

Public information leaflet on multi-agency response to Storm Arwen

Monday 29 November

The multi-agency response to Storm Arwen continues as the county recovers from the adverse weather and continued power outage in some communities.

Electricity North West are working hard to restore power as soon as possible to those who remain without electricity.

Food vans and Community Hubs have been set up to provide hot meals and beverages and somewhere to charge mobile phones in the following locations:

- **Ambleside** - Food van - located at Waterhead Car Park, Waterhead Car Park, Borrans Road, Windermere, LA22 0GS
 - **Alston** - Food van - Next to Wright's Garage at Nenthead, Wright Bros Coaches, Nenthead, Alston CA9 3NP
 - **Community Hub** - located at the Masonic Hall in Alston. Hot drinks, food, charging points, access to support officers for help and advice.
 - **Coniston** - Community Hub - located at Coniston Sports and Social Centre, Shepherds Bridge Lane, Coniston LA21 8AL
- The food vans will remain in these locations for as long as they are needed and will be serving food and beverages – for the latest information regarding their locations and times – check the county council's social media (if possible) or listen to Radio Cumbria (again if possible given power outages).

Local reception centres have been set up in Coniston and at Alston with more expected to open tomorrow.

Urgent hotel accommodation for any highly vulnerable people who cannot manage in their homes will be paid for by Electricity North West directly - please call 105 for more information. More detail on this will be available online on Tuesday 30 November and will also be shared with the local media and local agencies that are on the ground in your community for you to talk too.

Some properties may be experiencing water supply issues. Water supply vehicles have been organised by united utilities and where needed alternative arrangements such as bottled water have been arranged.

BT are aware of some disruption to mobile phone signals due to the power outages and where possible generators are being deployed so these networks can be restored. Residents are reminded that if they have an analogue phone these will work even without power.

Please continue to check in on your neighbours and any vulnerable people in your communities. If a vulnerable person is without power and you are concerned for their welfare, please contact 101.

If you can please keep checking social media for updates or if possible, tune into BBC Radio Cumbria.

Who to contact

- If you wish to report a problem on the county's roads, please report online via the **County Council's website**.
- For power cuts contact Electricity North West on **105**, but please only call if your query is urgent to help prioritise customers in the most vulnerable circumstances.
- For water supply issues contact United Utilities on **0345 672 3723**.
- If you are open to Cumbria County Council's Adult Social Care, have care and support needs and these needs cannot be met due to the power outage, please contact Adult Social Care on **01228 526690**.
- If you need assistance or support please call **101** for any help that doesn't require an immediate police response. In an emergency always call **999**.
- Keep up-to-date with the weather at **www.metoffice.gov.uk**.
- Please do not call the police to check on road closures, please visit the traffic map for up-to-date information: **www.cumbria.police.uk/traffic**
- or again listen to local media including Radio Cumbria