

# Help for dealing with flooding

## Sources of financial assistance

### Department of the Environment / Local Government Policy Division

- emergency hardship payments paid via district councils
- [www.doeni.gov.uk](http://www.doeni.gov.uk)
- [www.nidirect.gov.uk](http://www.nidirect.gov.uk) - find your local council

### Department for Social Development / Social Security Agency

- crisis loans and benefits
- [www.dsdni.gov.uk](http://www.dsdni.gov.uk)

### British Red Cross

- management of appeal funds
- [www.redcross.org.uk](http://www.redcross.org.uk)

### Department of Finance & Personnel / Land and Property Services

- rates relief scheme for businesses
- [www.lpsni.gov.uk](http://www.lpsni.gov.uk) – hardship relief

## Sources of practical assistance

### Department of Agriculture and Rural Development / Rivers Agency

- practical advice on flooding from overflowing rivers and watercourses and the distribution of sandbags to help protect properties affected by flooding
- [www.riversagency.cymru.gov.uk](http://www.riversagency.cymru.gov.uk)

### NI Water

- practical advice and help with flooding from burst water mains or blocked sewers
- [www.niwater.com](http://www.niwater.com)

### Department for Regional Development / Roads Service

- practical advice and help with flooding from the roadway, footpath or blocked road gullies
- [www.roadsni.gov.uk](http://www.roadsni.gov.uk)

### nidirect

- practical assistance with the reporting of flooding through a flooding incident line - 0300 2000 100
- [www.nidirect.gov.uk](http://www.nidirect.gov.uk)

### **Health & Social Care Trusts**

- supported by councils, emergency services, voluntary organisations and others - provision of emergency support centres for humanitarian welfare (some councils also offer animal welfare facilities)
- [www.belfasttrust.hscni.net](http://www.belfasttrust.hscni.net)
- [www.setrust.hscni.net](http://www.setrust.hscni.net)
- [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net)
- [www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)
- [www.southerntrust.hscni.net](http://www.southerntrust.hscni.net)

### **British Red Cross**

- procurement and provision of food, clothing and other items at emergency support centres
- [www.redcross.org.uk](http://www.redcross.org.uk)

### **Northern Ireland Housing Executive**

- temporary housing and re-housing
- de-humidifiers and fans
- electrical test & report
- gas test & report
- clean-up of home (de-contamination)
- clean-up of gardens (only if sewage contamination)
- clean-up of paths (removal of silt)
- [www.nihe.gov.uk](http://www.nihe.gov.uk)

Some district councils will offer the above services (except temporary housing and re-housing) to non-NIHE tenants and homeowners using NIHE call-off contracts.

### **District councils**

- practical advice and support via a flood helpline or normal council telephone lines
- collection of bulky damaged items (after insurance assessment)
- advice on public and environmental health matters
- community assistance centres – one stop advice centres set up in the aftermath of major emergencies such as flooding to provide advice on:
  - insurance
  - benefits
  - housing
  - utilities
  - public & environmental health
  - Citizen's Advice Bureau
  - payment of emergency hardship payments
- [www.nidirect.gov.uk](http://www.nidirect.gov.uk) - [find your local council](#)