uk

Cumbria Chamber of Commerce: **0845 226 0040**

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

Cumbria County Council Adult Social Care: **01946 506433**

Cumbria County Council Children & Families Support Team: **01946 505567**

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

Cumbria County Council Highways: **0300 303 2992**

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

Cumbria Law Centre: **01228 515129**

Electricity North West: **105** or **0800 195 4141**

Environment Agency: **03708 506 506**

First Steps: **0300 123 9122**

(The) Flood Advisory Service: **0800 970 3950**

Gas Safe Register (Gas Safety Advice and registered local engineers): **0800 408 5500**

Gas Emergency Contact Number: **0800 111 999**

Millom Children's Centre: **01229 777592**

National Flood Forum: **01299 403055**

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

North West Electricity **0800 195 414**

For more information visit www.cumbria.gov.uk

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

Red Cross: **01539 734289**

RSPCA: **01946 693385**

Samaritans: **116123 (free number)**

Traveline (trains etc): **0871 200 2233**

Victim Support (crime): **0300 303 0157**

For more information visit www.cumbria.gov.uk