



Department for Levelling Up,
Housing & Communities

Flood Recovery Framework Operational Guidance

Storm Henk: 2 – 12th January 2024

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

Introduction

1. The [Flood Recovery Framework](#) (referred to as “*the Framework*”) was triggered on 6 January in response to the severe flooding events that have occurred as a result of **Storm Henk, with impacts occurring between 2 and 12 January** eligible to be counted.
2. This guidance note provides detail on the Framework and the core schemes activated at this time. In particular it covers in detail the three schemes administrated by the Department for Levelling Up, Housing and Communities namely:
 - a. Community Recovery Grant
 - b. Council Tax Discounts
 - c. Business Rate Relief.
3. Additional guidance covering the schemes administrated by the Department for Business and Trade (DBT – Business Recovery Grant) and Department for Environment, Food and Rural Affairs (Defra – Property Flood Resilience Scheme and Farm Recovery Fund Scheme) will follow directly from those organisations.
4. Eligibility and reporting will be based on [Lead Local Flood Authority \(LLFA\)](#): (county council or unitary local authorities) and is those areas:
 - a. Reporting over 50 internally flooded properties (any combination of households and businesses) at their Lead Local Flood Authority (LLFA) level *NB: The initial identification of eligible areas is based on data provided by the Environment Agency on 6 January 2024;* and
 - b. With properties flooded as a direct¹ result of Storm Henk; and
 - c. With properties flooded between the dates of 2 January 2024 and 12 January 2024.
5. All three of the above must apply.
6. Claims for eligible costs will be paid to cover the periods 2 January 2024 to 31 March 2024 and 01 April 2024 to 31 March 2025. Costs incurred after 31 March 2025 will not be refunded via these schemes.

The Flood Recovery Framework (the Framework)

7. For those LLFA areas that have met the eligibility thresholds set out above by 12 April 2024, Government will make available the following support:

¹ The funding will be available for households and businesses directly impacted by Storm Henk itself and not, for instance, from the failure of a water main, internal water systems or the failure of a sewerage system (unless the failure was itself caused by the adverse weather conditions).

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

Core schemes

- a) **Community Recovery Grant:** authorities will receive funding equivalent to £500 per household that has either been internally flooded or deemed to be “[Unliveable²](#)” for a period greater than 48 hours as a result of Storm Henk. It is for the authority to assess the eligibility of individual households and to decide how to allocate the grant to meet local needs, but it is the Government’s expectation that the grant should be passed directly to eligible households.
- b) **Council Tax Discount:** The Government will reimburse authorities for the cost of a 100% council tax discount for a minimum of three months if flood water entered the domestic property, or the domestic property was otherwise considered “[Unliveable](#)” for a period greater than 48 hours. The Government will also reimburse authorities for the cost of a 100% council tax discount on temporary accommodation for any household unable to return to their home.
- c) **Business Rates Relief:** The Government will reimburse authorities for the cost of providing businesses 100% relief from business rates for a minimum of three months if flood water entered the property, or the flooding seriously impacted upon the businesses’ ability to trade from the property. The relief provided will be subject to the UK subsidy control regime and will only be available to properties with a rateable value less than £10 million.
- d) **Business Recovery Grant:** This grant will provide financial support to aid the recovery of local businesses. Local authorities will receive grant funding up to £2,500 per eligible business. Eligible businesses will be small and medium-sized enterprises (SMEs). Further details on eligibility will follow. This scheme is administered by the Department for Business and Trade (DBT). DBT will provide additional guidance to Local Authorities on the administrative requirements they will have under this scheme.

Non-core schemes:

- e) **Property Flood Resilience Scheme:** this Defra scheme offers householders and businesses up to £5,000 per property to fund measures which improve a property’s resilience over and above repairs that would normally be covered by insurance. This scheme is administered by the Department for Environment, Food and Rural Affairs (Defra). Defra will provide additional guidance to Local Authorities on the administrative requirements they will have under this scheme.
- f) **Farm Recovery Fund Scheme:** The Defra scheme is to assist farmers who have suffered uninsurable damage to their land. Farmers will be able to apply for grants of up to £25,000 towards reinstatement costs for those adversely affected by exceptional flooding. It supports the cost of reinstatement to return the land to the condition it was in before the natural disaster. The fund is administered by the Rural Payments Agency. Defra will provide additional guidance to Local Authorities.

Reporting Arrangements

8. Reporting will be based on LLFA areas, so in two-tier areas, initial flood impact data must be reported on a countywide basis, this will ensure all lower-tier district councils in the county will benefit from being part of an eligible LLFA area. Responsibility for reporting in two-tier areas will be a matter for local areas, who must agree between themselves which tier should be undertaking the reporting and grant distribution roles.

² Unliveable – definition specified in section 5.3 of the Flood Recovery Framework Guidance

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

9. If a property in a LLFA area is flooded more than once as a result of Storm Henk that property should only be counted once as part of the LLFA overall flood impact total.
10. For those LLFAs that meet the Framework eligibility threshold; or in two-tier areas, where the LLFA meets the Framework eligibility criteria, reporting will be via DLUHC's [DELTA](#) reporting system. Eligible authorities will need to nominate an official/officials who will be responsible for reporting impacts, recovery information and grant allocations. Eligible local authorities will be notified of the precise registration and reporting arrangements once DELTA goes live.
11. Eligible authorities will have a 3-month window closing at 23:55 on 12 April 2024 to report and finalise flood impact data for their area. These figures must be certified and signed-off by the relevant Chief Financial (s151) Officer. After this date, flood impact data will be "[Locked DELTA data](#)". The locked flood impact data will form the baseline against which Government will track recovery. This figure will also form the basis for funding allocations for the Framework schemes sponsored by DLUHC and DBT and will be used by DEFRA for their Property Flood Resilience scheme.
12. If initially a LLFA does not meet the eligibility threshold specified they will have until 12 April 2024 to investigate, verify and report flood impacts to Government. After this date flood impact data will be "[Locked DELTA data](#)", and no additions to the flood impact data will be accepted.
13. Local authorities will provide weekly updates on verified flooded property numbers until 12 April 2024.
14. Reporting requirements after that point will be clarified under separate correspondence.

Claims, monitoring and records:

15. If, post payment, an LA or LLFA subsequently discovers that reported flood impact numbers are lower than those provided the following actions will apply based on the revised number:
 - a. if the LA / LLFA still meets the eligibility threshold, and where grant has been paid, authorities will be required to repay any additional grant they have received, based on the difference between the actual and claimed flood impact numbers; or
 - b. if the LLFA no longer meets the eligibility threshold, and where grant has been paid, the authorities concerned will be required to repay all grant they have received.
16. The authority must keep records in support of any claim and make these available for audit or review upon request. Records should be retained in line with your organisation's usual practice unless notified otherwise.
17. Authorities are also expected to have in place systems to determine local eligibility, verify compliance with scheme requirements and to monitor delivery.
18. Authorities are expected to co-operate across their LLFA area to ensure that scheme eligibility requirements are met and that risk of duplication and fraud etc are managed appropriately.

Claims timelines: indicative payments timelines are as follows :

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

19. A single claim for Community Recovery Grant will be made, based on data provided by 12 April 2024, this will be paid by the end June 2024 via Section 31 grant.
20. Council Tax Discounts will be reimbursed in two claims:
 - a. Year 1: costs to end March 2024: return submitted at end May 2024, payment via Section 31 grant by end July 2024.
 - b. Year 2: costs to end March 2025: return submitted at end May 2025, payment via Section 31 grant by end July 2025.
21. Business Rates Relief will be re-imbursed on the basis of data submitted via the NNDR3 process in two claims:
 - a. Year 1: costs to end March 2024: return at end May 2025, payment via Section 31 grant by end July 2025.
 - b. Year 2: costs to end March 2025: return at end May 2026, payment via Section 31 grant by end July 2026.

Evaluation:

22. With each claim recipient authorities will be asked to answer two evaluation questions. These are:
 - a. What were the impacts and benefits that Flood Recovery Framework grant delivered in your area? Please give details by scheme and as a whole and provide case studies to illustrate.
 - b. Do you have any other feedback on the operation and administration of the Framework by central Government?

Branding:

23. The Grant Recipient shall at all times during and following the end of the Funding Period:
 - a. comply with requirements of the Branding Manual in relation to the Funded Activities; and
 - b. cease use of the Funded by UK Government logo on demand if directed to do so by the Minister of State.
24. **Branding Manual** means the HM Government of the United Kingdom of Great Britain and Northern Ireland 'Funded by UK Government branding manual' first published by the Cabinet Office in November 2022 and is available at <https://gcs.civilservice.gov.uk/guidance/marketing/branding-guidelines/> including any subsequent updates from time to time].

Flood Recovery Framework (Initial Reporting) – Indicative timelines

- i. 2 – 12 January 2024: Storm Henk eligible period
- ii. 6 January 2024: Flood Recovery Framework activation date
- iii. 22 January – 12 April 2024: Reporting window for impact data – allowing local authorities to refine numbers, and more importantly, to verify flood impacts;
- iv. 12 April: Cut-off-date – after this date Government will not accept any new flood impact data. Any support provided to newly identified flooded property owners after this date will need to be met via a local authority’s existing resources.
- v. 31 March 2025 - costs incurred after 31 March 2025 will not be refunded via these schemes

25. The Government’s expectation is that LLFAs with lower numbers of flooded properties, falling below the threshold will manage recovery independently.

Community Recovery Grant (CRG)

26. As set out in the Framework, Government will provide a grant of £500 per eligible household³ that was impacted by Storm Henk and are part of an LLFA that meets the eligibility threshold specified.

- a. eligible households will be primary residences where, as a result of Storm Henk:
 - flood water entered into the habitable areas of the residence rendering it unliveable; or
 - flood water did not enter into habitable areas, but the local authority regards that the residence was otherwise considered unliveable for a period of time;
- b. Second homes and empty homes will not be eligible.

27. Instances where households might be considered unliveable could include:

- a. where access to the property is severely restricted (e.g. upper floor flats with no access)
- b. key services such as sewerage, water and power supplies are severely affected
- c. the adverse weather has resulted in other significant damage to the property such that it would be, or would have been advisable for residents to vacate the premises for a period of time, regardless of whether they do vacate or not
- d. flooded gardens or garages will not usually render a household eligible but there may be exceptions where it could be demonstrated that such instances mean effectively that the property is unliveable.

28. Eligibility of houses in multiple occupation (HMOs), flats and student accommodation. In general:

- a. HMOs should be considered “one front door” except where they are disaggregated for council tax purposes, in which case, each individual bill recipient will be eligible to receive the £500 community recovery grant provided they meet the criteria

³ **Eligible household:** as defined in section 3.6 of the FRF Guidance, which can be found at the following link: <https://www.gov.uk/government/publications/flood-recovery-framework-guidance-for-local-authorities-in-england/flood-recovery-framework-guidance-for-local-authorities-in-england>

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

- b. blocks of flats should be treated under the same principles as HMOs
- c. student accommodation is not eligible.

29. It will be for local authorities to determine eligibility under the scheme. Local authorities are encouraged to work with their Lead Local Flood Authority to ensure a consistent approach across an area.

30. Where there are particular concerns around support to households not eligible under the criteria above (e.g. large student developments being significantly impacted) local authorities are encouraged to raise these with DLUHC as early as possible.

Payment to local authorities

31. Payments will be made in arrears and will be based on certified finalised flood impacts referred to above. Claims should be submitted by those authorities (or lower-tier district councils that are part of an eligible LLFA) that have met the eligibility threshold set out above. A claim for funding will be submitted using the [DELTA](#) reporting system. A form for completing these claims will be available via DELTA in due course. Eligible authorities will be notified when this is available.

32. When submitting any DELTA return, and to ensure the return is valid, it should be signed-off and certified by the Chief Financial (s151) Officer of the authority concerned, confirming that the information provided is a true and accurate assessment which complies with the terms of the scheme. Funding will be paid to authorities via a Section 31 grant. The authority must keep records in support of any claim in such a fashion that is readily accessible for audit.

33. If subsequently it is found that any part of a grant was overclaimed, paid in error, or **not** spent by the authority on eligible activities to support flood impacted households, that grant should be repaid to DLUHC.

34. If you have any queries about the operation of the Community Recovery Grant scheme, please email REDRecovery@levellingup.gov.uk.

Community Recovery Grant – Indicative timeline

- i. 2 – 12 January 2024: Storm Henk eligible period
- ii. 6 January 2024: Flood Recovery Framework activation date
- iii. 22 January 2024 – 12 April 2024: The reporting window for flood impacts – Specified by DLUHC, allowing authorities to refine numbers, and more importantly, to verify flood impacts.
- iv. 12 April 2024: Claim date – after this date, Government will not accept any new claims for community recovery grant.
- v. 29 March 2024: Payment and closure date of CRG scheme

Council Tax Discount Scheme

35. The Government will refund billing authorities that have provided Council Tax discounts in line with the detailed criteria set out in the Framework. The following measures will apply in all billing authorities (lower-tier district authorities in eligible two-tier counties or

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

unitary local authority areas) which were impacted by Storm Henk and meet the eligibility threshold specified above.

36. As set out in the Framework, authorities have discretion to grant council tax discounts as they see fit. DLUHC will refund eligible authorities the full cost of granting discounts in the following circumstances:

- a. 100% discount provided for a minimum of 3 months, or while anyone is unable to return home if longer, for **primary residence** where, as a result of the severe weather event specified in paragraph 1: - Flood water entered into the **habitable areas** of the property; or,
- b. Flood water may **not** have entered the **Habitable areas** of a property, but the authority regards that the residence was otherwise considered **Unliveable for a period greater than 48-hours**.

AND

- c. 100% council tax discount on temporary accommodation for anyone unable to return to their home, in parallel with the discount on their primary residence where applicable.

37. Second homes and empty homes will not be eligible.

38. Instances where households might be considered unliveable could include:

- a. where access to the property is severely restricted (e.g. upper floor flats with no access)
- b. key services such as sewerage, water and power supplies are severely affected
- c. the adverse weather has resulted in other significant damage to the property such that it would be, or would have been, advisable for residents to vacate the premises for a period of time, regardless of whether they do vacate or not
- d. flooded gardens or garages will not usually render a household eligible, but there may be exceptions where it could be demonstrated that such instances mean effectively that the property is unliveable.

39. It will be for local authorities to determine eligibility under the scheme. Authorities are encouraged to work with their Lead Local Flood Authority to ensure a consistent approach across an area.

40. Full details about eligibility are set out in section 5 of the [Framework](#)⁴.

Payment to Local Authorities

41. The Government will provide compensation to local authorities to cover the cost of providing relief in line with this scheme. As set out in the Framework, funding for **Eligible property** will be paid retrospectively, based on the actual cost of providing the relief, taking account of any discounts, exemptions or reliefs that might apply to the relevant property.

⁴ The Flood Recovery Framework: Guidance for Local Authorities in England
<https://www.gov.uk/government/publications/flood-recovery-framework-guidance-for-local-authorities-in-england/flood-recovery-framework-guidance-for-local-authorities-in-england>

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

42. The Department will ask billing authorities to submit claims detailing the level of actual relief provided up to the end of the financial year. Billing authorities will therefore wish to record details of the cost of providing relief, broken down into primary residences and those used as temporary accommodation, in addition to the number of properties in each category. Claims for council tax discounts awarded should be signed off by the authority's Chief Financial (s151) Officer.
43. The Department will refund billing authorities via a Section 31 grant. Where properties continue to meet the eligibility criteria set out in the Framework beyond this financial year (2023/24), billing authorities may continue to provide relief in the next financial year (2024/25) and the Department will arrange to reimburse billing authorities for eligibility expenditure for one final year. Any grant that was overclaimed or paid in error should be repaid to DLUHC.
44. If you have any queries about the operation of the council tax discount scheme, please contact REDRecovery@levellingup.gov.uk .

Council Tax Discount Scheme – Indicative timeline

- i. 2 – 12 January 2024: Storm Henk eligible period
- ii. 6 January 2024: Flood Recovery Framework activation date
- iii. 22 January 2024 – 12 April 2024: The reporting window for flood impacts – Specified by DLUHC, allowing authorities to refine numbers, and more importantly, to verify flood impacts.
- iv. 2 January 2024 – 31 March 2025: Council tax discount scheme will be active, covering 2 financial years.
- v. May 2024: Date for reporting CTD awarded, FY1
- vi. July 2024: Reimbursement of CTD FY1
- vii. May 2025: Date for reporting CTD awarded, FY2
- viii. July 2025: Final reimbursement of CTD, FY2 and closure of the scheme after this date

Business Rate Relief

45. The Government will provide funding to billing authorities to provide business rate relief in line with the detailed criteria set out in the Framework. The following measures will apply in all billing authorities (lower-tier district authorities in eligible two-tier counties or unitary local authority areas) which were impacted by Storm Henk and meets the eligibility threshold above.
46. As set out in the Framework, the Government will provide funding up to UK subsidy control regime limits to eligible authorities that grant relief in the following circumstances:
- a. 100 per cent rate relief for a minimum of three months, or until the business is able to resume trading from the property if longer, up to UK subsidy control regime limits, for those [Hereditament](#) which meet the following criteria:
For any day:
 - b. the hereditament was directly impacted by the relevant weather event - for instance flood damage to the property, equipment, and/or stock; or the business could not function due to lack of access to premises, equipment and/or stock as a result of the relevant weather event, and no alternatives were available.

**FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE:
STORM HENK – JANUARY 2024**

AND

- c. on that day business activity undertaken at the hereditament was adversely affected as a result; and
 - d. on that day the rateable value of the hereditament was less than £10 million.
47. In considering whether the business activity has been adversely affected, authorities should consider the impact of the flooding in the full context of all business activities undertaken at the hereditament. Very small or insignificant impacts should not be considered for the purpose of this scheme.
48. The scheme applies to all types and uses of non-domestic hereditaments (other than those occupied by the billing authority). Full details on eligibility are set out in the Framework (<https://www.gov.uk/government/publications/flood-recovery-framework-guidance-for-local-authorities-in-england/flood-recovery-framework-guidance-for-local-authorities-in-england>) .
49. Councils may use their discretionary powers to offer further discounts outside of this scheme (and under the rate retention scheme, 50% of the cost would be locally funded and 50% funded by central government).
50. In calculating the cost of the relief to be refunded to the local authority, the government will assume that all other reliefs have first been applied.
51. This relief should be calculated ignoring any prior year adjustments in liabilities which fall to be liable on the day.
52. Ratepayers that occupy more than one property may be granted relief within the scheme for each of their eligible properties
53. Businesses impacted in multiple flood events should not be precluded from repeat support where this is made available by government in respect of separate severe weather events.
54. Where a new hereditament is created as a result of a split or merger from a hereditament which for the day immediately prior to the split or merger met the criteria for the scheme, funding will be provided to allow relief to be given for the remaining balance of the 3 months.
55. Funding for rate relief will continue to be given following a change of ratepayer. In other words, the relief should run with the property rather than the ratepayer.
56. The scheme does not cover relief for any hereditament which was empty at the time it was flooded as there was no business activity on the premises at the time. Where a hereditament becomes empty after the flood then it will receive the normal 3 or 6 months (as applicable) empty property rate free period or will continue to receive the balance of the flooding relief.
57. Where a property is eligible for Enterprise Zone relief, that relief should be granted, and this will be funded under the rates retention scheme by a deduction from the central share. If a property in an Enterprise Zone is not eligible for Enterprise Zone relief, or that relief has ended, Flooding Relief may be granted in the normal way, and this would be

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

reimbursed by grant under section 31 of the Local Government Act 2003. Local authorities should not claim funding for Flooding Relief on properties which would otherwise qualify for Enterprise Zone government funded relief.

58. Seriously damaged property may be taken off the ratings list. Where a property is removed from the rating list the ratepayer is not liable for business rates. Once the property returns to the list it may be eligible for any remaining period of flood relief. For example, a property that was taken out of the list for a month would be eligible for a minimum of 2 months flood relief.

Payment to Local Authorities

59. The Government will provide compensation to local authorities to cover their share of the cost of providing relief in line with this scheme. As set out in the Framework, funding will be paid retrospectively based on actual spend, following the end of the relevant financial year.

60. The Government intends to use the normal business rates retention reconciliation process to collect the necessary data to make payments. We therefore anticipate that:

- a. An additional line will be included in the National Non-Domestic Rate (NNDR3) reporting form (and as necessary subsequent forms, in the following financial year) requiring eligible billing authorities to record the amount of flooding relief granted in line with the conditions above and in the Framework.
- b. Any necessary additional guidance on completing the relevant section of the form will be included in the general guidance on completion of the NNDR3 .
- c. The Government will use this data to calculate the amount of compensation due to each local authority under the current business rates retention scheme
- d. Local authorities will receive payment via a Section 31 grant, following receipt of completed NNDR3 forms and calculation of compensation due.

61. If you have any questions on the operation of the business rates relief scheme, please contact: REDRecovery@levellingup.gov.uk.

Business Rate Relief Scheme – Indicative timeline

- i. 2- 12 January 2024: Storm Henk eligible period
- ii. 6 January 2024: Flood Recovery Framework activation date
- iii. 22 January – 12 April 2024: The reporting window for flood impacts – Specified by DLUHC, allowing authorities to refine numbers, and more importantly, to verify flood impacts.
- iv. 2 January 2024 – 31 March 2025: Business rate relief scheme will be active, covering 2 financial years.
- v. March 2025: Revised NNDR3 will be issued for reporting business rate relief awards associated with the activation of the Framework in FY1
- vi. July 2025: Reimbursement of business rate relief awarded in FY1
- vii. March 2026: revised NNDR3 issued for reporting business rate relief awarded in FY2;
- viii. July 2026: Final reimbursement of BRR for FY2 prior to closure of the business rate relief scheme

Business Recovery Grant (BRG)

FLOOD RECOVERY FRAMEWORK CORE SCHEMES OPERATIONAL GUIDANCE: STORM HENK – JANUARY 2024

62. The Department for Business and Trade (DBT) is responsible for the Business Recovery Grant Scheme and will provide relevant Local Authorities with additional guidance on the administration of the scheme.

63. If you have any queries about the operation of the BRG scheme, please email DBT at Grantdeliveryteam@businessandtrade.gov.uk for further advice.

Property Flood Resilience Scheme (PFR)

64. The Department for Environment, Food and Rural Affairs is responsible for the Property Flood Resilience Scheme and will provide relevant Local Authorities with additional guidance on the administration of the scheme.

65. If you have any queries about the operation of the PFR scheme, please email Defra at propertyfloodresilience@defra.gov.uk for further advice.

Farm Recovery Fund Scheme

66. The Department for Environment, Food and Rural Affairs is responsible for the Farm Recovery Fund Scheme and will provide relevant Local Authorities with additional guidance on the administration of the scheme.

67. If you have any queries about the operation of the Farm Recovery Fund Scheme, please email Defra at ES-CSCommunications@defra.gov.uk

Glossary of Terms

Flood: as set out in [section 1](#) of the Flood and Water Management Act 2010.

Lead Local Flood Authority (LLFA): county councils and unitary authorities – established under the Flood and Water Management Act 2010 and tasked with leading in managing local flood risks (i.e. risks of flooding from surface water, ground water and ordinary, smaller watercourses) in their area. This includes ensuring co-operation between the Risk Management Authorities (lower-tier district/borough councils) in their area.

Eligible property: definitions of an eligible residential and businesses properties applying to the DLUHC schemes:

- a. **residential properties** (including static caravans if they are an Owner's primary residence) if habitable internal areas of the premises have been seriously damaged by a flood necessitating drying out and/or repairs to the fabric of the building, which occurred as a result of the severe weather event. It should be remembered, second homes and empty homes may be counted as part of the total number of impacted properties, but are **not** eligible to receive support under the Framework schemes and
- b. **business properties** (including social enterprises and charities) if internal areas which are critical to the day-to-day operations (i.e. not storage sheds or warehouses) have been damaged by a Flood, necessitating drying out and/or repairs to the fabric of the building, occurring as a result of the specified severe weather event(s) to which this document refers. It should be remembered, empty business premises may be counted as part of the total number of impacted properties, but are **not** eligible to receive support under the Framework schemes.

Primary residence: as defined as the location registered on the electoral roll, including accommodation such as static caravans, where this is the primary residence.

Habitable areas: for the purpose of these schemes, habitable areas should be considered the areas of the property that form part of the fabric of the home. For example, an empty, rarely used basement would not typically be considered part of the habitable area for the purpose of these schemes. A converted basement used frequently on the other hand, may be considered as such.

Unliveable: for the purpose of these schemes, local authorities might consider that a residence was unliveable if residents are advised to vacate the property for a period greater than 48-hours (regardless of whether they vacate or not). Other exceptions could include:

- a. where access to the property is severely restricted (e.g. upper floor flats with no access);
- b. key services such as sewerage, water and power supplies are severely affected;
- c. the adverse weather has resulted in other significant damage to the property such that it would be or would have been advisable for residents to vacate the premises for a period of time, regardless of whether they do vacate or not;
- d. flooded gardens, garages or outbuildings will **NOT** usually render a household eligible to receive support under the Framework, unless the flooding causes wider impacts on liveability e.g. immerse septic tank, flooded external boilers etc.

For the exceptions outlined above to apply, enabling a householder to receive grant support under the Framework's 'unliveable' category, a residential property should be deemed unliveable for a period of greater than 48-hours.

Hereditament: hereditament means property which is or may become liable to a rate, being a unit of such property which is, or would fall to be, shown as a separate item in the valuation list; See <https://www.gov.uk/guidance/rating-manual-section-2-maintaining-the-rating-list/part-2-hereditaments-valued-by-the-central-valuation-officer>

DELTA: the online reporting system, used by DLUHC to facilitate the collection of statistical data and the administration of grant applications. Each eligible local authority will be required to nominate an official/officials.

Locked DELTA data: following the opening of **DELTA**, local authorities will have a window of three months to report and refine the flood data impacts for their area. After 12 April 2024, DELTA will be "locked", meaning that flood impact figures cannot be altered. The "locked" data will form the basis for funding allocations and the baseline against which recovery will be tracked.