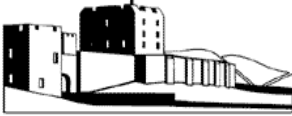


CARLISLE  
CITY COUNCIL



[www.carlisle.gov.uk](http://www.carlisle.gov.uk)

### **Carlisle City Council (and its agents)**

We will use the attached information to assess your potential need for services as a result of the floods. The information you give will only be used to assist you [and your family] with various concerns/issues that you may have.

Some of the information may be passed to other agencies that will be able to deal with your particular need.

Please be assured that your **personal** information will only be used for this purpose. Some anonymous information may be used to assess the situation and impact on different levels, for example street, ward and neighbourhood levels.

If you wish to verify or discuss this, then please contact Carlisle City Council on 01228 817200.

# ASSESSMENT QUESTIONNAIRE

## JANUARY 2005

*Please follow the appropriate routing for each individual's circumstances.*

**Q1 What is your first name?**

**Q2 What is your last name?**

**Q3 What is your date of birth?**

**Q4 Are you male or female?**

**Q5 What is your usual house number/name and street?**

**Q6 Area of Carlisle (if applicable)**

**Q7 Full Postcode**

**Q8 Do you have a mobile telephone number?**

**Q9 Do you have any other contact numbers we could use?**

**Q10 Person 2 first name:**

**Q11 Person 2 last name:**

**Q12 Person 2 date of birth:**

**Q13 Person 2 gender:**

**Q14 Person 3 first name:**

**Q15 Person 3 last name:**

**Q16 Person 3 date of birth:**

**Q17 Person 3 gender:**

**Q18 Person 4 first name:**

**Q19 Person 4 last name:**

**Q20 Person 4 date of birth:**

*Please can you give us the full names, dates of birth and gender of the other people in your household?*

**Q21 Person 4 gender:**

**Q22 Person 5 first name:**

**Q23 Person 5 last name:**

**Q24 Person 5 date of birth:**

**Q25 Person 5 gender:**

**Q26 Person 6 first name:**

**Q27 Person 6 last name:**

**Q28 Person 6 date of birth:**

**Q29 Person 6 gender:**

**Q30 Do you have a bed for the night?**

Yes (GO TO Q31).....  1      No (SEE NOTE BELOW).....  2

**IF NO BED FOR THE NIGHT, CONTACT THE CALL CENTRE HOTLINE: 01228 817200**

**Q31 Are you at a temporary address, or did you remain at your usual address?**

At temporary address (GO TO Q35).....  1      Remained at usual address (GO TO Q32).....  2

**Q32 If remained at usual address is the property structurally safe, with sound wiring etc?**

Yes.....  1      No.....  2

**Q33 Did you remain in your property because you are concerned about the risk of theft from your residence?**

Yes.....  1      No.....  2

**Q34 Do you think your building is adequately secured against the risk of theft?**

Yes (Go to Q43) .  1      No (Go to Q43)...  2

**Q35 What is the number and street of your temporary address?**

**Q36 What area of Carlisle is your temporary address (if applicable)?**

**Q37 What is the postcode of your temporary address?**

**Q38 How long can you stay there?**

One week.....  01      Between 4-5 months.....  08  
Two weeks.....  02      Between 5-6 months.....  09  
Three weeks.....  03      Between 6-7 months.....  10  
A month.....  04      As long as you want.....  11  
Between 1-2 months.....  05      Other answer (write below).....  12  
Between 2-3 months.....  06  
Between 3-4 months.....  07

If other, write in:

**Q39** What is the name of the person or agency supplying temporary accommodation?

**Q40** What is their address?

**Q41** What is their telephone number?

**Q42** What sort of temporary accommodation are you staying in? (e.g. bedsit, b&b, relative/friend, guest house etc)

**Q43** Are you a victim of flood, or something else?

Victim of flood (GO TO Q44).....  1      OTHER (write in below then go to Q45).....  2

If other, write in then go to Q45)

**Q44 VICTIM OF FLOOD:** Will you be able to return to your accommodation when the damage has been repaired?

Yes (GO TO Q45).....  1      No (Arrange an appointment with homeless officer)  2

**Q45** Are you a home owner?

Yes (GO TO Q49).....  1      No (GO TO Q46)  2

**Q46** Do you rent from a ...

Private landlord (GO TO Q47).....  1      Sheltered Housing (GO TO Q47).....  3  
Housing association (GO TO Q47).....  2      Other (GO TO Q47).....  4  
Other, give details

**Q47** Can you give their details, e.g. name of landlord or housing association, and a contact number for them if you have one

**Q48** If you rent from a landlord, what arrangement is the landlord taking to put the damage right? (e.g. Is the landlord finding alternative accommodation for them)

**Q49** Do you have insurance?

Contents and buildings insurance.....  1  
Only buildings insurance.....  2  
Only contents insurance.....  3  
No insurance (READ NOTE BELOW THEN GO TO Q66).....  4

If no insurance, you may want to contact the call centre helpline number on 01228 817200 or the Cumbria Community Foundation on 01900 820822

**Q50** What is the name of the insurance company that your CONTENTS cover is with?

**Q51** What is the telephone number of the insurance company your CONTENTS cover is with, if you have one

**Q56** What is the name of the insurance company that your BUILDINGS cover is with?

**Q52** So far, are you happy your insurance company is doing all they can to process your CONTENTS claim?

Yes (GO TO Q54).....  1 No (GO TO Q53)  2

**Q57** What is the telephone number of the insurance company your BUILDINGS cover is with, if you have one

**Q53** If no, give details:

**Q58** So far, are you happy your insurance company is doing all they can to process your BUILDINGS claim?

Yes (GO TO Q60).....  1 No (GO TO Q59)  2

**Q59** If no, give details:

**Q54** Has your property been inspected by CONTENTS cover insurers?

Yes.....  1 No .....  2

**Q55** What date did they come to inspect the contents?

**Q60** Has your property been inspected by BUILDINGS cover insurers?

Yes (GO TO Q61)  1 No (GO TO Q63)  2

**IF YOU HAVE BUILDINGS INSURANCE GO TO Q56. IF NO BUILDINGS INSURANCE YOU MAY WANT TO CONTACT THE HELPLINE ON 01228 817200 OR CUMBRIA COMMUNITY FOUNDATION ON 01900 820822, THEN GO TO Q66**

**Q61** What date did they inspect your property?

**Q62 What is their view on whether the property is habitable? (DID THEY GIVE AN INDICATION ON WHEN THEY THINK YOU MAY BE ABLE TO MOVE BACK IN, FROM 1 WEEK TO 7 MONTHS)**

**Q63 Do you know the amount of cover for your accommodation?**

£100 to £499 .....  1    £1000 to £5000 ..  3  
£500 to £999 .....  2    More than £5000  4

**Q64 Did your insurance company provide your temporary accommodation?**

Yes (GO TO Q65).....  1    No (GO TO Q66)  2

**Q65 If yes, how long will they continue to provide your temporary accommodation? (IS YOUR INSURANCE ACCOMMODATION TIME LIMITED?)**

**Q66 Has anyone else called to assess the physical condition of your property?**

Yes (GO TO Q67).....  1    No (GO TO Q70)  2

**Q67 Who has called?**

**Q68 Is work required?**

Yes (GO TO Q69).....  1    No (GO TO Q70)  2

**Q69 What is required? (PROMPT: WHO WILL DO IT, HOW LONG WILL IT TAKE?)**

**Q70 Is the power on at your property?**

Yes (GO TO Q72).....  1    No (GO TO Q71)  2

**Q71 If not, how long has the power been off for? (in days)**

**Q72 Do you need a special collection for flood damaged articles?**

Yes.....  1    No .....  2

**Q73 What is your current status?**

Working .....  1    State pension ....  5

Not working .....  2    Private pension...  6

Income support...  3    Other.....  7

Job Seekers Allowance.....  4

If other, give details:

**Q74 Do you have your national insurance number?**

**Q75** Do you have any special needs/issues arising from the flood - e.g. counselling, transport issues, getting children to school, getting to work etc

**Q76** Today's date: