

Supporting Business Continuity and Resilience

The Environment Agency is planning to construct a flood alleviation scheme to better protect homes and businesses in Hebden Bridge from future flooding. Support is available to any business directly affected by construction work to ensure business continuity and resilience.

We recognise that the construction of the Hebden Bridge Flood Alleviation Scheme (FAS) may cause temporary disruption to some businesses. While these works are essential to protect the town from future flooding, we understand the impact they may have - both operationally and financially. That's why we're committed not only to minimising disruption wherever reasonably possible, but also to working in close partnership with local businesses and the wider community to help keep Hebden Bridge vibrant and welcoming throughout the construction period.



This includes supporting initiatives that encourage footfall and tourism during and after the works, so that we're actively mitigating loss of trade - not just responding to it.

Supporting Businesses During Construction

We appreciate that some businesses and property owners may experience financial losses as a direct result of our construction activity. Where works are undertaken under the relevant sections of the Water Resources Act 1991, you may be entitled to claim compensation for substantiated losses.

If your business is impacted, please get in touch:

- **Email:** HebdenBridgeFAS@environment-agency.gov.uk
- **In person:** Visit the Flood Information Centre on Valley Road (see *Eye on Calderdale* for current opening times)

We understand that waiting for a claim to be processed can be difficult - especially when losses are ongoing. That's why businesses won't need to wait until the end of a year or the completion of the scheme to submit a claim. If a claim is made for losses incurred as a result of the works, it can be assessed and settled on a regular basis throughout the work, helping to minimise any impact on cashflow.

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Making a Claim

Each claim will be assessed by our specialist team on a case-by-case basis, based on evidence of financial loss directly caused by our construction works. If you wish to appoint an agent to act on your behalf, and your claim is substantiated, their reasonable fees will be covered in line with our guidance on third-party payments.

We also recognise that impacts may vary - from businesses located immediately adjacent to construction sites, to those further afield who may experience reduced footfall or visitor numbers. We encourage any business that feels it has been affected to contact us so we can discuss your circumstances. All information shared with us will be treated confidentially.

Additional Support

Beyond financial compensation, we will explore other ways to support businesses during the scheme. This may include promotional initiatives, signage, and collaborative efforts with local partners to maintain visibility and access. If you have ideas or would like to be involved in these efforts, we'd love to hear from you.



For more Information about the Hebden Bridge Flood Alleviation Scheme call into the Information Centre in person or view information online:

[Hebden Bridge Flood Alleviation Scheme - Eye on Calderdale](#)

You can also sign-up to receive regular updates about the scheme by emailing the word 'subscribe' to HebdenBridgeFAS@environment-agency.gov.uk.



The Eye on Calderdale website also offers a range of useful resources to help businesses in Hebden Bridge prepare for flooding. [Flooding in Calderdale - Eye on Calderdale](#)

