Public Health
If your house has been flooded there could be a serious risk to public health from infection and food contamination. Do not prepare any food until your premises has been thoroughly cleaned and disinfected. The flood water may be heavily contaminated with sewage, harmful bacteria and other pollutants such as oil/petrol etc.

Help and Advice

- The following help and advice will help you get back to normal as quickly as possible after a flood:

- As well as the distress of clearing up there may be structural damage to your property.
- Remember that while sandbags help to keep water out, they will also keep it in as the water goes down, so they should be removed as soon as possible.

- Always wear rubber gloves to clean surfaces or move objects that have been in contact with the flood water - the water will have been contaminated with sewage and other pollution.

- The Yellow Pages lists details of qualified assistance such as plumbers and electricians as well as suppliers of cleaning materials and equipment. Information can be found under ‘flood protection’.

- It may be necessary to contact utility suppliers to reconnect supplies. Don’t use electrical circuits or equipment exposed to flood water until checked by a qualified electrician.
- Do not enter any confined spaces, e.g cellars where there is known oil/petrol contamination.

- Do not dispose of damaged goods until your insurers have had a chance to inspect them.

- Very young children should avoid playing directly on timber floorboards or any damaged tiled floors if possible - be aware of the risk of injury from sharp edges on tiles or raised nails in the floorboards until these have been repaired.

Water Supply

The quality of the mains drinking water to your premises may have been affected. United Utilities will be monitoring the quality of the drinking water. If you have any queries or feel you have cause to be concerned about the quality of your water supply please contact United Utilities on 03456 723723.
Any taps which have been submerged in contaminated flood water should be cleaned using a bleach solution and run for 30 seconds prior to the water being used.

If you are on a private water supply and have been affected by flooding you should assume the supply may have been contaminated and is not fit to use without boiling. Even if you have a treatment method it may be the contamination is heavy (this may not be visible) and the treatment method may have been unable to cope. Therefore still treat water as contaminated and boil accordingly. If you have any concerns about public or private water supplies contact Environmental Health who can be reached on 01200 425111

Cleaning Up

• Do not re-enter your premises until all flood water has been removed. Lancashire Fire and Rescue Service may be able to help you with pumping water out of your house. Please remember others may also need this help so you may have to wait your turn and there is no point pumping out rising water as it will come straight back into the property.

• Ventilate your building after flooding - less damp is less damage.

• Put on protective clothing before starting any clean up. Wash your hands thoroughly after handling anything that may be contaminated and ideally use hot soapy water and liquid antibacterial soap.

• All food contact surfaces, equipment, utensils, work tables etc, must be thoroughly sanitised before reusing. Any heavily contaminated items should be thrown away. When using chemicals always follow manufacturer’s instructions for use.

• All food that may have been contaminated should be destroyed. Initially this must be double bagged and ideally placed in a sealed container to prevent attracting pests.

• Where canned and unopened packaged foods have been in contact with flood water, they should be disposed of.

• If you become ill or suffer any gastric symptoms following the clean-up please visit your GP as soon as possible. Nobody should handle or prepare food if they are suffering from gastric illness (i.e diarrhoea, vomiting etc) and should not prepare food until at least 48 hours after symptoms have ceased.

• In cases of food loss check with your insurance company. If required, Environmental Health can issue a ‘voluntary surrender certificate’ to help with your insurance claim.

• Seek advice from Ribble Valley Borough Council on clearing up if you have any doubts about it.

• Seek professional advice (structural engineer or building control service) if your property is damaged.
**Power Cuts**

A number of premises will have suffered from power cuts and electric supplies may be cut off on a rolling programme to help conserve energy.

- High risk food (such as meat, fish, dairy, eggs, rice products etc) must be kept at or below 8°C to prevent the growth of harmful bacteria. Discard any perishable food which has not been kept at fridge temperature.

- Provided doors are kept closed food should remain frozen in disconnected freezers for up to 24 hours. If food has defrosted it should be safe if treated as chilled food, refrigerated and used up within a couple of days. If frozen food has risen above 8°C for more than four hours the food should be thrown away.

- Try to avoid opening refrigerator/freezer doors when the power is off. The temperature of an open fridge rises very quickly.

- If you are unable to keep high risk food under adequate temperature control, dispose of it. Further information can be obtained from Environmental Health.

**Guidance on Disposal of Waste Food**

Ribble Valley Borough Council waste services can be contacted on 01200 414417.

**Rodent Infestations**

The flood water may have disturbed rodents which could have entered your premises and caused damage to electrical wiring and furniture.

If there is a problem, a pest control contractor should be engaged. Our pest control team can be reached on 01200 425111

**Useful Information**

Further information on flooding can be found by:

- calling the **Floodline Number:** 0345 988 1188
- and at [www.gov.uk/environment-agency](http://www.gov.uk/environment-agency)

Ribble Valley Borough Council’s out of hours phone number is **01200 444448**