

# [Heavy rain and strong winds warning – advice and information](#)

With a weather warning for heavy rain and strong winds in place, there could be travel delays, difficult driving conditions, localised flooding, larger waves on coastal areas, power cuts, fallen trees, and risk of flying debris. It might be useful to take note of the Flooding Incident Line number – 0300 2000 100.

## **Weather warning**

The Met Office has sent out a [weather warning for heavy rain and strong winds](#).

Weather warnings let the public and emergency services know about potentially hazardous conditions.

You can find out more about weather warnings on [the Met Office website](#).

## **Emergency numbers**

You should note the following numbers in case of emergency:

- Emergency services – 999 or 112
- Flooding Incident Line – 0300 2000 100
- Northern Ireland Electricity Networks – 03457 643 643
- NI Gas Emergency Service – 0800 002 001
- Northern Ireland Water Waterline – 03457 440 088
- Housing Executive – 03448 920 901

There is also information about emergencies at this link:

## **Flooding Incident Line – 0300 2000 100**

The Flooding Incident Line is available 24 hours a day, every day. You can report flooding problems on roads or burst water mains and blocked drains.

When you ring the flooding incident line, a member of staff will:

- take all your details
- contact the appropriate agency on your behalf

This is a non emergency number, so if you are in danger, call the emergency services on 999.

You can get more information about flooding at the following link:

## **Strong winds advice**

You can get information about how to prepare for strong winds, including what to do if your power is off and other useful advice, on the following page:

## **Report a fallen tree or blocked road**

You can report a fallen tree or blocked road at the following link:

## **Roads information**

If there are any problems on the roads as a result of the weather you can get the latest updates on the [TrafficwatchNI website](#).

## **Public transport**

For the latest information on bus and train services, go to the 'Travel update' section on the [Translink website](#).

## **Forests, country parks and nature reserves**

You're advised not to visit forests, [country parks](#) and [nature reserves](#) until the weather warning is over due to the increased risks of fallen trees, branches and debris.

## **Preparing for a flood**

To help reduce the impact of flooding on your home, you should:

- have some sandbags or floodboards or plastic covers prepared to block doorways and airbricks
- know where to turn off your electricity and/ or gas
- move your valuable possessions to safety
- ensure your insurance provides cover against flood damage to property
- keep a list of useful contact numbers such as your local council, emergency services and your insurance company

You can get more details on the [preparing for a flood](#) page.

## **Driving and walking in flooded areas**

You should always plan your journey and check the latest weather and travel advice.

Do not travel in heavy rainstorms unless absolutely necessary.

In flooded areas, drivers should not:

- enter flood water that is moving or is more than four inches deep
- under any circumstances, drive through fast-flowing water as the car

could be swept away

In more shallow but passable water:

- slow down
- avoid creating bow waves which can damage your car engine; and
- remember to test the brakes after leaving the water

Do not attempt to walk through flooded areas. Even shallow water moving fast can sweep you off your feet and there may be hidden dangers such as:

- open drains
- damaged road surfaces
- submerged debris; or
- deep channels which can result in serious injury or, in the worst cases, death

If you do become stranded in flood water and you feel there is a risk to life, dial 999 for emergency assistance.

## **Insurance claims after a flood**

If you are going to report flood damage to your insurance company there are certain things to remember. You should keep a record of the flood damage and any contact you have with the insurance company.

If you have different insurers for the structure of your home and your content, make sure you contact them both.

If you live in rented accommodation, the landlord will deal with the structure of your home. For content claims, contact your own insurer.

You can find out more at this page:

## **Risks related to flooding**

Be aware of hidden dangers under the water, such as missing manhole covers, and guard against the possibility of falling into fast-flowing water.

The risk of becoming ill after contact with flood water is generally low. However, as it is not always clear whether flood water is contaminated, you should assume that it is and take appropriate precautions.

## **Preventing health problems**

There are a number of things you can do to prevent health problems if your home floods:

- wherever possible try to avoid coming into direct contact with floodwater
- do not let children play in floodwater
- use rubber gloves when cleaning up

- wash hands after being in contact with flood water, sewage or anything contaminated by these
- wash children's hands regularly
- clean toys that have been in flood water with disinfectant
- cover cuts or open sores
- don't eat any food that has been in contact with floodwater
- clean all surfaces with disinfectant before any food is placed on them

Contact your GP if you, or someone you know, develops a stomach upset following flooding.

## More useful links

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# [Reducing the risk of sudden infant death](#)

Date published: 12 April 2019

Parents and carers are being reminded that there are measures which can be taken to reduce the risk of sudden infant death. If your baby becomes unwell, seek medical advice quickly.

## Simple measures to take

Sudden infant death is rare but it's important to follow a few simple measures to help reduce the risk. These include:

- put your baby on its back to sleep, in a cot or Moses basket in a room with you for the first six months
- put your baby with their feet touching the foot of the cot, to prevent your baby wriggling down under the covers
- use a light blanket firmly tucked no higher than the baby's shoulders and a clean, firm, well-fitting mattress
- if using a baby sleeping bag make sure it's fitted with neck and arm holes and doesn't have a hood
- don't put pillows, loose blankets, cot bumpers or sleep positioners in your baby's cot
- don't smoke in pregnancy or let anyone smoke in the same room as your baby
- don't share or allow anyone to share a bed with your baby, especially if you/ they have been drinking alcohol, have taken medication or drugs, are a smoker, or feel very sleepy
- never sleep with your baby on a sofa or armchair

- don't cover your baby's head
- don't allow your baby to become overheated
- don't leave your baby sleeping in a car seat for long periods or when not travelling in the car
- never allow your baby to sleep alone in an adult bed
- breastfeed if you can and put your baby back to sleep in their cot after feeding

You can get further information on the following page:

If you have any questions, no matter how small or trivial you might think they are, talk your health visitor who can provide practical advice.

## More useful links

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## [Advice if buying a puppy](#)

Date published: 03 December 2018

Thinking of buying a puppy? You can get information and advice on what you should and shouldn't do. Make sure you're ready to care for a dog for the whole of its life.

## Tips and advice

There are things to consider when buying a puppy, including:

- dogs can live for up to 13 years and beyond, so it's a long-term commitment
- do not buy a puppy from a roadside or meeting point
- the puppy must be more than eight weeks old
- see the puppy with its mother
- make sure the puppy is [microchipped](#) before buying
- ask for a veterinary record of initial vaccinations
- ask how the puppy has been socialised to make sure it is prepared for the world around it
- buy a [dog licence](#) from your local council (it's an offence to keep a dog without having a licence to keep it)

Illegally-bred puppies often have health conditions, behaviour problems, and

infections and diseases. This can result in huge vet bills, a short and miserable life for the puppy, and heartache for you and your family.

Also, beware unknowingly paying for one which has come from outside the UK and has not been properly vaccinated.

You can find out more on the following page:

## **Dog welfare**

It's an offence for anyone who's responsible for a dog to fail to make sure that the needs of the dog are met.

The penalty for this offence is up to six months imprisonment and/ or a fine of up to £5,000.

## **More useful links**

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## **Feedback**

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## **[Raising awareness of HIV and AIDS](#)**

People are encouraged to practise safer sex and help prevent the spread of HIV. Get tested if you think you've put yourself at risk, as early diagnosis and treatment is important.

## **Viral infection**

HIV/AIDS is a viral infection caused by HIV retroviruses. It can be transmitted:

- through sexual contact
- through sharing of HIV-contaminated needles and syringes
- from mother to child before, during, or shortly after birth

Many people who are living with HIV have no obvious signs or symptoms. The only way of knowing if you have the virus is by taking a HIV test.

It's important not to delay seeking advice and taking this test if you feel you have been at risk.

People with HIV have a near-normal life expectancy if diagnosed early and treated promptly.

You can find out more about HIV on these pages:

## **Prevention and safer sex**

It is estimated that the majority of cases where the infection has been passed on are from those with undiagnosed HIV.

Once diagnosed, people are less likely to pass on their infection due to treatment and behaviour change. It's essential for both the person with HIV and those with whom they may have sex that the condition is diagnosed early.

It is also important to take steps to reduce your likelihood of getting HIV.

If you have unprotected sex, you could effectively be sleeping with everyone your partner's ever slept with, putting yourself at risk of getting HIV or another sexually-transmitted infection (STI).

If you're sexually active you should:

- use condoms
- limit the number of sexual partners
- get tested if you think you might be at risk

For information or advice on HIV, or to discuss any sexual health issue, contact your local [Genitourinary Medicine \(GUM\) clinic](#) or [your GP](#).

## **More useful links**

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## **[Be cautious and know your rights when shopping online](#)**

Take extra care when shopping online. Always do some research before placing an order or doing business. Remember, if it looks too good to be true, then it probably is – don't find out the hard way.

### **Do some research**

Bad experiences shopping online can vary from slow or non-delivery of goods right through to scams where people lose hundreds or thousands of pounds.

When shopping on the internet, whether a website, online marketplace or social media platform, it's not always easy to know who you're dealing with.

For example, just because a web address ends in '.co.uk' there's no guarantee that the business is based in the UK – check the seller has a UK contact address.

Before buying online, including if you're booking a holiday, you're advised to use the internet to research if there are any problems with the business you are thinking of dealing with.

Searching online using the business's name followed by the word 'scam' can be particularly helpful, as can searching online reviews and forums.

Always check reviews and feedback on sellers. However, even customer reviews can be fake, particularly those that are over-complimentary and at odds to the many other reviews posted. Never rely on reviews from one website

## **Your rights**

When you buy goods online from a trader, the goods must be of satisfactory quality as described and fit for purpose.

If there's a problem with the item you could be entitled to a refund, replacement or repair within the first 30 days from when you bought it.

A refund can be claimed for up to six months from purchase if the goods can't be repaired or replaced.

As well as this, you will normally have up to 14 days after receiving the goods to change your mind and get a refund.

However, when buying from a private seller you should be aware that your rights are different.

You need to be careful if taking advantage of deals on online marketplaces such as Amazon, Gumtree or eBay, or on social media.

Goods must be as described, but this is the only requirement and you may encounter practical difficulties in sorting an issue if things go wrong. Sellers may also be overseas.

You can get more information at this link:

## **Buying online advice**

Before buying something online:

- make sure the website you're on is authentic and the payment page secure by checking that the address starts with 'https' and there's a closed padlock in the address bar
- always pay by card or another secure method such as PayPal
- never pay by bank or money transfers, which are a preferred method by scammers
- be careful the goods aren't counterfeit



- always read the small print if you see 'free' or 'low-cost' trial goods
- if it's events tickets, make sure you only buy from official websites
- always log out of an online shopping account once you've paid
- check the seller's terms and conditions, including cancellation rights and any dispute resolution systems
- watch out for emails or texts from parcel delivery firms telling you to open an attachment for your delivery note – a real delivery firm wouldn't send you that
- be cautious about links or attachments in unexpected emails or messages

If a business tells you that you have to make a transfer as their card facilities are down, then try another company.

## **How to complain about online shopping**

Anyone who wants to complain about an online shopping experience, or feels that they are a victim of a scam or suspect a scam, should contact [Consumerline](#) either by phone on 0300 123 6262 or [online](#).

## **More useful links**