



Incident update

Follow advice from North Yorkshire Council and the emergency services.

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QR code to follow – to link
to website recovery page

[northyorks.gov.uk/flooding](https://www.northyorks.gov.uk/flooding)

Place to go for help

Please note that information contained within this leaflet is correct as of printing.

For the most up to date information, an Assistance and Information Centre has been setup with current operating hours of **9am - 5pm until 13 December 2024**, located at:

Moorside Rooms, 9 Church Street, Kirkbymoorside, YO62 6AZ

Here you will be able to find information on how the Council and our partners are supporting residents and your community following the impacts of recent flooding.

You can also find the latest information on support and recovery at northyorks.gov.uk/flooding or by contacting **0300 131 2 131** and say 'flooding information' when prompted.

Duty to investigate

North Yorkshire Council has a duty as the lead local flood authority to investigate significant flood events in accordance with the Flood and Water Management Act (2010).

This is to establish which risk management authorities (RMAs) had flood risk management functions relating to the flooding, and whether the relevant RMAs have exercised, or propose to exercise, their risk management functions.

RMAs typically include North Yorkshire Council as the lead local flood authority and local highways authority, as well as the Environment Agency, Internal

Drainage Boards and landowners near rivers or streams.

The report will seek to establish the circumstances that led to the flooding including a review of meteorological data, river levels, residents' evidence and make recommendations based on the conclusions of the report.

We are asking affected residents to contact the lead local flood authority team via the flood risk management mailbox at floodriskmanagement@northyorks.gov.uk for us to collate as much evidence as possible and discuss next steps with the investigation process.

Health

- Health risks can be reduced by taking precautions - wash your hands before eating and preparing food, use protective clothing and protect cuts with waterproof plasters.
- Flood water and sewage often leaves behind a muddy deposit that may contain harmful bacteria and other micro-organisms. The risk to health is low but if you start to feel unwell contact your doctor.

General clean up advice

- Contact your insurance company.
- Record details of any damage with photographs and videos where possible.
- Collect equipment and supplies: gloves, masks and other protective gear; buckets, mops and plastic rubbish sacks; household bleach and detergent (never mix bleach with ammonia as the fumes are toxic); large containers for soaking bedding and clothing.

Cleaning up after flooding

- Don't forget the space under the ground floor if you have wooden floors – it may need pumping out.
- Wash down all hard surfaces with hot, soapy water.
- Use a disinfectant to wash over all hard surfaces after cleaning.
- Don't wash down flood damaged goods and be tempted to rescue them. If you handle items contaminated by flood use gloves or wash your hands regularly.
- Dispose of all food that has been affected by floodwater.
- Allow all cleaned areas to dry thoroughly.
- Heating and good ventilation will help the drying process.

- You may also need to hire extension cables, vacuum cleaners and space heaters as appropriate.
- Store valuable papers that have been damaged until you have time to work on them.
- Remove all soft furnishings and fittings that are damaged beyond repair.
- Wash your hands regularly.
- Make sure to prioritise your own health and welfare.

Disposal of items

- Support for the disposing of large household furniture and furnishings may be provided by the Council. Check our website for more details.
- For details of recycling centres check out northyorks.gov.uk/hwrc

Electricity supply

- If your electricity meter has been damaged, please call 105.
- If you are vulnerable or calling on behalf of someone identified as vulnerable make sure you tell the provider this as you will likely be given priority support.
- Switch off all appliances which are likely to have been affected.
- Have all appliances and internal wiring checked by an approved electrical contractor.

Gas supply

- If you can smell gas, ring **0800 111 999**.
- If you are vulnerable or calling on behalf of someone identified as vulnerable make sure you tell the provider this as you will likely be given priority support.
- Check flue and ventilation systems which may have been affected by the floodwater.
- LPG users should contact their local supplier.

Water and sewage

- For any water or sewerage issues, contact Yorkshire Water on **0345 1 24 24 24**.
- If you are vulnerable or calling on behalf of someone identified as vulnerable make sure you tell the provider this as you will likely be given priority support.
- Any taps which have been under flood water should be cleaned using bleach solution and run for 30 seconds before using the water.
- Water quality is unlikely to have been affected so there is no need to boil water.
- Do not let children play on affected gardens and play areas until they have been cleaned.
- Do not eat garden or allotment vegetables that have been affected by sewage or under flood water.

- Householders with their own private water supply should boil water if the well/spring has been covered by floodwater, if the water changes colour or taste, or if their supply has been affected by flooding.

Telephones

- Contact your telephone line provider on a mobile if possible or by using their website.
- If you are vulnerable or calling on behalf of someone identified as vulnerable make sure you tell the provider this as you will likely be given priority support.
- If there is a concern with a personal alarm service such as Lifeline get in touch with the provider as soon as possible.
- For any issues to mobile networks, contact your network provider using their website.

Internet

- Contact your internet provider if possible using the phone.
- If you are vulnerable or calling on behalf of someone identified as vulnerable identify make sure you tell the provider this as you will likely be given priority support.
- If there is a concern with a personal alarm service such as Lifeline get in touch with the provider as soon as possible.

Financial Assistance

- Financial assistance may be available for advice, please contact **07790 815749**.

Roads and Bridges

- A number of roads may be impacted by flooding. For the latest update on the situation visit [northyorks.gov.uk/roadclosures](https://www.northyorks.gov.uk/roadclosures)
- During office hours, the number for issues or emergencies at North Yorkshire Council is **0300 131 2 131** and say 'flooding information' when prompted. Non urgent issues visit [northyorks.gov.uk/roads](https://www.northyorks.gov.uk/roads)

- Out of office hours visit [northyorks.gov.uk/roads](https://www.northyorks.gov.uk/roads) More-pressing highways issues report to the Police via **101** and highways emergencies reported to the Police via **999**.

Insurance

- Household (both buildings and contents) policies, comprehensive motor policies and many business policies may cover damage by flooding.
- Don't get rid of damaged property until an insurance assessor has seen it. But if you have to dispose of any property, take photos first so you have a record.
- Let your insurer know that you need to make a claim, by telephoning their emergency helpline number which operates 24 hours a day, seven days a week.
- If you are in a rented house it is advisable to contact your landlord.
- If you have to leave your house unoccupied contact the police on **101**.

Housing advice

- If you have had to leave your house, we may be able to offer you temporary housing help.
- Visit our website to find out more at [northyorks.gov.uk/homeless-risk](https://www.northyorks.gov.uk/homeless-risk)

Major Incident Response Team

- A team of trained volunteers who offer emotional and practical support to residents within North Yorkshire and York.
- They offer a free confidential service to support you through a time of emotional distress.
- The team are here to help and can be contacted on **07974 745194** or **MIRT@northyorks.gov.uk**

Vulnerable people and children

- Please keep an eye out for vulnerable or older friends, family and neighbours.
- Contact the Council on **0300 131 2 131** and say 'flooding information' when prompted if you are concerned.

Community safety

- If you see any suspicious activity or suspect that you have been approached by a rogue trader, make a note of the description of the people involved including distinguishable features and any vehicle licence plates.
- Please be aware of rogue traders offering to carry out work or remove your furniture or belongings. Check all ID carefully and call the company they may be claiming to be from if you are unsure.
- Contact the police on **101** to let them know about any suspicious activity.
- For an immediate emergencies ring **999**. All North Yorkshire Council and emergency services staff will wear identification. If unsure, contact the organisation to confirm the person you are speaking to is legitimate.

Five Point checklist

- 1** Ensure everyone in your household is safe and well.
- 2** Turn off all affected electricity, gas and water supplies.
- 3** Make a note of what is needed for cleaning up your property.
- 4** Contact your insurance company.
- 5** Seek additional support from the Council and emergency services as required.



Important phone numbers

- North Yorkshire Police – call **999** in an emergency or **101** for non-emergency help
- North Yorkshire Fire and Rescue Service – call **999** in an emergency
- Yorkshire Ambulance Service – call **999** in an emergency or **111** for non-emergency help
- North Yorkshire Council **0300 131 2 131** and say 'flooding information' when prompted
- Electricity **105**
- Gas **0800 111 999**
- Yorkshire Water **0345 1 24 24 24**
- Environment Agency Floodline **0345 988 1188**