Cumberland Council

Pow Maughan Court Scotby

Flood Investigation Report No.CC2

Overview of Pow Maughan Court with approximate flood outline and Pow Maughan river

Flood Event 23 May 2024

This flood investigation report has been produced by Cumberland Council as a Lead Local Flood Authority under Section 19 of the Flood and Water Management Act 2010.

Version	Undertaken by	Reviewed by	Approved by	Date
Draft	Shamus Giles	Andrew Harrison	Karl Melville	September 2024
Published	Shamus Giles	Andrew Harrison	Karl Melville	January 2025

Revision No.	Revisions	by	Date

Contents

1. Executive Summary 4

1.1 The Flood Investigation Report 5

1.2 Scope of this report 5

2. Event Background 6

2.1 Rainfall and River levels 6

2.1.1 Background 6

2.1.2 River Levels 9

2.1.3 River Flows 9

2.2 Flood Risk Mapping 11

2.2.1 Fluvial 11

2.2.2 Pluvial (surface water) 12

3 Investigation 13

3.1 Flooding Incident 13

3.2 Flow Routes and Flood Mechanism 14

3.3 Photographs from site visit post flooding (+ resident's photo) 16

3.4 Flooding History 21

4 Next Steps 22

4.1 Recommended interventions 22

4.2 The Cumbria Floods Partnership 23

Appendices 24

Appendix 1: Glossary 24

Appendix 2: Summary of Relevant Legislation and Flood Risk Management Authorities 25

Appendix 3: Useful contacts and links 27

1. Executive Summary

Exceptionally wet weather was experienced across the parts of England, North Wales and south and eastern Scotland between the 21st and 23rd May 2024. A slow-moving weather front associated with a low pressure in the North Sea resulted in 50mm of rain over wide area of north western England with 75mm to 100mm experienced in the wettest locations. On the 22nd May northern England recorded its wettest spring day since 1891, with many stations recorded their wettest May day on record.

High rainfall totals in small, agricultural catchments that don't generally experience such high rainfall totals meant that rivers and watercourses rose quickly, with very little warning in some instances. Over 100 properties in and around the Carlisle area were flooded internally during the event and the Section 19 reports investigate the flood event, considers the causes and makes recommendations for further actions.

The south and east areas of Carlisle received extreme rainfall on the night and early hours of 22/23 May 2024. The total rainfall over a 12-hour period was up to 100mm in the fell areas south of Carlisle, equivalent to a 1 in 300 year storm at its peak in some places. The intense and localised nature of the event meant that the catchments were quick to react and the watercourses rose quickly to unprecedented levels in some locations. The flooding experienced at Pow Maughan Court hadn't been experienced by residents since the development was completed.

Cumberland Council as the Lead Local Flood Authority has prepared this report with the assistance of other Flood Risk Management Authorities (FRMA) as it considers necessary to do so under Section 19 of the Flood and Water Management Act 2010. The Pow Maughan is a Main River (see appendix 2) and as such has been written by the Environment Agency.

Any additional information that residents and others can provide to the Environment Agency and Cumberland Council to help develop our understanding of the flooding is welcomed. A lot of information has already been provided, much of which has been used to inform this report. Any additional information should be provided to;

lfrm@cumberland.gov.uk

1.1 The Flood Investigation Report

Under Section 19 of the Flood and Water Management Act (2010) Cumberland Council, as Lead Local Flood Authority (LLFA), has a statutory duty to produce Flood Investigation Reports for areas affected by flooding. Section 19 of the Flood and Water Management Act states:

1) *On becoming aware of a flood in its area, a lead local flood authority must, to the extent that it considers it necessary or appropriate, investigate:*
    a. *which risk management authorities have relevant flood risk management functions,*
    b. *whether each of those risk management authorities has exercised, or is proposing to exercise, those functions in response to the flood.*

2) *Where an authority carries out an investigation under subsection (1) it must –*
    a. *publish the results of its investigation, and*
    b. *notify any relevant risk management authorities.*

This section of the Act leaves the determination of the 'extent' of flood investigation to the LLFA. It is not practical or realistic for Cumberland Council to carry out a detailed investigation into every flood incident that occurs in the County, but every incident with basic details will be recorded by the LLFA. Only those with 5 or more properties/businesses involved will have investigations published.

An investigation will be carried out, and a report prepared and published by the LLFA when the flooding impacts meet the following criteria:

- Where there is ambiguity surrounding the source or responsibility of flood incident
- Internal flooding of one property that has been experienced on more than one occasion
- Internal flooding of five properties has been experienced during one single flood incident
- There is a risk to life as a result of flooding.

As a flood Risk Management Authority (RMA), the Environment Agency have partnered with the Cumberland Council to produce this flood investigation report.

1.2 Scope of this report

This Flood Investigation Report **is**:

- An investigation on the what, when, why, and how the flooding took place resulting from the 22nd to 23rd May 2024.
- A means of identifying potential recommendations for actions to minimise the risk or impact of future flooding.

This Flood Investigation Report **does not**:

- Interpret observations and measurements resulting from this flooding event. (Interpretation will be undertaken as part of any subsequent reports).
- Provide a complete description of what happens next.

The Flood Investigation Reports outline recommendations and actions that various organisations and authorities can do to minimise flood risk in affected areas. Once agreed, the reports can be used by communities and agencies as the basis for developing future plans to help make areas more resilient to flooding in the future.

2. Event Background

This section describes the location of the flood incident and provides details on the rainfall event that occurred at the time.

2.1 Rainfall and River levels

The following information is a summary of a document that was developed by the Environment Agency as a result of the flood event experienced in the area between Penrith and Carlisle; *Flood Hydrology Report: 22nd to 23rd May 2024 Stockdalewath (& North Cumbria), North-West England*

2.1.1 Background

On Wednesday 22nd May to Thursday 23rd May 2024 locations in North-West England experienced heavy rainfall as part of a low-pressure system moving across England and Wales (Figure 1). Rain fell consistently from the morning of 22nd May until the afternoon of 23rd May, with the heaviest totals between 5pm on 22nd May and 2am on 23rd May. 24-hour rainfall totals exceeded 100 mm at several rain gauge sites, which is approximately twice the long-term average rainfall for the month of May. The meteorological conditions at the time led to the system crossing the North-West region from the east, rather than from the more typical westerly direction. This led to higher levels of precipitation than usually experienced in the easterly catchments, which lie in the rain shadow of westerly storms (Figure 1).

Return period estimates for the rainfall exceeded 1 in 100 annual exceedance probability (AEP) at Thursby, Geltsdale, Cumwhinton and Willowholme rain gauges (Figure 5). The most extreme return periods occurred in the north of the region analysed.

Catchment conditions before the event were relatively dry.

Flow return periods have been estimated for the Roe Beck and Rivers Caldew, Petteril and Eden. There is no gauging station for the Pow Maughan so we can't undertake any analysis here but it is fair to assume that the same conclusions hold. For the Roe Beck, Caldew and Petteril these were a similar magnitude to the rainfall return periods. This indicates that the flooding was likely driven by the extreme rainfall totals of the event, rather than wet antecedent conditions or other factors such as structure blockage. Flows on the larger River Eden were not exceptional, reflecting the localised nature of rainfall focussed in the area south and east of Carlisle.

Rainfall and flow return periods are uncertain and may change when analysis is updated and new data incorporated. The return periods provided are our current best estimates using readily available data and methods. These initial rankings and return period estimates may be revised following further data checks and analysis.

The AEP (Annual Exceedence Probability) describes the likelihood of a specified flow rate (or volume of water within a specified duration) being exceeded within a given year. There are several ways to express AEP as shown in Table 1. As such, an event having a recurrence interval (return period) of 1 in 100 chance of occurring in any single year will be a 1% AEP event.

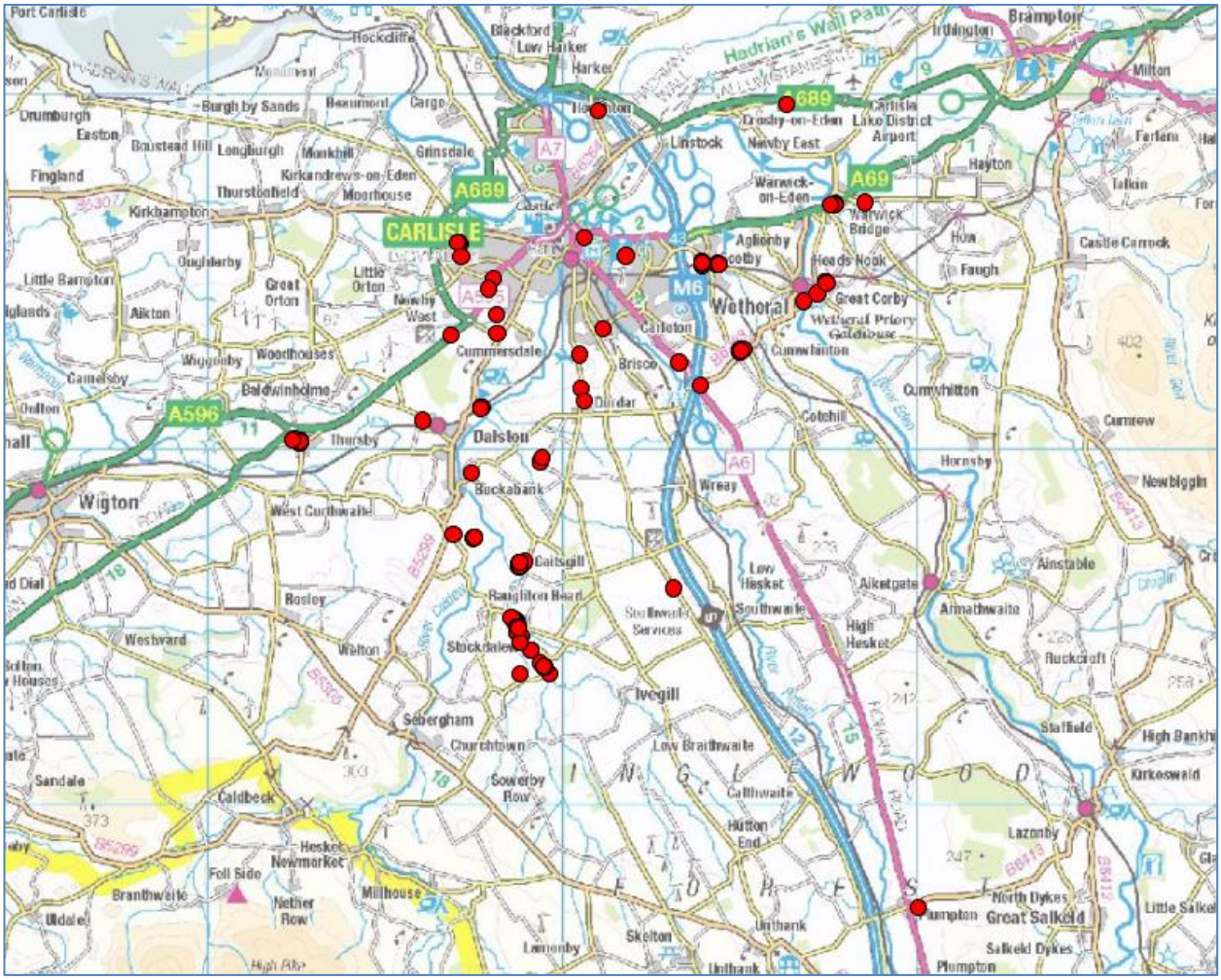


Figure 1. Flooded communities in North Cumbria as a result of heavy rain on 22nd and 23rd May 2024

Recurrence interval (RI): Years	annual exceedance probability (AEP) as percentage (%)	AEP as probability
1 in 2	50 %	1 in 2
1 in 5	20 %	1 in 5
1 in 10	10 %	1 in 10
1 in 25	4 %	1 in 25
1 in 50	2 %	1 in 50
1 in 75	1.33 %	1 in 75
1 in 100	1%	1 in 100
1 in 1000	0.1 %	1 in 1000

Table 1. Annual Exceedance Probability (AEP)

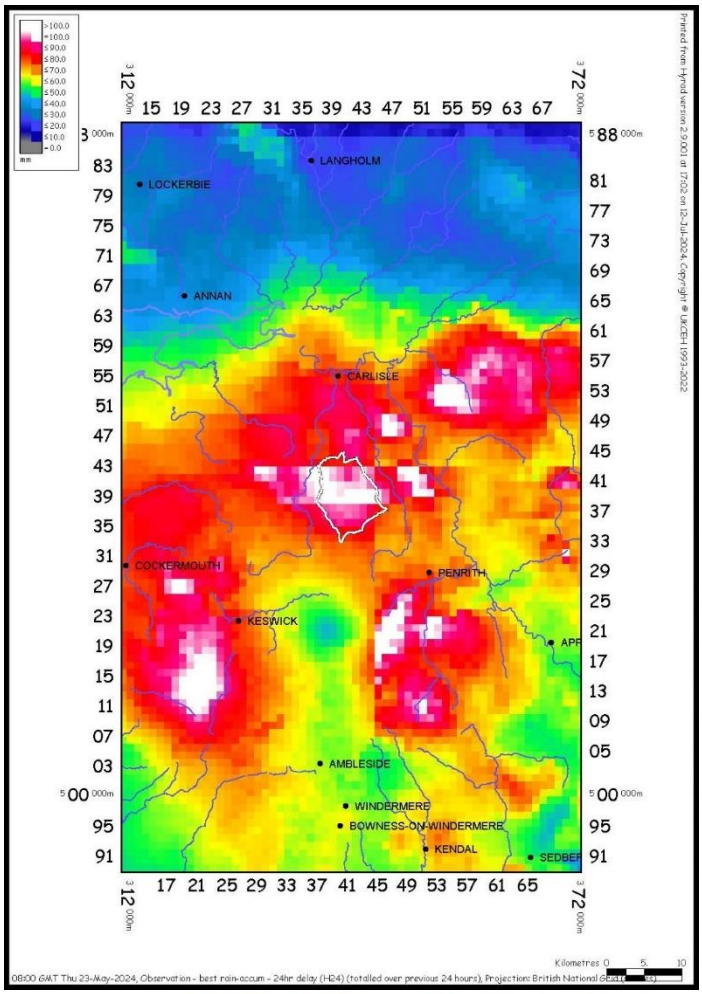


Figure 2. 24-hour rainfall accumulations to 08:00 GMT on 23rd May, derived from the *H24 radar-rainfall merged product*.

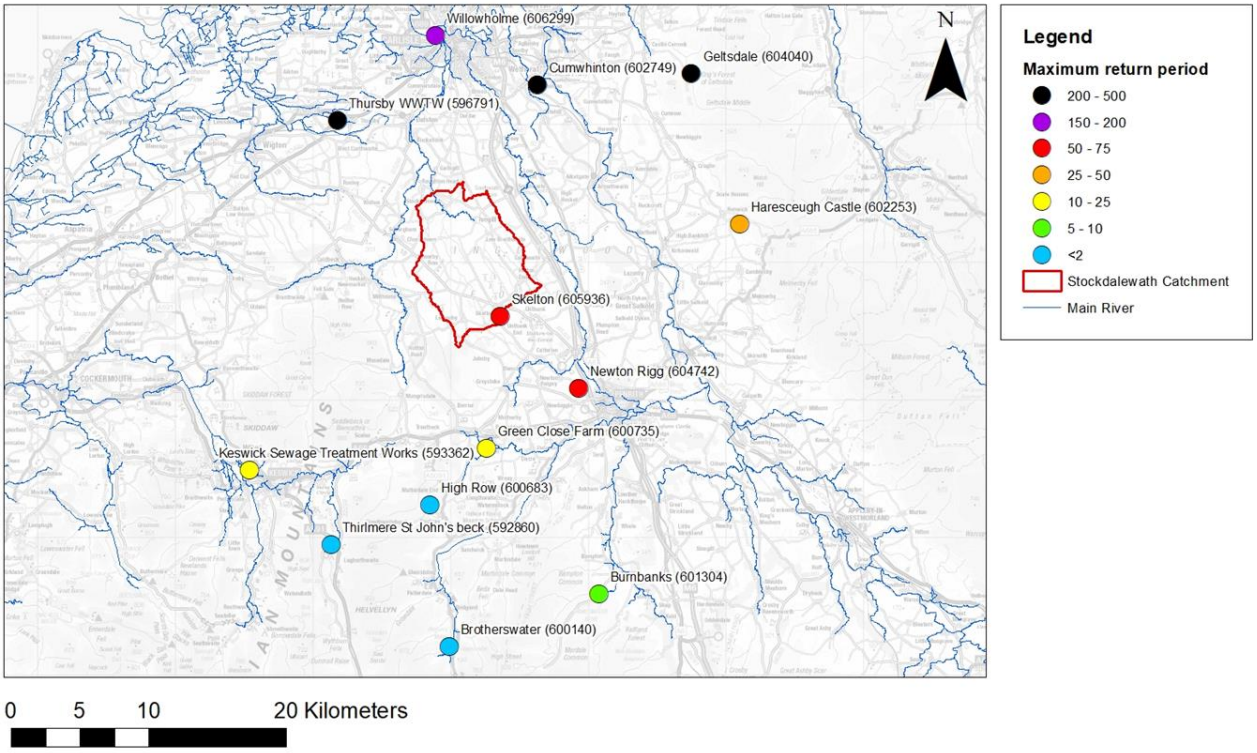


Figure 3. Maximum annual exceedance probability (AEP, 1 in X) estimates for selected rain gauges. This is showing us that the rarity of the rainfall event increased as we move from south to north. The rainfall totals may not have been hugely different between these rain gauges, but the totals observed are less rare in the hilly catchments to the south than those nearer Carlisle.

2.1.2 River Levels

A number of the communities impacted by this event are on rivers and watercourses that are not gauged which means the Environment Agency doesn't have a means of recording water level or flow in the river. That means that it is not possible to carry out a river level and flow assessment on these watercourses other than describing what was seen during and after the event.

River level rankings (a rank of 1 means the highest flow observed at a gauging station) were assessed at the following gauging stations:

- Roe Beck at Stockdalewath: Rank 1 in 25 years of data.
- River Caldew at Cummersdale: Rank 1 in 26 years of data.
- River Caldew at Denton Holme: Rank 1 in 23 years of data.
- River Petteril at Newbiggin Bridge: Rank 2 in 19 years of data.
- River Petteril at Newbiggin Bridge and Harraby Green combined: Rank 3 in 54 years of combined data (ranked by flow).

River levels were the highest on record for Roe Beck and the River Caldew. For the River Petteril, the event was exceeded by December 2015 (Storm Desmond) and January 2005 events.

A review of river levels shows that levels began rising first in the River Petteril, from 4pm to peak at about midnight. Levels in Roe Beck and the River Caldew began rising from 6pm to peak at around midnight to 3am. This broadly tallies with observations made by residents in terms of when water levels peaked at Pow Maughan court.

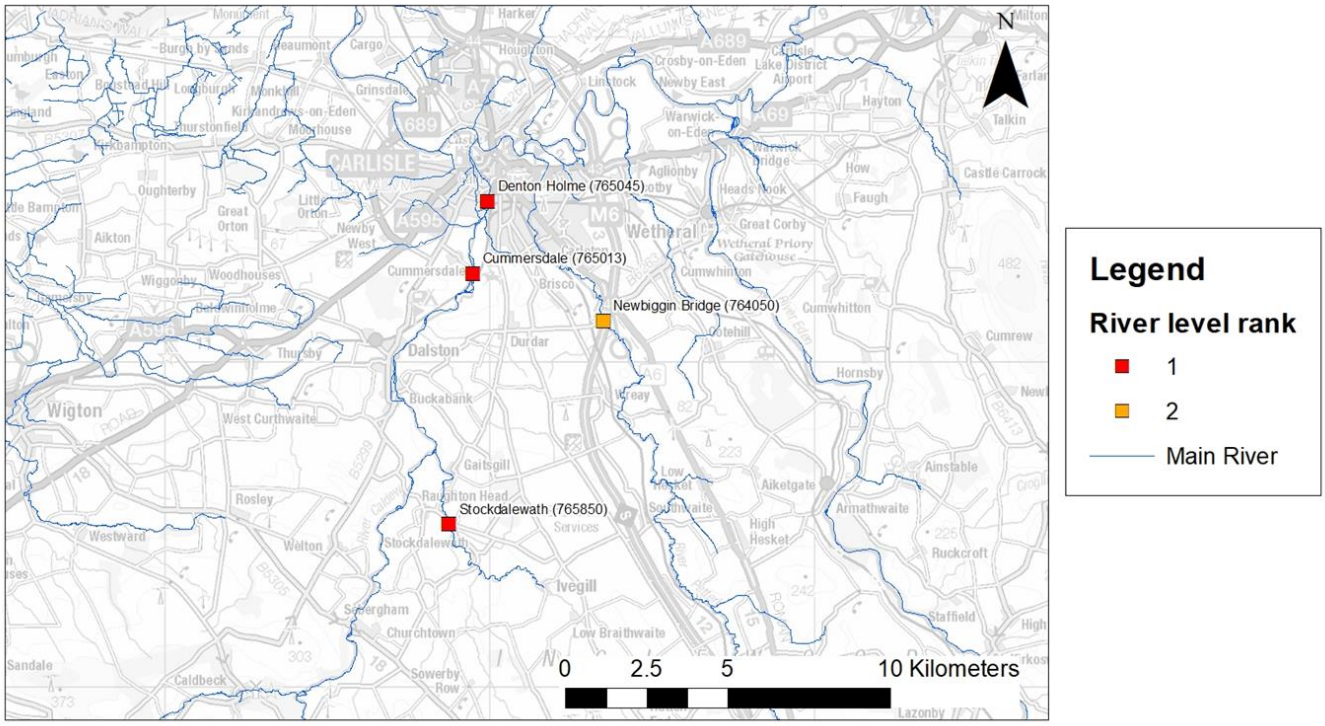


Figure 4. Maximum river level rank for selected river level gauges. A rank of 1 means that this is the highest level that the station has recorded since it was installed, 2 the second highest.

2.1.3 River Flows

River flow return periods have been assessed at the following gauging stations:

- 76019 Roe Beck at Stockdalewath
- 76022 Caldew at Cummersdale

- 76020 Petteril at Newbiggin
- 76007 Eden at Sheepmount.

The return period estimates are a similar magnitude to the rainfall return periods, indicating that the flooding was driven by the extreme rainfall totals of the event.

		Roe Beck at Stockdalewath	Caldew at Cummersdale	Petteril at Newbiggin	Eden at Sheepmount
Design peak flow for return period (1 in X)	2	43	142	34	615
	5	59	183	46 – 47	798
	10	71	213	55 – 56	926
	20	83	246	66 – 67	1060
	25	N/A	257	70 – 71	1106
	50	98	295	83 – 84	1257
	75	105	320	91 – 93	1352
	100	110	338	98 – 100	1424
	200	123	388	116 – 118	1611
	1000	154	532	172 – 175	2138
Observed peak flow, May 2024		110 – 140	325	78	765
Return period range		100 – 500	75 - 100	25 - 50	2 - 5

Table 2. provides current estimates of peak river flow (m^3/s) at each site for a range of return periods along with an estimate of the peak flow at that site during the May 2024 event and an assessment of its rarity (expressed as a return period). Data in this table draws on work from previous studies and value are expressed as either ranges or absolute numbers based on either data availability and / or confidence

2.2 Flood Risk Mapping

2.2.1 Fluvial

Figure 5. Existing fluvial (main river) flood risk mapping along Pow Maughan at Scotby.

This product is a spatial dataset with the areas of floodplain in England and Wales allocated four different categories of risk. It is a product of a national flood risk assessment produced using modelling and local expertise. The assessment considers flood defences and their condition. The risk classification for the flood mapping here is described as ‘Medium: each year, there is a chance of flooding of between 1 in 30 (3.3%) and 1 in 100 (1%). (Flood Zone 2)

The modelling shows that the lower part of the development (including some property) is in Flood Zone 2 , whilst the areas adjacent closer to the river is in Flood Zone 3.

2.2.2 Pluvial (surface water)

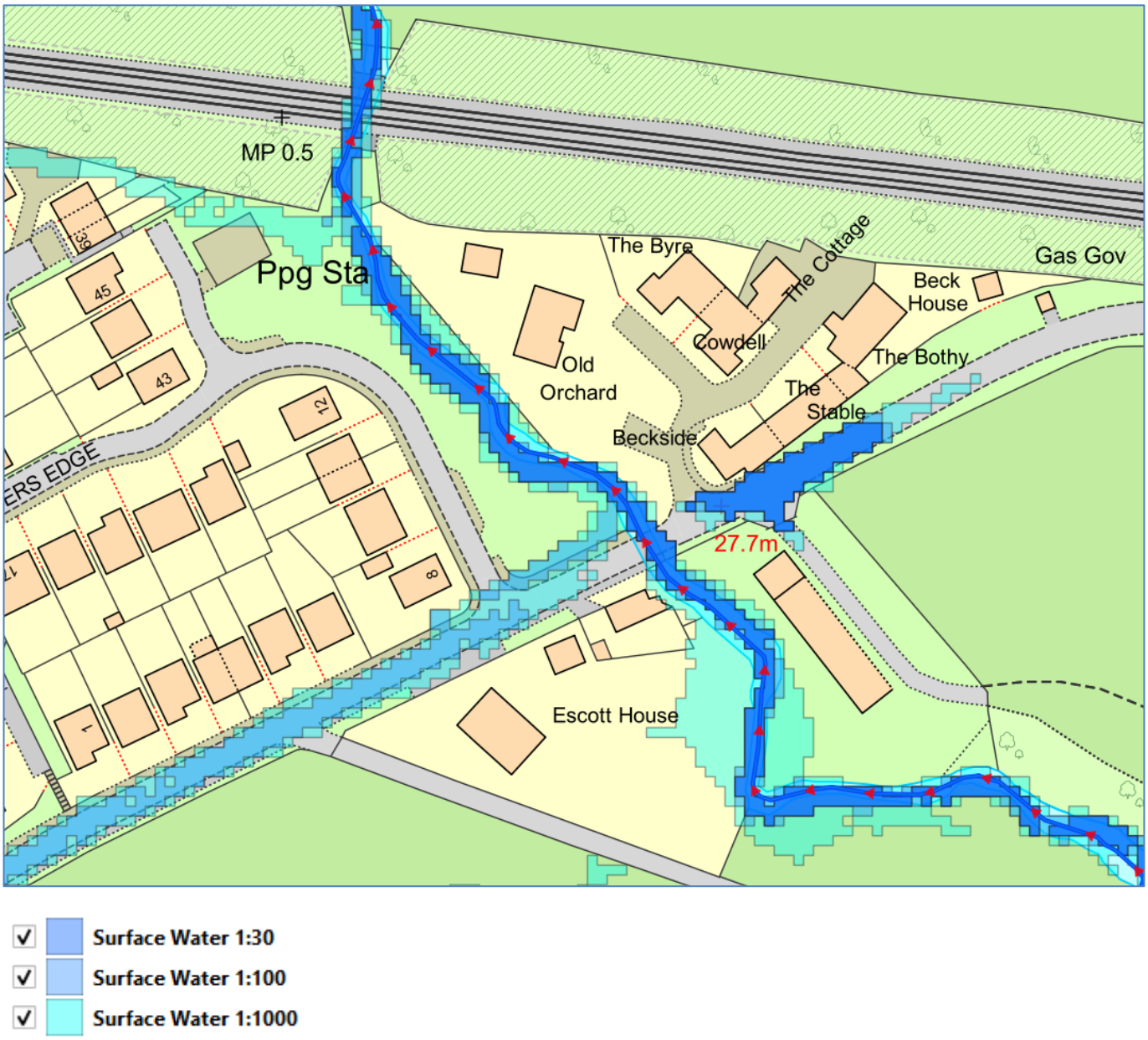


Figure 6. Existing pluvial (surface water) risk. Note low spot in road just north of entrance to Pow Maughan Court which is susceptible to flooding

3 Investigation

3.1 Flooding Incident

The part of Scotby that flooded is a small housing development known as Pow Maughan Court that consists of Beck Side, The Stable, Beck House, Cow Dell, The Bungalow, The Cottage, The Bothy and The Byre. All were flooded to varying depths.

Escott House (upstream of Wetheral Road and left bank of Pow Maugan (main river) had flooding to outbuilding / chalets.

The properties in Pow Maughan Court sit on the right-hand bank of Pow Maughan, a small tributary of the River Eden. The development was constructed about 45 years ago and has not experienced flooding in that time. In terms of the Environment Agency's flood risk mapping, two of the properties in the development sit within the Flood Zones 3 and 2 extents. There is not a detailed hydraulic model of the watercourse here however.

Ten years ago, a Story Homes development, Alders Edge, was constructed on the opposite side of the Pow Maughan. Ground levels were changed as part of the development and a new wall was constructed that ties into the parapet of the road bridge over Pow Maughan.

The Pow Maughan catchment is agricultural, the upstream end of the catchment includes an area of historic gypsum mining which residents believe is pumped to control water levels, it was suspected that this pumping may have contributed to the flooding experienced. Downstream of the development the river runs beneath the Newcastle – Carlisle line through a culvert / bridge.

The levels on the river started to raise during the course of the day, the peak was reported to be between 03:00 and 04:00 on the morning of the 24th May. Levels subsided relatively quickly after this but ran at a high level for some time afterwards. During the site visit the river was running relatively low and fairly clear. Rainfall was described as significant. Rainfall details are provided below.

3.2 Flow Routes and Flood Mechanism

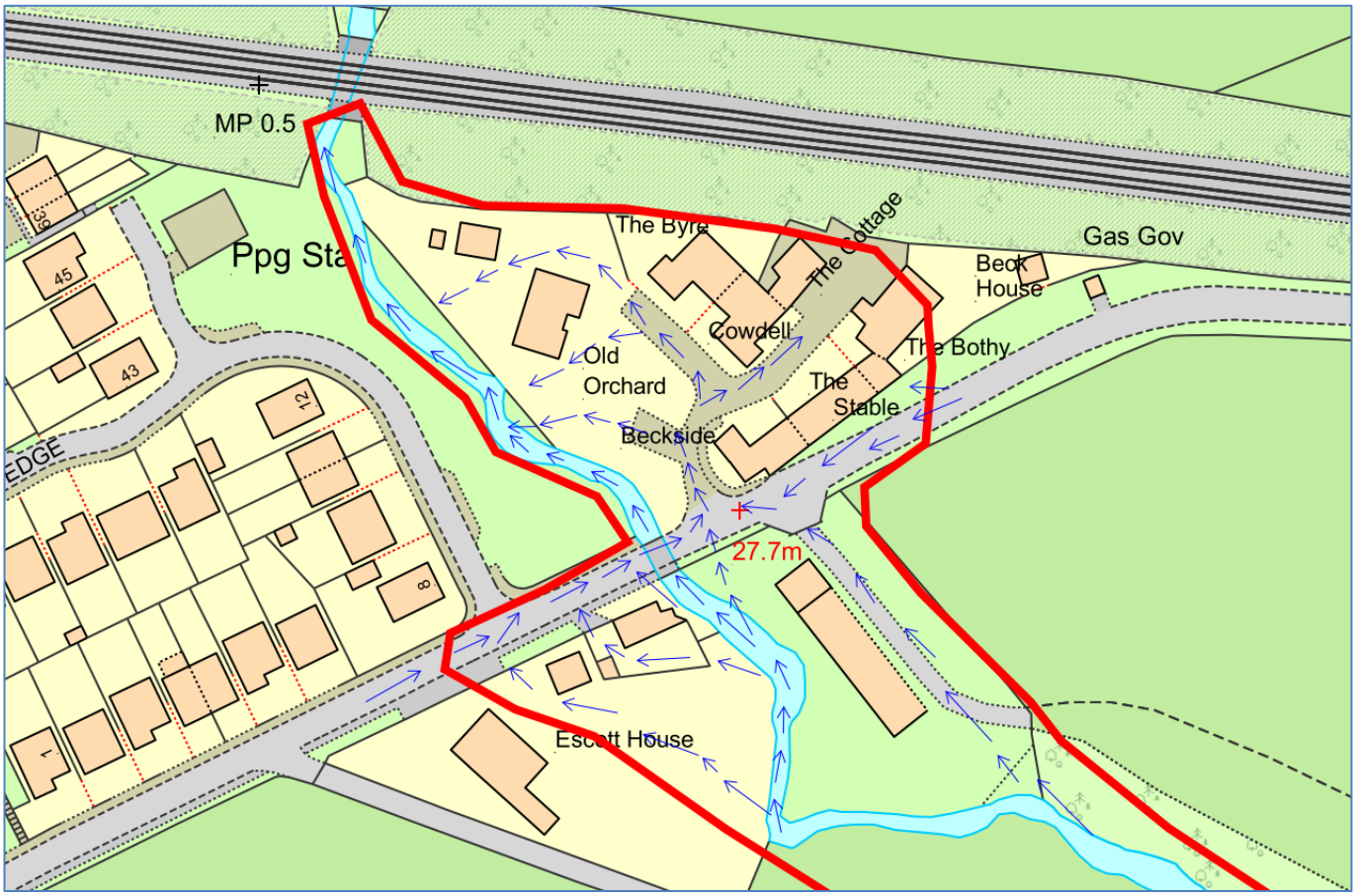


Figure 7: Flooding at Pow Maughan Court. Blue lines show observed flow routes. Red line shows approximate flood extent.

3.2.1 Flood mechanism

Water level in river channel increased as flood event progressed. Residents observed issues with the drains in the development and started to rod the drains to check for blockages. UU were also contacted to reassure in terms of performance of the drainage network and pumped foul sewer. No issues were reported by UU other than they observed debris in the channel. Residents did report debris upstream of the road bridge prior to the event – this was cleared by EA field team but chopped and stacked upstream of the bridge.

At a point in the event the water level in the channel was higher than the soffit of the road bridge and water started to flow over the road. Flood water started to enter Pow Maughan Court after 8pm 22nd May '24. It also started to come out of bank upstream of the barn and split round both side of the barn and out of the double gates on one side and out of gates of Escott House and the builders yard nearer the river on the other. Downstream of the bridge the river levels in Pow Maughan stayed largely in channel but once out of bank from the upstream side the only route available to the flood water was into Pow Maughan Court. Historically the bridge would have been by-passed to left and levels were generally lower to this side.

The Story Homes development at Alders Edge included the construction of a roadside wall which obstructs the historic flow route for the exceedance flood water when the river flows out of channel and surcharges onto the road. Obstructions to flow and constrictions on flow routes

combined with unprecedented rainfall resulted in flow routes and levels were sufficiently high to flood all the properties to differing depths. The maximum flood depth in properties was in the order of 300mm, the minimum just at or slightly above floor level.

There was no sign of blockage in the channel or culverts/access bridges on the day of the site visit. Water was reported flowing through the development which suggests no backing up although it was reported and observed that a river side fence and vegetation within the Court may have elevated water levels relative to the channel level (image 2 below). It was reported that water was observed flowing 'the wrong way' later in the event, this does suggest a blockage or restriction but there was no evidence of this during the subsequent site visit.

3.2.2 Warning and Informing

There is no flood warning area here. Many residents sign up for the Flood Alerts on the lower River Eden, these are not necessarily an ideal way of establishing likelihood of flooding from Pow Maughan but may give residents a feel for what is going on in terms of river levels in the wider Eden catchment.

3.3 Photographs from site visit post flooding (+ resident's photo)

Image 1. Culvert beneath railway just downstream of area of interest

Image 2. Wrack mark against the garden side of the fence as water returned to river channel (water level in channel was lower)

Image 3. Photo taken from near entrance into development – flood water reached property furthest away in photo

Image 4. View upstream from entrance into the development across Wetheral Road. Water was flowing from right to left of image., left hand flow route was via the gates and fence opposite.

Image 5. 04:30 23rd May – river reported to be flooding 'the wrong way' i.e. upstream. This is believed to be maximum extent of flooding

Image 6. Water flowed through the gate here at Escott House (and small entrance at extreme left of image, the builders yard).

Image 7. Wrack in fence and debris in channel upstream of road bridge

Image 8. Wrack in fence and chalet u/s left hand bank of road bridge

Image 9. View from double gates opposite Pow Maughan Court towards bridge parapet and roadside wall at Alders Edge

Image 10. Through road bridge from upstream side.

Image 11. View along wall at Alders Edge, beyond junction, wall extends unbroken to bridge and adjoins the bridge parapet.

3.4 Flooding History

There is no previous flooding history at this location that the residents, LLFA or Environment Agency are aware of.

4 Next Steps

4.1 Recommended interventions

No.	Recommendation	Action by	Timescale
1	Remove section of wall beside bridge parapet (up to first brick pillar) and replace with estate type railing. Replace section of kerb with a dropped footway / flush kerb to encourage water to drain down off road before reaching the bridge.	Alders Edge developer	Conversations with Story Homes who constructed Alders Edge have been approached and are currently considering doing the work described here as part of a future development in Scotby currently programmed for February '25.
2	Residents to deal with some of the features that appear to raise levels on Beck Side Close including an existing hedge and riverside fence (see figures) and also locally drop ground levels to facilitate the returning of flood water back to the river channel from the back of the car park	Residents	Ongoing
3	LLFA to take levels on access road and advise on possibility of a speed bump / angled ramp along with a low flow channel across the small car park area (if necessary) to direct any exceedance flow towards the car park area and route to the river.	LLFA	2025

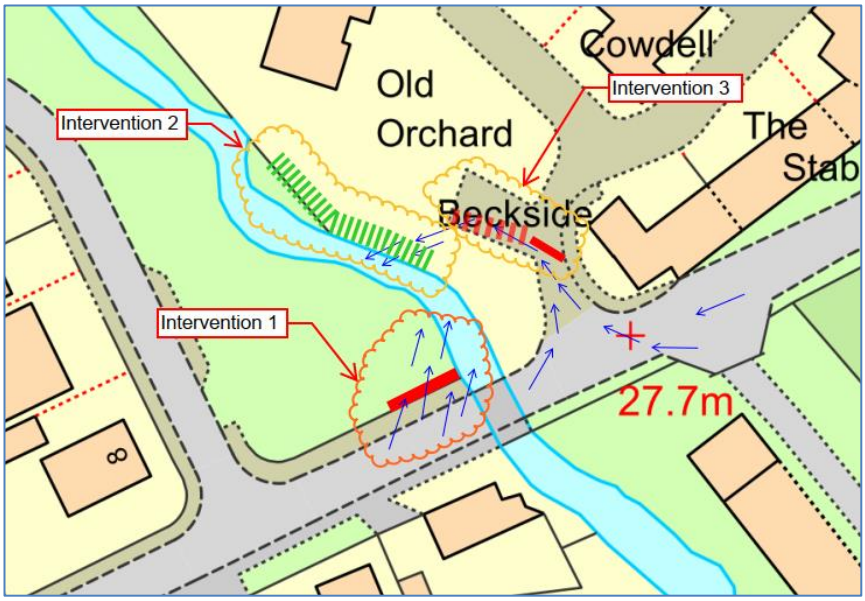


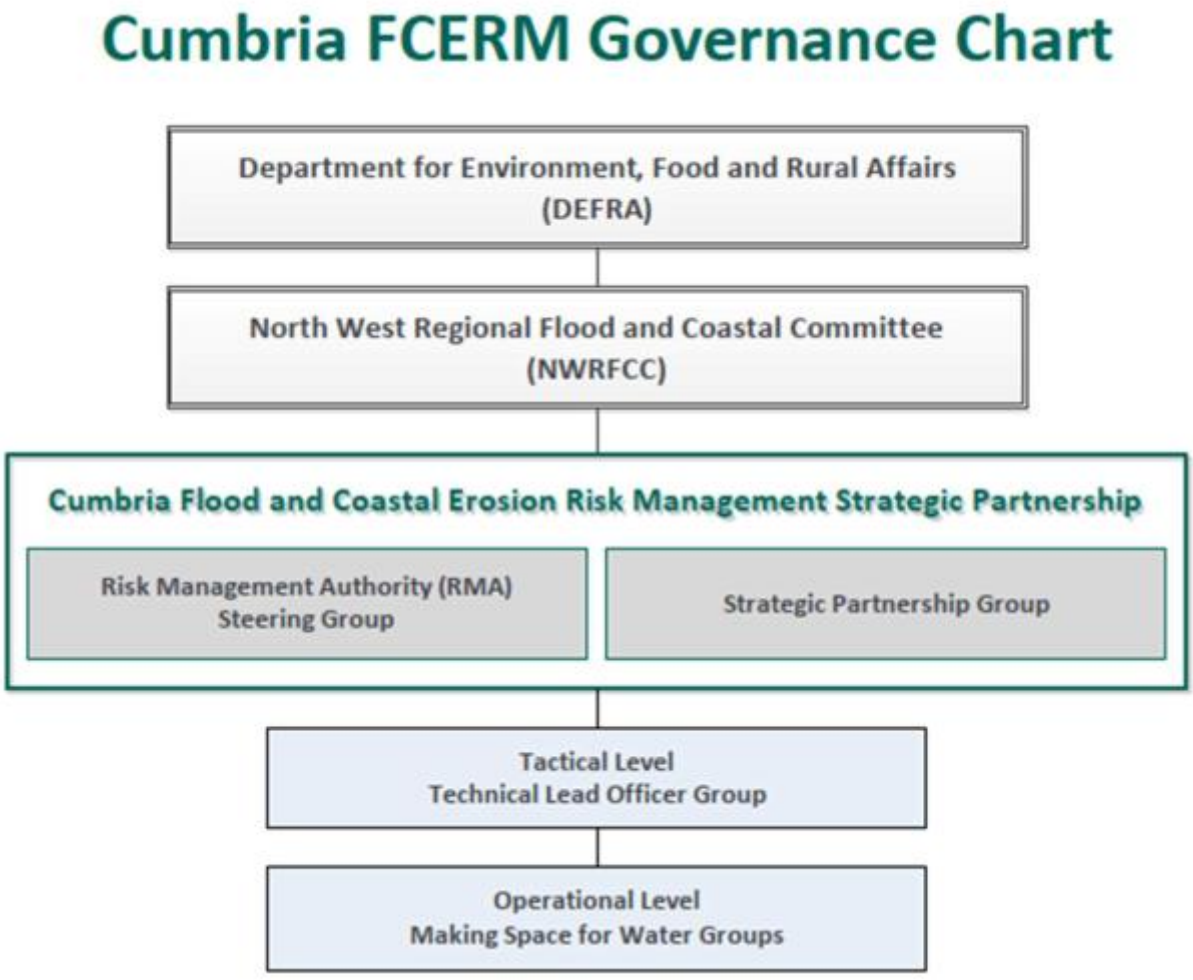
Figure 8. Locations of suggested interventions

4.2 The Cumbria Floods Partnership

The Cumbria Floods Partnership has brought together a wide range of community representatives and stakeholders from a variety of sectors to plan and take action to reduce flood risk. The Cumbria Floods Partnership, led by the Environment Agency, is producing a 25 year flood action plan for the Cumbrian catchments worst affected by the December 2015 flooding, including Carlisle. The plan will consider options to reduce flood risk across the whole length of a river catchment including upstream land management, strengthening flood defenses, reviewing maintenance of banks and channels, considering water level management boards and increasing property resilience. The Cumbria Floods Partnership structure below details how these 5 themes are being delivered in the Flood Action plans which will be completed in July.

The 'Cumbria Floods Partnership' was set up by Flood Minister Rory Stewart following December's floods and includes all of Cambria's Flood Risk Management Authorities. They are working alongside the existing 'Cumbria Strategic Partnership', which was formed as part of the Flood and Water Management Act and comprises of the county's Flood Risk Management Authorities (RMAs) including the Environment Agency, Cumberland Council, Local Authorities and United Utilities. Both partnerships are working with communities, businesses and relevant stakeholders to understand and reduce flood risk across Cumbria.

This diagram below helps demonstrate how the two partnerships are working together:



Appendices

Appendix 1: Glossary

Acronyms

EA	Environment Agency
CC	Cumberland Council
UU	United Utilities
LLFA	Lead Local Flood Authority
LFRM	Local Flood Risk Management
MSfWG	Making Space for Water Group
FAG	Flood Action Group
FWMA	Flood and Water Management Act 2010
LDA	Land Drainage Act 1991
WRA	Water Resources Act 1991

Appendix 2: Summary of Relevant Legislation and Flood Risk Management Authorities

The Flood Risk Regulations 1999 and the Flood and Water Management Act 2010 (the Act) have established Cumberland Council (CCC) as the Lead Local Flood Authority (LLFA) for Cumbria. This has placed various responsibilities on CCC including Section 19 of the Act which states:

Section 19

(1) On becoming aware of a flood in its area, a lead local flood authority must, to the extent that it considers it necessary or appropriate, investigate—

(a) which risk management authorities have relevant flood risk management functions, and

(b) whether each of those risk management authorities has exercised, or is proposing to exercise, those functions in response to the flood.

(2) Where an authority carries out an investigation under subsection (1) it must—

(a) publish the results of its investigation, and

(b) notify any relevant risk management authorities.

A '*Risk Management Authority' (RMA)* means:

(a) the Environment Agency,

(b) a lead local flood authority,

(c) a district council for an area for which there is no unitary authority,

(d) an internal drainage board,

(e) a water company, and

(f) a highway authority.

The table below summarises the relevant Risk Management Authority and details the various local source of flooding that they will take a lead on.

Flood Source	Environment Agency	Lead Local Flood Authority	Water Company	Highway Authority
Main river				
Ordinary watercourse				
Surface water				
Surface water on the highway				
Sewer flooding				
The sea				
Groundwater				
Reservoirs				

The following information provides a summary of each Risk Management Authority's roles and responsibilities in relation to flood reporting and investigation.

Government – Defra develop national policies to form the basis of the Environment Agency's and Cumberland Council's work relating to flood risk.

Environment Agency has a strategic overview of all sources of flooding and coastal erosion as defined in the Act. As part of its role concerning flood investigations this requires providing evidence and advice to support other risk management authorities. The EA also collates and

reviews assessments, maps and plans for local flood risk management (normally undertaken by LLFA).

Lead Local Flood Authorities (LLFAs) – Cumberland Council is the LLFA for Cumbria (ex Carlisle, Allerdale and Copeland areas). Part of their role requires them to investigate significant local flooding incidents and publish the results of such investigations. LLFAs have a duty to determine which risk management authority has relevant powers to investigate flood incidents to help understand how they happened, and whether those authorities have or intend to exercise their powers. LLFAs work in partnership with communities and flood risk management authorities to maximise knowledge of flood risk to all involved. This function is carried out at CCC by the Flood and Development Management Team.

Water and Sewerage Companies manage the risk of flooding to water supply and sewerage facilities and the risk to others from the failure of their infrastructure. They make sure their systems have the appropriate level of resilience to flooding and where frequent and severe flooding occurs they are required to address this through their capital investment plans. It should also be noted that following the Transfer of Private Sewers Regulations 2011 water and sewerage companies are responsible for a larger number of sewers than prior to the regulation.

Highway Authorities have the lead responsibility for providing and managing highway drainage and certain roadside ditches that they have created under the Highways Act 1980. The owners of land adjoining a highway also have a common-law duty to maintain ditches to prevent them causing a nuisance to road users.

Flood risk in Cumbria is managed through the Making Space for Water process which involves the cooperation and regular meeting of the Environment Agency, United Utilities, District/Borough Councils and CCC's Highway and LFRM Teams to develop processes and schemes to minimise flood risk. The MSfWGs meet approximately 4 times per year to cooperate and work together to improve the flood risk in the vulnerable areas identified in this report by completing the recommended actions. CCC as LLFA has a responsibility to oversee the delivery of these actions.

Where minor works or quick win schemes can be identified, these will be prioritised and subject to available funding and resources will be carried out as soon as possible. Any major works requiring capital investment will be considered through the Environment Agency's Medium Term Plan or a partners own capital investment process.

Flood Action Groups are usually formed by local residents who wish to work together to resolve flooding in their area. The FAGs are often supported by either CCC or the EA and provide a useful mechanism for residents to forward information to the MSfWG.

Appendix 3: Useful contacts and links

Cumberland Council (Local Flood Risk Management):
lfrm@cumberland.gov.uk, www.cumberland.gov.uk

Cumberland Council (Highways):
https://www.cumberland.gov.uk/parking-roads-and-transport/streets-roads-and-pavements/road-maintenance-closures-and-improvements/report-problem-street-or-road
tel: 0845 609 6609
Out of hours emergencies should be reported via the Police on 101

Insert Neighbourhood forum contact details

United Utilities: www.unitedutilities.com, tel: 0845 746 2200

Insert relevant DC contact details

Flood and Water Management Act 2010:
http://www.legislation.gov.uk/ukpga/2010/29/contents

Water Resources Act 1991:
http://www.legislation.gov.uk/all?title=water%20resources%20act

Land Drainage Act:
http://www.legislation.gov.uk/all?title=land%20drainage%20act

Highways Act 1980:
http://www.legislation.gov.uk/all?title=highways%20act

EA – Owning a Watercourse Guidance a guide to the rights and responsibilities of riverside occupation:
http://www.environment-agency.gov.uk/homeandleisure/floods/31626.aspx

EA – 'Prepare your property for flooding' how to reduce flood damage including flood protection products and services:
http://www.environment-agency.gov.uk/homeandleisure/floods/31644.aspx

Translation services

If you require this document in another format (e.g. CD, audio cassette, Braille or large type) or in another language, please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে **01228 606060** নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 **01228 606060**

Jeigu norėtumėte gauti šią informaciją savo kalba, skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua, telefone para o 01228 606060

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 606060 numaralı telefonu arayınız