

# Cumbria Flood Factsheet

## Information for businesses

### Business and commercial premises

- If the premises have been flooded or water damage the electrical/ gas installation should be checked by a competent person prior to reconnection;
- Any electrical plant machinery equipment which has been affected should not be used unless checked and verified safe by a competent person;
- If the heating system for the premises is affected it should be checked by a competent person before being brought back into use;
- if you have portable heaters, space heaters etc to dry out your premises, ensure that they are positioned in well ventilated areas away from combustible materials;
- if the premises is provided with a fire safety system such as fire alarms or emergency lighting systems, we recommend that they are checked and tested by a competent engineer prior to the occupation of the premises;
- if you have hazardous materials or substances on your premises which have been affected by water, you should seek specialist advice prior to disposal;
- to avoid the threat of arson, you should ensure that your premises are secure if unoccupied. We would also advise that where damaged goods, equipment etc are removed, that they are stored away from any building in a secure place or in a secured skip;
- prior to re-occupation of your premises we would advise that a risk assessment is reviewed or undertaken to ensure the safety of all employees in your workplace. You should also check your fire exits and escape routes to ensure that they can be used prior to occupation;
- if your premises has structural damage which may be a danger as a result of flooding or storm damage, you should contact your local authority prior to occupation.

If you have any fire safety concerns, please do not hesitate to contact your local Fire Safety Department.

### Cumbria Chamber of Commerce

If your business has been affected by the December floods then we're here to help. The experienced Chamber team has helped Cumbrian businesses through Foot & Mouth, the 2005 Floods and the 2009 Floods.

Whether you've been flooded directly or are affected indirectly (for example through staff evacuations or your supply chain), download our Business Continuity Checklist for a list things to think about and do immediately and see our Business Recovery Toolkit for more information to support your recovery.

[www.cumbriagrowthhub.co.uk/  
news/article/december-floods](http://www.cumbriagrowthhub.co.uk/news/article/december-floods)

Advisers are available, free of charge, to help you deal with the immediate impact and through the recovery process - call 0844 257 8450 or email [info@cumbriagrowthhub.co.uk](mailto:info@cumbriagrowthhub.co.uk)

# Helpful telephone numbers

## **Age Concern**

Northwest 01946 66669

South Lakeland 01539 728180

## **Allerdale Borough Council -**

Environmental Health 01900 702590

Pollution (blocked drains etc),  
01900 702580

Refuse Collection (flood damaged/  
freezers etc), 01900 702800

## **Children and Families Information Service**

08457 125 737

For anyone experiencing problems with childcare or early  
education due to the floods.

## **Citizens Advice Bureau**

Carlisle 01228 633909

Cockermouth 01900 604735

Kendal 015394 46464

Keswick 01900 604735

Maryport 01900 604735

Penrith 01768 891503

Ulverston 015394 46464

Whitehaven 01946 693321

Wigton 01900 702890

Windermere 015394 46464

Workington 01900 604735

**Consumer direct** including any calls about bogus  
tradesman 08454 040506

## **Cumbria Chamber of Commerce**

(business advice) 0844 2578450

**Cumbria Community Foundation** 01900 825760

**Cumbria County Council** 01228 606060

**Cockermouth Churches Together**

01900 829926

**Cumbria Law Centre** 01228 515129

## **Department of Work and Pensions**

0845 6043719

**Derwent and Solway Housing** 01900 607500

## **Environment Agency**

Advice, floodline 0845 9881188

**Foodbank** 0750 2311 452

**Floodline** 0845 988 1188

**Gas Safe Register** (gas safety advice and registered local  
engineers) 0800 408 5500

**Highways** 0845 6096609

**Impact Housing** 03448 736290

**National Flood Forum** 01229 403101/01229 403055

**NHS Direct** 111

**Police** 101

## **Prescription help and advice**

NHS Direct 111

**Red Cross** 0191 273 7560 / 07623 544525

**RSPCA** 0300 1234 999

**Rural Wheels** 0845 602 3786

**Samaritans** UK Wide 116 123

**Social Services Mental Health Team South Lakeland**  
- 01539 713377

**South Lakeland District Council** 0845 0504434

**South Lakes Housing** 0845 057 0080

**Transco** (gas leaks) 0800 111999

**Traveline** – 0871 200 2233

**United Utilities** (electricity) – 0345 6723723

**Victim Support** 0300 3030157

Carlisle 01228 5870590

Police Workington 01900 63290

Police Whitehaven 01946 66207

Kendal 01539 739248

**Volunteering help** 01900 826505

**Voluntary Car Scheme** 07788 396194

**WRVS** – 01228 524508