

The background is a solid dark blue. It features several stylized clouds. Some are solid medium-blue, while others are white with a blue outline. Two clouds on the left and one on the right have white outlines and are raining, with rain represented by white diagonal lines. A white rectangular box is positioned in the upper right area, containing text.

Some practical steps on recovery from flooding

Please read These Important Safety Messages First

- ◆ Don't enter flood water that is moving or more than 4 inches/10 cm deep.
- ◆ If you must go into flood water, ie to protect your property or to help others, take care. There could be hidden dangers like sharp objects, missing manhole covers and pollution.
- ◆ Don't drive into flood water.
- ◆ Never let children play near flood water.
- ◆ Check if you are at risk from future flooding. Call the Environment Agency using the contact numbers at the back of this booklet and ask if you can register for flood warnings. If you can, listen to BBC Radio Humberside for any safety or public health warnings that may have been issued.
- ◆ Before you go back inside a flooded property, check for any hazards and signs of damage. Ideally do this in daylight.
- ◆ Turn off the electricity and gas supply to the property if it is safe to do so, and do not use until a qualified electrician and a Gas Safe registered engineer have inspected them. Don't touch any electrical appliances, cables or equipment while standing in flood water, or any appliances that have been immersed in flood water.
- ◆ Never walk through a flooded basement. Even a small amount of water on a basement floor can put you at risk of electrocution.
- ◆ Carbon monoxide kills. Make sure you have good ventilation if using portable indoor heating appliances to dry out indoor spaces. Never use petrol or diesel generators or other similar fuel-driven equipment indoors: the exhaust gases contain carbon monoxide, which can kill.
- ◆ Small children, pregnant women and people with health problems, such as asthma, allergies, breathing conditions or suppressed immune system should stay away from the home until cleaning is completed.
- ◆ If you touch flood water always wash your hands afterwards. Make sure children wash their hands too. If there is no water in your property ask neighbours to use their facilities.
- ◆ Do seek medical advice, as under normal circumstances, if infants are unwell with diarrhoea, fever or abdominal pain.

What Should I Do First?

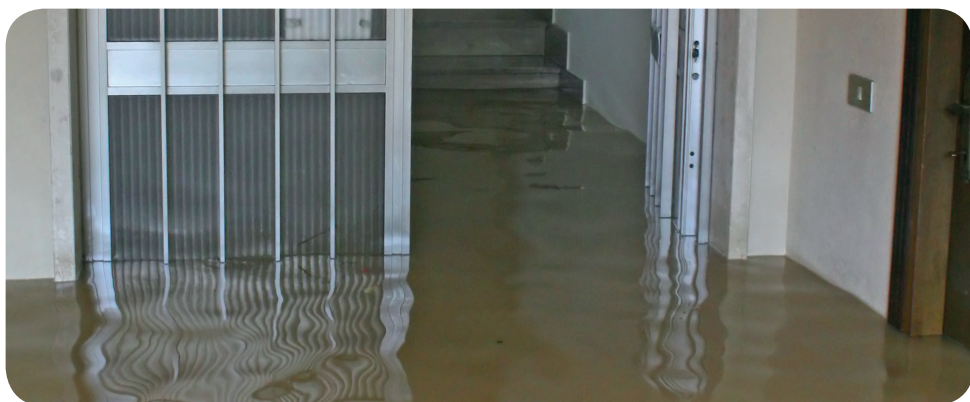
If you are insured you need to ring your insurance providers immediately. Don't do anything to your flooded home, such as throwing things away, without consent from your insurer. If you don't do this the insurance provider may not pay out.

Your insurance provider will project manage most of the clean-up. They will arrange for a loss adjuster and other specialists to visit your home to assess the damage. They will usually arrange for a professional cleaning company to come and undertake the work or, if the damage is severe, appoint someone to remove flood damaged walls and floors plus damaged goods.

They will also, usually, provide temporary accommodation. Many people want to stay at their home, living upstairs or in a caravan on the drive during the repair work. If you have to make a decision about where to stay, please bear in mind that recovery can take a very long time – months rather than weeks. This is because homes need to be thoroughly dried out before any repair works start. Unfortunately buildings may have to be gutted (removing plaster, floor boards etc) before the drying process can start.

Here are some things to ask your insurer:

- ✓ Who are they going to send and what will they do?
- ✓ Is there anything you need to arrange yourself?
- ✓ What is the extent of your policy cover? Are there any gaps?
- ✓ When will they visit? If flooding is still affecting the area they may not be able to get access immediately.
- ✓ Is there anything that you can do yourself before they arrive?
- ✓ Will they provide temporary accommodation – such as a bed and breakfast, a static caravan or a rented house? Reasonable costs are usually covered by your policy.
- ✓ When they are making repairs, will they make your home more resilient to future flooding, such as fitting non-return valves to all drains and water inlet pipes?



Here are some things you can do:

- ✓ Take lots of photos of contents and water damage. The more the better.
- ✓ Make a list of everything that has been damaged.
- ✓ Use a permanent marker to draw a line on the wall of every room affected by flooding showing how high the water reached.
- ✓ Keep a book with a record of all conversations and communications with your insurance company, contractors etc. Photograph everything – keep taking photo's throughout the clean-up and restoration.
- ✓ Make sure your insurance provider knows how to contact you if you leave your home.
- ✓ Take meter readings of gas and electric.
- ✓ Get quotes so you can show the cost is reasonable.
- ✓ Keep receipts of any work you commission yourself.
- ✓ Contact the Post Office to redirect your mail.

The National Flood Forum can provide help and advice on insurance claims. Their number is on the back page of this booklet.

If you are not insured and need to start the clean-up yourself, here are some steps you can take. Even if you are insured you might want to start some clean-up work yourself, but remember to always speak to your insurance provider before you do anything.

Cleaning Up Your House

Flooding and electricity

If your meter has been under water, keep away from the equipment and contact Northern Powergrid to arrange a safety visit. Their number is on the back page of this booklet.

If your property has been exposed to flooding, and your electricity supply is off or partially off, check your fuses and/or your trip switches on your fuse unit to see if they have operated - only do this if it is safe to do so.

If a fuse or a trip switch has operated, seek assistance from your insurer or an electrician who should be able to offer further advice and assistance.

If your fuses or trip switches have not operated and your electricity supply is off, contact Northern Powergrid on their emergency number shown on the back page of this leaflet.

Avoid any fallen or reduced-height power lines or ground-mounted equipment that may be submerged or partially submerged, and report these to Northern Powergrid immediately.

It is highly recommended that a registered electrical contractor makes an inspection of your electrical system and isolates all flood-damaged parts before the power is restored. They will issue you with an Electrical Installation Condition Report (EICR), which will identify the condition of the wiring and equipment in need of repair.

Flooding and gas

If your property has been flooded then you should contact your gas supplier to advise them of the situation and to ask for their advice about the supply of gas to the area. You should contact a Gas Safe registered engineer before attempting to turn on the gas supply so the engineer can check that the gas installation pipework is not filled with water, which will need to be drained before any appliances are used. Once the water, if any, is drained from the gas supply, the gas appliances can then be checked and placed into operation and the appliances confirmed as being safe for continued use. Contact Gas Safe using the number on the back of this booklet if you need help finding a Gas Safe registered engineer.

Flooding and Carbon Monoxide

Petrol or diesel generators and other fuel driven equipment (including fuel-driven DIY equipment) should never be brought indoors or other enclosed spaces. It is advisable to place equipment outdoors and twenty feet, or at a safe distance, from air entering the building, with the exhaust facing away from windows or doors (air intakes) so the exhaust gas is not drawn indoors. The exhaust gases contain carbon monoxide which can quickly build up to poisonous levels without good ventilation.

Protecting valuables, key papers and documents

Gather valuable items, not touched by the flood water, and ask family or friends to look after them.

Put valuables affected by flood water into plastic bags so you can arrange professional cleaning later.

If you have important papers that have been soaked, seal them in a plastic bag and put them in a freezer as soon as possible to stop mould growing. You can then dry them out properly, or photocopy them, when you have more time. **Remember - freezing will not kill bacteria.**

A computer specialist may be able to recover information from a flooded computer.

How to clean and disinfect your home

Flood water may be contaminated, especially by untreated sewage. Contamination remains after flood water has gone. Wear rubber boots and gloves in and around the property. Wash all cuts and cover with waterproof plasters. See your doctor if anyone receives a puncture wound - a tetanus booster may be required.

- Make your safety the priority. Don't attempt to clean up without protective equipment. Wear protective clothes, a face mask, boots and rubber gloves. Make sure you have plenty of hand wash soap. You can buy these things from local DIY shops. Ask your family, friends and neighbours for a lift if you don't have access to car.
- Shovel out any mud, being careful to move it away evenly from both sides of the wall to stop pressure building up on one side. Then use a garden hose or sprayer to rinse, but do not use high pressure washers because these can blast contamination into the walls.

- Carefully remove flood-damaged carpets. If they are too heavy to move try to cut them into smaller sections.
- Ordinary household products that you can buy from your local supermarket are fine for cleaning up your home. Use a brush, soapy water and heavy-duty cleaner, then rinse.
- Hard surfaces, such as walls, floors and surviving kitchen surfaces, should be washed with hot soapy water and allowed to dry.
- After cleaning, disinfect all areas using a solution of one cup of bleach to five gallons of water. Use a sanitiser to disinfect surfaces that might come into contact with food.



Cleaning your furniture, clothes and possessions

- You don't need to throw away everything that has been touched by flood water. In lots of cases cleaning and disinfecting things will make them safe. Don't be in too much of a rush to throw things away – particularly sentimental items.
- Solid wood furniture can often survive a soaking. Clean and disinfect and remove drawers and open doors so air can circulate. If drawers are jammed shut wait until the item has dried out before you try and open.
- If mildew has formed on wood furniture, scrub with four to six tablespoons of baking soda to a gallon of water. Rinse well with clean water and allow to dry.
- Anything made from wood chip or particle board will be damaged beyond repair and will need replacing. Sadly, this means most modern kitchens will need taking out entirely. Laminate flooring panels are likely to have swollen and sprung from the floor. It is unlikely these can be re-laid, even after drying.
- Clothing, bedding and other soft fabrics (including children's toys) should be washed at 60°C or the highest temperature shown on the manufacturer's instructions. If you don't have access to a washing machine, ask your family/friends or check the Yellow Pages for the nearest laundrette.
- Containers like plastic storage crates are useful for soaking bedding and clothing. You might need extra washing lines to hang things up to dry. Any soft furnishings/clothes that cannot be cleaned in a washing machine will either have to be professionally cleaned (eg dry cleaners) or thrown away.
- Remember – don't plug in electrical equipment like washing machines until they have been dried thoroughly and checked by a qualified electrician. Check that pipes used for water disposal from machines are clear.

Disposing of waste/flood damaged property

- ◆ Place rubbish in wheelie bins or rubbish bags. Dispose of dead rodents and pests in a plastic bag, wearing rubber gloves.
- ◆ Local authorities will usually clear away flooded waste. Check their website or give them a call to see how this will work. Contact details are on the back page of this booklet.
- ◆ Remember not to remove or throw anything away until you have told your insurance provider.

Drying out your home

- ◆ Good ventilation is essential – keep windows open on dry days when you are at home.
- ◆ If you have central heating keep it on at 20°C or above once it has had the necessary checks.
- ◆ Check that all standing water has been removed – particularly from the under floor area.
- ◆ If not provided by insurance companies, you can buy or hire pumps to remove standing water from hire and DIY shops. Check the Yellow Pages for contacts. Otherwise use buckets followed by wet/dry vacuum.
- ◆ Use fans plus industrial heaters and dehumidifiers. Close all door and windows when using dehumidifiers.
- ◆ Most buildings have gypsum plaster or plasterboard and the damaged sections will need to be cut out or replaced. Older buildings with lime plaster will not need replacing.
- ◆ Skirting boards will need to be removed, as well as internal doors.
- ◆ Do not attempt any repairs until your home is fully dry. This could take weeks or even months.
- ◆ Mould should disappear as your home dries out but if it persists, contact a specialist cleaner. If you think your health is being affected by mould (eg asthma problems, eye/nose irritation) contact your GP.



Your garden and vegetable patch

- ◆ Don't let children or pets onto affected grass or paved areas until cleaned.
- ◆ Shovel toilet waste, and any other contaminated waste, into black bags and seal them.
- ◆ Wash down and disinfect hard surfaces such as paths and drives – we suggest keeping off these areas for three hours to allow the disinfectant time to work.
- ◆ The sun's ultra violet rays are very effective at killing off bacteria and leaving nature to take its course is usually the best advice for lawns and borders. The natural breakdown of bacteria is dependent upon climatic conditions eg temperature, moisture, vegetation and soil type etc. As a rough guide, bacteria will return back to normal background levels as follows:
 - nine days during warm, dry summer conditions.
 - twenty days during damper, cooler spring/autumnal conditions.
 - twenty five days during wet, cold winter conditions.
- ◆ Don't apply disinfectant to lawns and borders – this can kill plants and do more harm than good. The best long-term treatment is to let nature take its course. Don't attempt to dig or rake the affected area – this will spread the contamination further into the soil or turf.
- ◆ You should throw away any produce in your garden covered by flood water if it is ready to eat (ie doesn't require cooking), and is grown above ground, such as lettuce or strawberries. It is fine to eat produce that is growing above the water and not contaminated with flood water eg fruit on trees.
- ◆ It is OK to eat produce that has been cooked, even if it has been contaminated by flood water. This is because cooking will kill any harmful germs that might be present.
- ◆ You should wait at least six months after the area was flooded, before harvesting any produce from that affected land. This is to make sure that any harmful germs that might be in the soil from the flood water will not survive and contaminate the produce. You do not need to wait before planting new crops if the fruit or vegetables will be cooked before being eaten.

Septic tanks

If you have a septic tank or cess pit arrange for a qualified engineer to check whether it has been damaged.

If your septic tank/cess pit is waterlogged and will not drain, try and reduce water use in the home, where possible. For example, reduce the number of showers/baths, use a laundrette, speak to your insurance company about renting a portable toilet, etc. Continue to do this until the ground is no longer as waterlogged. Block the septic tank outlet (provided it is safe to do so) to prevent release of the effluent into the drainage area and arrange for the effluent to be tankered away, as necessary.

A risk of blocking the outlet is that it may create sewage build up that may exit the system, or back up into buildings. Monitor the situation and be prepared to unblock the outlet if necessary. Consider hiring temporary portable services.



Employing tradesmen

- Book a local reputable builder early.
- Be aware of tradesmen who can start the next day – reputable ones are usually busy.
- Ask to be put in touch with past clients to see samples of work.
- Beware of someone who gives only a mobile number and no business address.
- If someone calls and say that they are from the insurance company, check first.
- Don't pay in advance, do pay in stages and don't make the final payment until you are happy with the work.
- Gas engineers should be registered with Gas Safe. Visit the Gas Safe Register website, or contact the number at the back of this booklet to check.
- Speak to your local authority Trading Standards team for advice if you are unsure. The local authority contact number is on the back of this booklet.

Other hazards during the clean up

Carbon monoxide poisoning - Petrol or diesel generators and other fuel driven equipment (including fuel-driven DIY equipment) should never be brought indoors or used in other enclosed spaces. It is advisable to place equipment outdoors and twenty feet, or at a safe distance, from air entering the building, with the exhaust facing away from windows or doors (air intakes) so the exhaust gas is not drawn indoors. The exhaust gases contain carbon monoxide which can quickly build up to poisonous levels without good ventilation.

Fire - Flooding can increase the risk of fire in your home. Electrical faults present a fire risk after a flood, so please make sure you follow all the relevant advice in this booklet. Candles are one of the biggest fire risks. If you have no electricity and are using candles, always use a heat resistant holder on a stable surface, which won't be knocked over and that is out of reach of children and pets. Make sure you put out any candles when you leave the room and especially before bed. If you are living in your home whilst it is being renovated, think carefully about fire safety. For example, make sure there are working smoke alarms and that you can quickly get out of the property. This may not always be easy, particularly if stair cases are being repaired.

Car batteries - Car batteries are usually the lead-acid type which contain 35 per cent sulphuric acid. They may be covered by flood waters and their safe handling in recovery is important; older batteries may leak acid, so it is advisable to use rubber gloves when handling them.

Household chemicals - Flood water may have displaced containers of hazardous chemicals such as cleaning products, garden pesticides and domestic heating oil from their normal storage places in the home. Wear rubber gloves to handle any of this packaging.

Oil/petrol in flood water - Oil and petrol films floating on the flood waters both inside buildings and surrounding areas should not be disturbed and exposure to them should be avoided. Flood waters should be allowed to subside. Petrol will evaporate and any remaining oil contamination can be removed by using a detergent solution and washing the surface down after initial cleaning has been carried out. In inaccessible areas such as under floorboards it may present an odour problem but is not necessarily a health hazard. Don't smoke or have fire sources such as matches in the vicinity of petrol films.

Ventilation of enclosed areas - Before entering enclosed areas that may be chemically contaminated, such as garages and cellars, make sure they have been well-ventilated, with doors and windows open. Do not allow children and animals to enter.

Gas and electrical systems - Do not turn on gas or electrics if they may have got wet. Only turn them on when they have been checked by a qualified gas engineer or electrician, respectively.

Liquefied Petroleum Gas (LPG) - LPG containers are generally buoyant and the flood water may have caused them to move or even become detached from the installation pipework connected to the vessels or cylinders. Before carrying out any work the relevant LPG supplier should be contacted for their advice. LPG containers must be recycled, either through the supplier or taking advice from Local Authority. They cannot be placed in skips because they create a fire risk.

Contaminated sandbags - Sandbags tend to retain contaminants such as sewage and oils when they come into contact with flood water. Ensure you wear gloves and wash hands thoroughly after handling.

Food After Flooding

Microbes and water-borne infectious diseases can be transmitted in flood water and contaminate food, food storage and food preparation areas. Furthermore, disruption to power supplies to fridges and freezers due to flooding can result in spoiling of perishable foods.

The Food Standards Agency advises people not to eat any food that has been touched or covered by flood water or sewage. Don't be tempted to try to salvage food that has come into contact with flood water, including tins, as they may be damaged or contaminated.

Do not eat any produce grown on an allotment or garden that has been flooded, unless it has been cooked. So, 'ready to eat' produce, such as lettuce or strawberries that were in the allotment or garden when it flooded, should be thrown away. It is OK to eat produce that is to be cooked, even if it has been contaminated by flood water, because cooking will kill any harmful germs that might be present. It is also fine to eat produce that is growing above the water and not contaminated with flood water, eg fruit on trees.



If you have a catering business and have been affected by flooding, ask for advice from the environmental health service at your local authority. The contact number for the local authority is at the back of this booklet.

If your power has been cut off and your fridge has not been working for up to four hours and has remained unopened, the food inside will be safe. If your fridge has not been working for more than four hours it is advisable to throw away the food inside.

If your freezer has not been working throw away any food that has started to get soft, including food that is intended to be eaten from frozen (eg ice cream). Depending upon how full the freezer is, produce can remain frozen and safe for 24 hours or more if the freezer door is left unopened. However remember the maxim "when in doubt throw it out".

Preparing food

Always wash your hands with hot clean water and soap and dry them, especially after going to the toilet, before eating or preparing food and after being in contact with flood water (including sewage or other items that have been in flood water).

Use cold water to wash if warm is not available. If there is no clean water, use disposable soapy, wet wipes (ideally bactericidal wipes) to carefully clean all parts of your hands and dry them.

Remember that water conducts electricity, do not turn on gas or electrical appliances if they may have got wet. Only turn them on when they have been checked by a qualified gas engineer or electrician respectively.

Clean and disinfect all work surfaces, plates, pans, cutlery, plastic/ceramic chopping boards etc. before using them with food. If you have a working dishwasher and mains water supply, this is a more efficient way to clean and sanitise smaller items. Discard wooden chopping boards and wooden spoons if contaminated by flood water.

Thoroughly clean the inside of your fridge and food cupboards if they have been touched by flood water.

Do not use contaminated water to wash dishes, brush your teeth, wash or prepare food, wash your hands, make ice, or baby formula.

Flood-damaged food

Put flood damaged food in black plastic refuse sacks, double bagged if possible, seal and put out when your next refuse collection is due.

Remember to check with insurers before disposal, because food may be insured. Do not be tempted to try to salvage damaged food, including tins, as they may be damaged or contaminated.

Feeding babies

If your drinking water supply is either interrupted or contaminated by the flooding and you need to prepare formula feed for a baby, it is important to be careful with the water you use. Here are some tips on preparing formula safely:

- Ideally use water from a bowser (a water tank provided by water companies), or bottled water, brought to a 'rolling' boil and left covered to cool for no more than half an hour, then follow the manufacturer's instructions on making up the feed. The use of unboiled bowser water should be avoided.
- Use cooled, boiled water or cooled boiled bottled water for cooling the feed once it has been made up.
- Ready-to-feed liquid formula could be used instead.
- If there is no electricity or gas to allow boiling and you don't have ready-to-feed liquid formula available, bottled water (table, spring or mineral water) can be used without boiling to prepare baby feeds, but the prepared feed should then be used immediately.
- Some bottled water labelled as 'natural mineral water' may have high levels of sodium or sulphate. When buying bottles of natural mineral water, look at the label and check that the figure for sodium (or 'Na') is not higher than 200mg a litre and sulphate (or 'SO' or 'SO4') is not higher than 250mg a litre. If it is, then try to use another water. If no other water is available, then use this water for as short a time as possible.

Drinking Water After Flooding

The mains water supply and distribution network is not normally affected by flooding, so it will usually be safe to use. Contact your water provider if you are unsure. For private supplies, such as a well or spring, see overleaf.

Water companies have a duty to take all necessary steps to protect public health. For example, should a water treatment works become flooded, alternative supplies will be made available, such as by bottled water or bowser, but in the meantime consumers may be advised to boil water before drinking or temporarily stop using water for domestic purposes.

If you notice a change in water quality, such as the water becoming discoloured or a change in taste or smell, or if you are unsure, ring your local water company. While waiting for an answer, and if water is urgently required, boil all water intended for drinking or use bottled water.

Please be aware that if the area is still flooded any water you use may not drain away. Listen to Radio Humberside for any advice messages that might be issued on limiting the use of water.

Private water supplies

If your water is a private supply, such as a well or spring, then check that it has not been affected by the flood water. If a private well or spring has been covered by flood water, proceed with caution and ring your local authority for advice. While waiting for an answer, or if in doubt, assume that the water is unsafe to drink and source an alternative supply.

Boiling water kills pathogenic bacteria, viruses and parasites but does not remove harmful chemicals, which is why sourcing an alternative supply is recommended.



If you have been advised to boil your water before use, this will be for drinking and food preparation. All water for these purposes should be brought to a boil and then allowed to cool before using. Remember that boiling water can carry a risk of scalding accidents. It is advisable to use a kettle rather than pots and pans. If you must use open containers such as pots and pans, then special care should be taken when young children

or vulnerable people are involved. Keep panhandles turned inwards when boiling water in pans so that children cannot reach them. Once boiled water begins to cool it is vulnerable to recontamination from hands and kitchen utensils so it is important that boiled water is used as soon as possible.

Water from the hot tap is not suitable for drinking, whether in flood circumstances or not.

Bathing children

If the water company has advised that the domestic supply is unsafe for drinking, then it is also inadvisable to use this for bathing infants as they may ingest some during bathing. In this situation, bottled water, is a safe alternative or you can use baby wipes for hand cleansing and washing infants.

Feeling Poorly After Flooding

Infection problems arising from floods in this country are rare. Usually any harmful bugs in flood water become very diluted and present a low risk, but there are a few precautions to be aware of when dealing with flooding which should prevent unnecessary additional health problems:

- Wherever possible, try to avoid coming into direct contact with flood water. If you have to go into the water, wear waterproof gloves and rubber boots and remember to be careful of potentially concealed hazards.
- Wash your hands – this is the most important way to get rid of harmful bugs. Use warm, clean water and soap, then rinse and dry your hands after going to the toilet, before eating or preparing food, after being in contact with flood water, sewage or with items that have been in the water. Use cold water to wash if warm is not available. If there is no clean water, use disposable soapy, wet wipes or sanitising gel to carefully clean all parts of your hands and dry them.
- Keep open cuts or sores clean and use waterproof plasters to prevent them being exposed to flood water.
- Keep children out of the water.
- Do not eat any food that has been in contact with flood water or sewage as it may not be safe to eat due to microbial or chemical contamination.

If you feel unwell this does not necessarily mean that you are suffering from any infection. If you are concerned, then call 111. A textphone service is also available if you are deaf or hard of hearing. The textphone number is 18001 111. Alternatively, you may wish to visit your family doctor.

Avoid contact with flood water and wash your hands regularly. Swallowing flood water or mud can cause diarrhoea, fever or abdominal pain. Mention the flood if you see your GP with abdominal complaints that started within 10 days of being exposed to flood water or sewage contamination.



Remember that flooding is stressful. It is normal to feel anxious, upset and experience difficulty sleeping. Some people find they become easily startled and agitated, have flashbacks, mood swings, experience fears or anxieties or have physical symptoms like tiredness, loss of memory, palpitations (rapid heartbeat), dizziness, shaking, aching muscles, nausea (feeling sick) and diarrhoea, loss of concentration, breathing difficulties or a choking feeling in your throat and chest.

Take care of yourself and your family and check on elderly and vulnerable friends and neighbours. Take time out to sleep, rest and relax. Tell people what you need. Contact friends and family for support as it can take a long time for life to return to normal. Take care at home or when driving or riding - accidents are more common after a traumatic or stressful event. Talk to your GP if you need any further help or advice.



Pets

Infections in pets during and after periods of flooding in this country are very rare and usually any harmful bacteria in flood water become very diluted and present a low risk. However, swallowing flood water, mud or, most importantly, rubbish/foreign materials that have been brought in to the garden by the flood waters, can cause stomach upsets or diarrhoea. There are a few precautions to be aware of which should prevent health problems:

- Avoid direct contact with flood water and prevent your pet from drinking flood water (running or standing water). If there is still a significant amount of water in the environment, keep your dog on a lead or limit access to the garden and public land as much as possible until the water has receded.
- Keep pets out of the affected area until clean-up has been completed – ensure that you remove all obvious signs of contamination and any accumulated rubbish once the flood water has receded before allowing your pet free/unsupervised access to the garden.
- Clean away mud and dry your pet well after outdoor access and wash your own and your children's hands frequently when handling a pet that has been outdoors.
- Ensure your pet's vaccination and deworming is up to date. Contact your local vet if you need advice and more information.

Some helpful contacts

Organisation	Telephone Number(s)
Anglian Water	08457 145145
Citizens Advice Bureau	0300 3300 888
East Riding of Yorkshire Council	(01482) 393939
Electricity Emergency Service and Supply Failures	08457 331331
Environment Agency Incident Hotline	0345 988 1188
Environment Agency Floodline	0345 988 1188
Gas Emergency Service and Gas Escapes	0800 111 999
Gas Safe Register	0800 408 5500
Hull City Council	(01482) 300300
Incident Hotline	0800 80 70 60
National Flood Forum	(01299) 403055
NHS 111	111
North East Lincolnshire Council	(01472) 313131
North Lincolnshire Council	(01724) 297000
Northern Powergrid	0800 375 675 / 0330 123 0675
Police Non Emergency	101
Severn Trent Water	0800 783 4444
Yorkshire Water	08451 242424