

## Useful Information

Further information on flooding can be found on Allerdale Borough Council's website:

[www.allerdale.gov.uk](http://www.allerdale.gov.uk)

and also the Environment Agency at:

**Floodline Number: 0845 988 1188**

<http://www.environment-agency.gov.uk/>

Allerdale Borough Council's out of hours phone number is **01900 871080**.

Additional information on flooding can be found on the Health Protection Agency website at:

[http://www.hpa.org.uk/webw/HPAweb&HPAwebStandard/HPAweb\\_C/1213686562030?p=1213686561915](http://www.hpa.org.uk/webw/HPAweb&HPAwebStandard/HPAweb_C/1213686562030?p=1213686561915)

### Contact information:

Allerdale Borough Council, Allerdale House,  
Workington, Cumbria CA14 3YJ  
Tel: 01900 702590 Fax: 01900 702787  
Email: [environmental.health@allerdale.gov.uk](mailto:environmental.health@allerdale.gov.uk)



**Please phone (01900 702590) if you would like a copy of this document in a different format**

# Flooding Advice



## Flood Information for Food Businesses

### Public Health

If your food business has been flooded there could be a serious risk to public health from infection and food contamination. Do not prepare any food or reopen the establishment until the premises have been thoroughly cleaned and disinfected. The flood water may be heavily contaminated with sewerage, 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:

- When flood water recedes it may leave a muddy deposit. 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.

- 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**

If your business is a catering operation run from a kitchen then any food which has been flood damaged should be disposed of through your normal waste contractor. Allerdale Borough Council waste services can be contacted on 01900 702800.

### **Reopening of a Food Premises**

Once your premises are ready to reopen for business, please let us know. We may wish to visit to ensure that food safety (and the health and safety of your staff and customers) can be assured and also to reassure you if you have any further concerns.

### **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 contacted using the contact details on the back page of this leaflet.

- 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 use any internal lifts until power supplies are back to normal or your staff may become stranded if the supply is interrupted.
- 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 0845 746 2200.

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.

### Cleaning Up

- Do not re-enter your premises until all flood water has been removed. Cumbria 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. Always follow manufacturer's instructions for use, when using chemicals.
- All food that may have been contaminated must 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.
- Wooden beer casks which have been in contact at all with flood waters must be discarded. Metal beer barrels may be able to be used as long as the flood water has not reached any connected outlet or inlet.
- Advise your suppliers, on returning any contaminated barrels, casks etc, that they have been in contact with flood waters so they can take the necessary precautions.
- 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).
- In cases of food loss check with your insurance company. If required we can issue a '**voluntary surrender certificate**' to help with your insurance claim.
- Seek advice from Allerdale 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 businesses 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, egg, 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.