

Surge Update

7 December 2015

Storm Desmond devastates North-West & Southern Scotland Severe Flooding in Cockermouth, Carlisle, Kendal, Keswick and Hawick

Prolonged heavy rain caused widespread flooding in North-West England and Southern Scotland and forced emergency services to evacuate residents from their homes. The storms battered the country on Saturday evening and left hundreds of homes under water, thousands without power and roads destroyed.

The North-West region was badly affected by floods in 2009 and 2005. Many homes and businesses have been repeatedly flooded. The damage is widespread and provisional figures suggest more than 340mm of rain fell in 24 hours in the Lake District, a British record.

Storm Desmond has now passed according to the Met Office but more wet weather is expected in the coming days. The Environment Agency still has 46 Severe Flood Warnings in place all in the North West of England with 41 Flood Warning across the North West and North East of England.

Current Activity

Our Claims Alert team has been extremely busy over the weekend and we expect to receive an even higher volume of calls tomorrow as homeowners and businesses return to their properties.

The areas affected are CA1 - Carlisle, CA12 - Keswick, CA13 - Cockermouth, LA9 - Kendall and TD9 - Hawick. Localised flooding has affected villages throughout Cumbria, Lancashire and the Scottish Borders.

We were out at the weekend to assist on claims for care homes, schools and commercial premises. We provided emergency advice to homeowners via telephone and will visit as soon as we can gain access. In addition, we have cancelled all holidays and training and planned weekend working over the coming weeks to ensure that we have adequate capacity to support our clients and their customers.

Expected Activity

We are moving our adjusting and surveying resource to enable us to respond promptly to the expected high volume of personal and commercial claims in North-West England, Southern Scotland and Isle of Man. Access is difficult so we will prioritise visits around accessibility.

Our building repair service, Contractor Connection, has identified contractors to assist in the affected area. We will continue to monitor the situation and provide more detail as soon as possible.

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Related Internet links

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

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