



# **South East Local Enterprise Partnership**



## **COVID-19 Business Recovery Survey**

### **SUMMARY REPORT**

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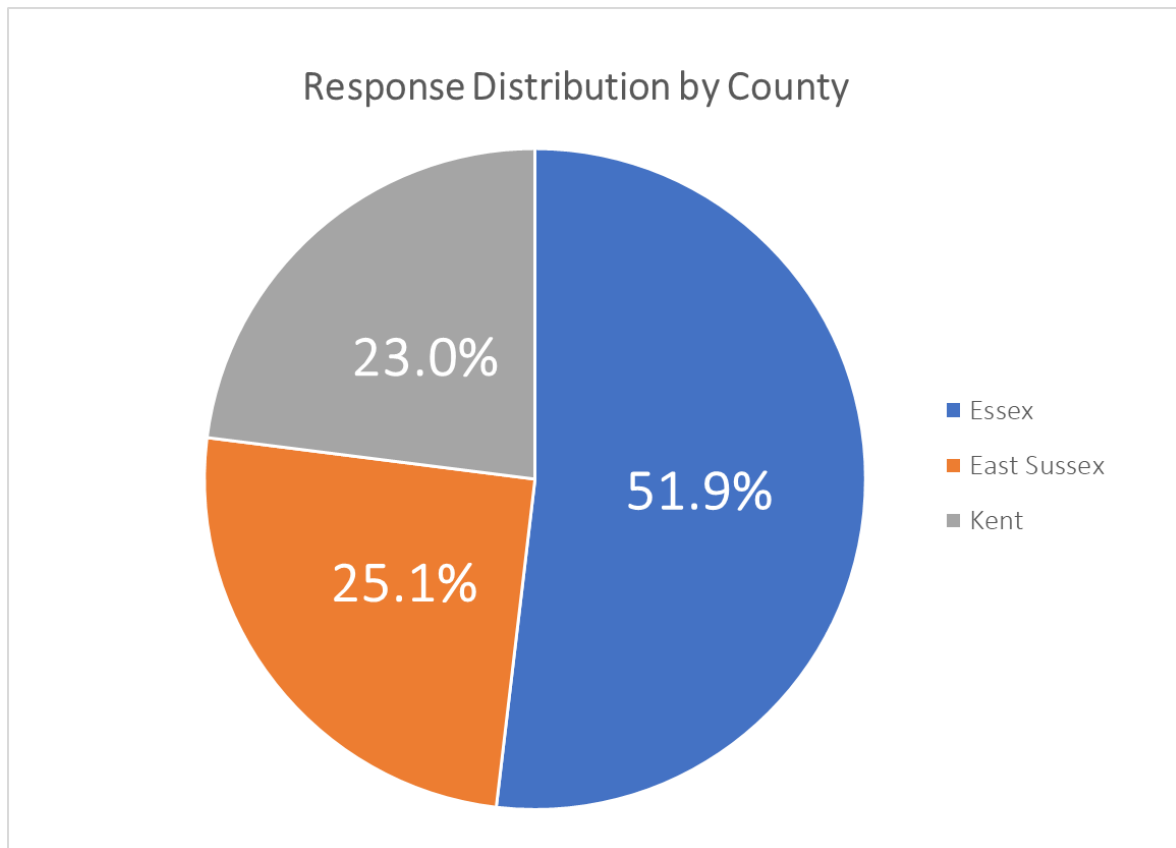
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## 2 INTRODUCTION

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SELEP's Business Recovery Survey was a follow up to the successful Business Impact Survey. It was open to respondents across the SELEP region from March to August 2020 and at close had 196 responses from businesses of varying sizes and across a wide range of industry sectors.



The results produce an accurate picture of the local economic landscape and are a vital part of helping us develop ongoing business recovery initiatives.

## 3 KEY FINDINGS

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### 3.1 COVID-19 BUSINESS IMPACTS

- 86.7% of respondents stated to have been NEGATIVELY affected by COVID-19.
- 7.7% of respondents advised that they had been POSITIVELY impacted by COVID-19.
- 5.6% reported that COVID-19 had no direct impact upon their business.
- Businesses in all 14 sectors experienced NEGATIVE impacts from COVID-19.
- 6 of the 14 sectors included in the responses experienced NO DIRECT IMPACT from COVID-19, and 8 sectors reported POSITIVE impacts.
- 3 sectors reported only NEGATIVE impacts, with no responses of 'No Direct Impact' or 'Positive Impact'.

### 3.2 HOW BUSINESSES HAVE BEEN NEGATIVELY AFFECTED BY COVID-19

- 33.1% stated that they were in a state of temporary or indefinite closure.
- 31.6% expected to have to decrease staff levels.
- 35.2% were unsure if their business would still be operational in 12mths time.
- 1.5% said that they would not be operating in one year from now.

### 3.3 USE OF GOVERNMENT SUPPORT SCHEMES

- 50% of respondents had applied for or secured funding via the '*Bounce Back Loan Scheme*'.
- 8.7% of respondents had applied for or secured a rent freeze or mortgage 'holiday'.
- 67.8% of respondents had applied for or secured funding through the '*Self-Employed Income Support Scheme*'.

- 36.2% of respondents had applied for or secured help through HMRC's *'Time to Pay'* scheme.
- 17.3% of respondents had applied for or secured funding via the *'Coronavirus Business Interruption Loan Scheme'* (CBILS) or *'Coronavirus Large Business Interruption Loan Scheme'* (CLBILS).
- 41.3% of respondents had applied for or secured help using the *'Business Rates Relief'* scheme.
- 32.5% of respondents had applied for or been accepted to defer VAT and Income Tax payments.
- 5.2% of respondents had applied for or secured grant funding via the *'Retail, Hospitality & Leisure Grant'*.
- 8.7% of respondents had applied for or secured a *'Small Business Grant'*.

### **3.4 MEASURES TAKEN BY BUSINESSES IN RESPONSE TO COVID-19**

- 52% have had to furlough staff.
- 48.5% have implemented home or Remote Working.
- 53.1% had to make changes to Business Operations or their Service Delivery model.
- 51.5% made Physical Workplace Adaptations to permit social distancing.
- 40.8% had implemented Decreased Working Hours and 19.4% implemented Increased Working Hours.
- 6.1% had Staff Redundancies, 6.6% recruited additional staff, 8.7% Redeployed Staff, and 13.3% implemented Staff Retraining.

### 3.5 KEY FACTORS INFLUENCING BUSINESS RECOVERY

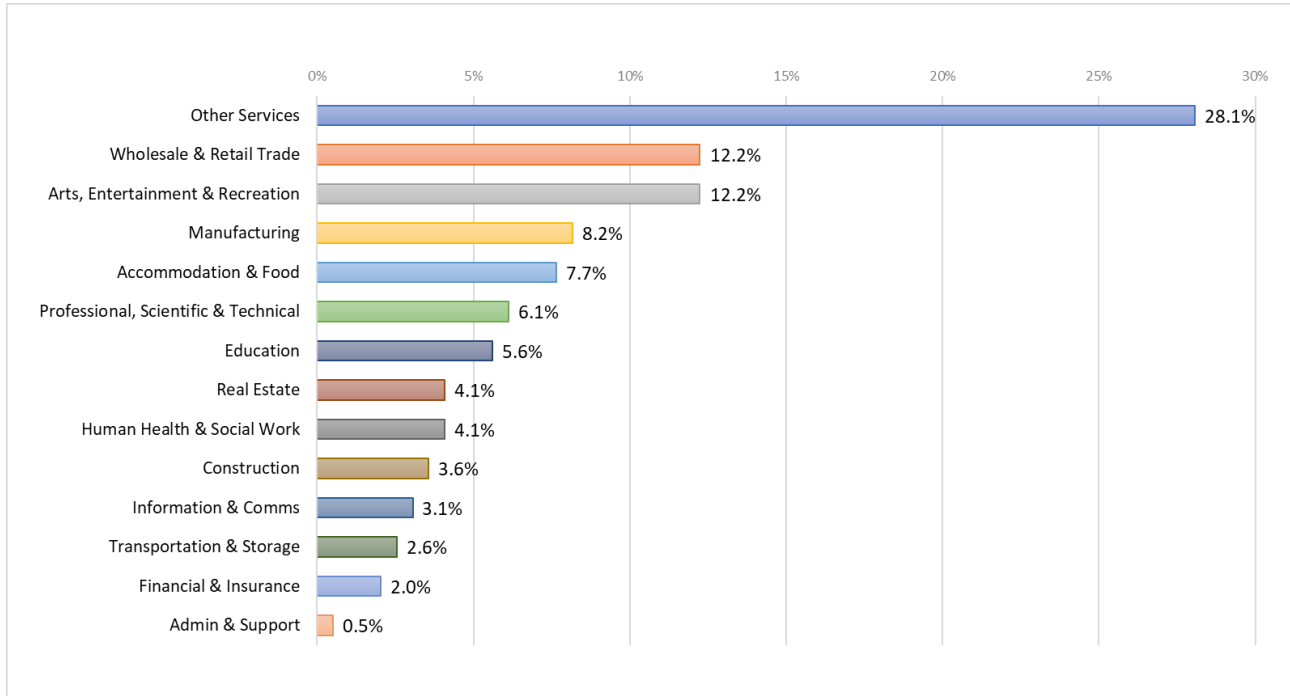
- 68.4% said *Length of Time in Lockdown.*
- 62.8% said *Certainty of When Lockdown Will be Lifted.*
- 54.6% said *Access to Finance.*
- 37.2% said *Access to Business Support and Advice.*
- 34.2% said *Having Digital Infrastructure or Technology in Place.*
- 41.3% said *Adapting or Developing New Products/Services.*
- 66.8% said *Length of Time Until a Return to Previous Market Conditions.*

### 3.6 WHAT ADDITIONAL SUPPORT DO BUSINESSES REQUIRE, BEYOND GOVERNMENT INITIATIVES ALREADY IN PLACE?

- 39.3% said *Financial Advice/Navigating Finance Options.*
- 41.3% said *Adapting Business Model or Business Innovation.*
- 46.9% said the *Purchase of New/Additional Equipment.*
- 24.5% said *Adoption of New Technology*, and 27% said *Improved Broadband/I.T.*
- 31.1% said *Support to Comply with COVID-19 Guidelines.*
- 38.3% said *Short Term Capital*, and 28.6% said *Long Term Capital.*
- 16.8% said *Mental Health Support for Staff.*
- 5.6% said *No Support Required.*

## 4 SURVEY ENGAGEMENT

The 196 survey responses were received across 14 identified sectors and are represented as follows:



The largest number of businesses were those identifying their sector as 'Other Services' (55 responses), then followed equally by 'Wholesale & Retail Trade' (24 responses) and 'Arts, Entertainment & Recreation' (24 responses).

The least represented sectors were 'Admin & Support' (1 response), 'Financial & Insurance' (4 responses), and 'Transportation & Storage' (5 responses).



## 5 EMPLOYEE NUMBERS

The table below shows the number of employees across each sector for all businesses who responded to the survey.

SECTOR	Sole trader	Micro (2-10)	Small (11-50)	Medium (51-250)	Large (250+)
Accommodation & Food	4	4	6	1	0
Admin & Support	0		1	0	0
Arts, Entertainment & Recreation	5	12	4	3	0
Construction	1	3	3	0	0
Education	3	5	3	0	0
Financial & Insurance	0	2	2	0	0
Human Health & Social Work	4	1	1	2	0
Information & Comms	0	6	0	0	0
Manufacturing	1	5	7	3	0
Other Services	22	23	8	2	0
Professional, Scientific & Technical	0	11	1	0	0
Real Estate	0	7	0	1	0
Transportation & Storage	1	3	1	0	0
Wholesale & Retail Trade	8	11	2	0	3
<b>TOTAL:</b>	<b>49</b>	<b>93</b>	<b>39</b>	<b>12</b>	<b>3</b>



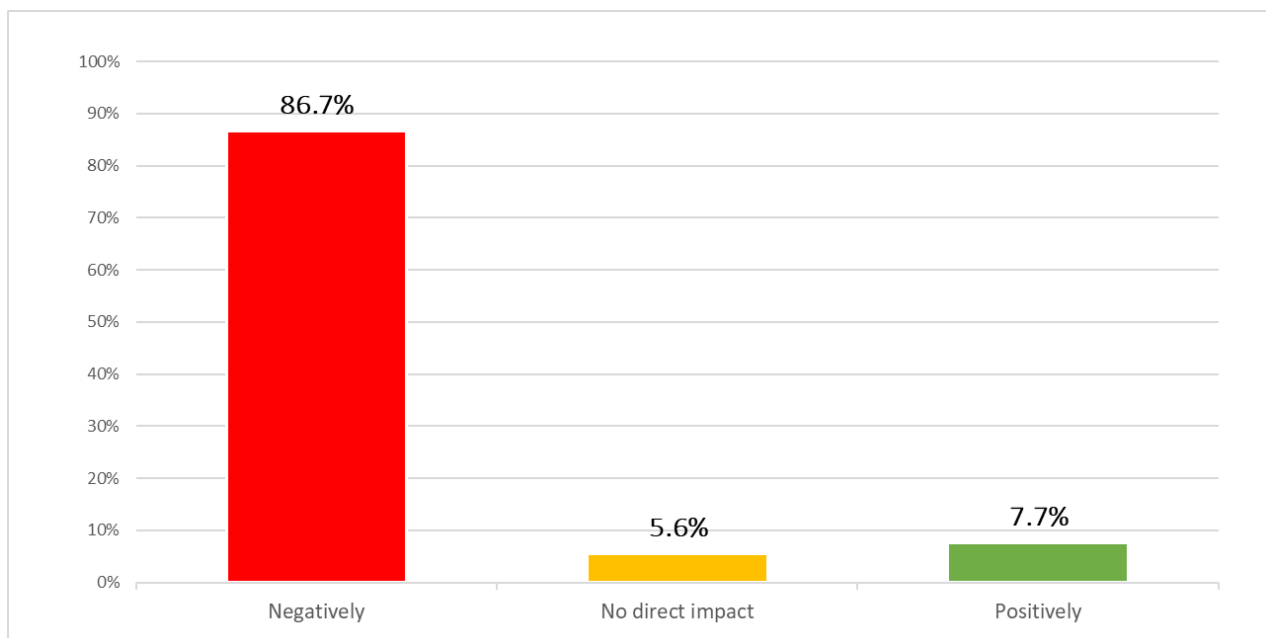
## 6 HOW HAS THE CORONAVIRUS PANDEMIC AFFECTED YOUR BUSINESS?

Respondents were asked about the overall impact of COVID-19 on their business operations. Three options were available:

- Positively
- Negatively
- No Direct Impact

The chart below shows that 86.7% of respondents (representing 170 businesses in the SELEP region) reported they had been negatively impacted by COVID-19. In stark contrast, only 7.7% had seen any positive affects (15 businesses), and only 5.6% of respondents (11 businesses) reported experiencing no direct impacts at all.

*[How Has COVID-19 Affected Your Business? – ALL SECTORS]*



Respondents recorded the following additional comments regarding how their business has been affected by COVID-19.

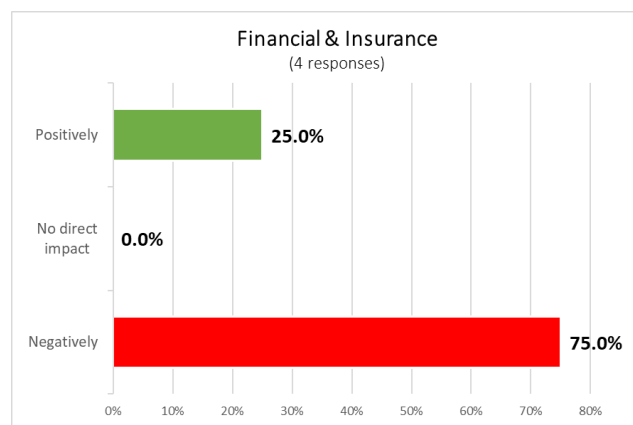
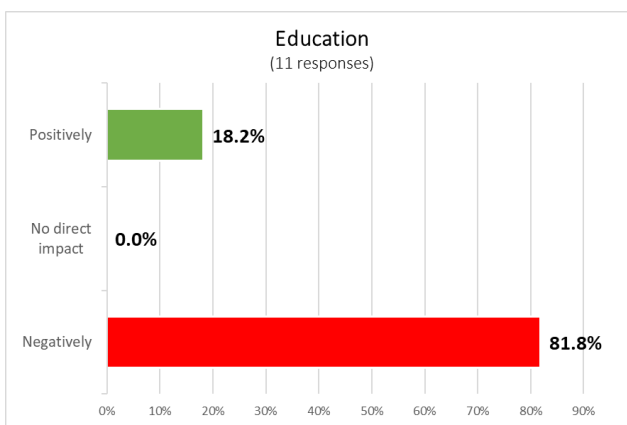
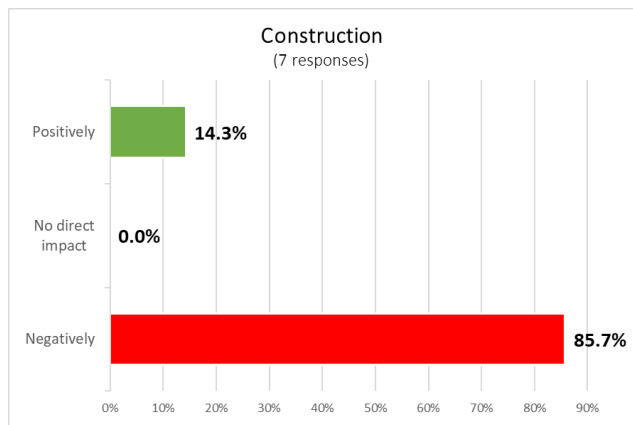
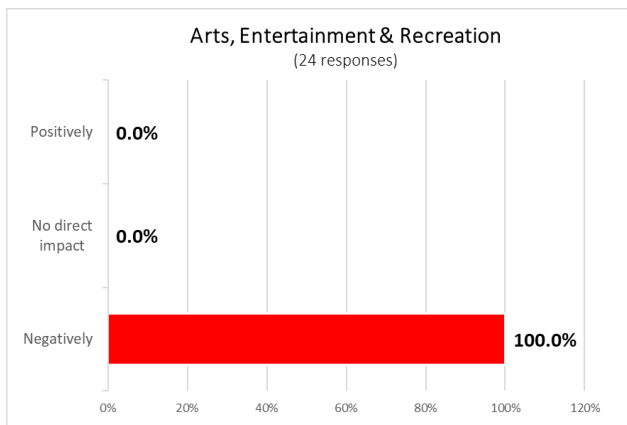
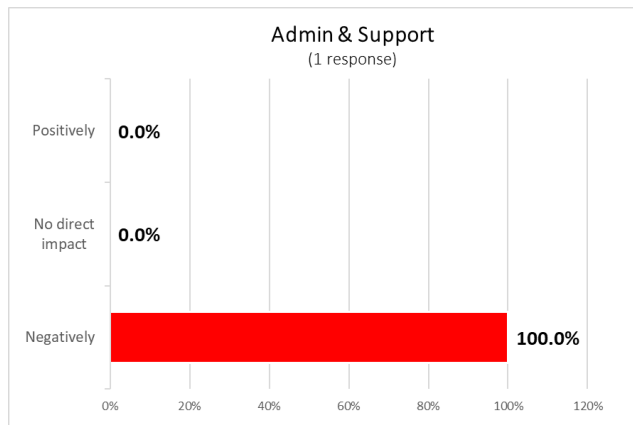
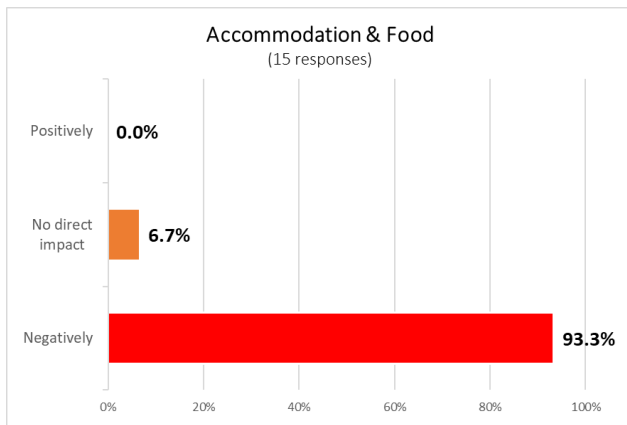
My customers are all businesses which have closed, so we have no income.	Cancelled contracts.	Cannot function remotely so have had to close.	Lack of available PPE.	Had to furlough vulnerable staff.
Unable to function under current Government restrictions.	Lack of information.	Complete business closure with 2hrs notice.	Client base is no longer operating.	Cashflow, late payments, cancellation of future works.

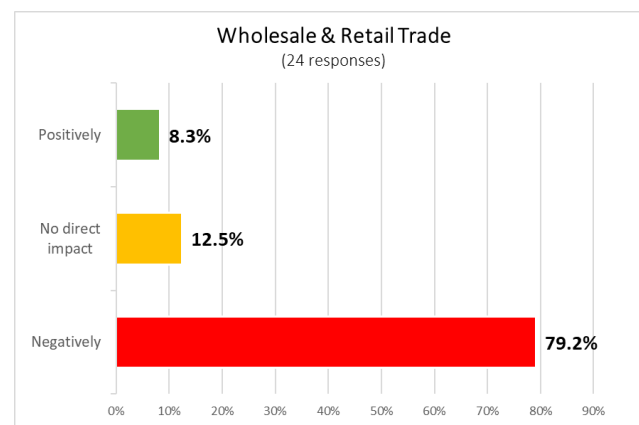
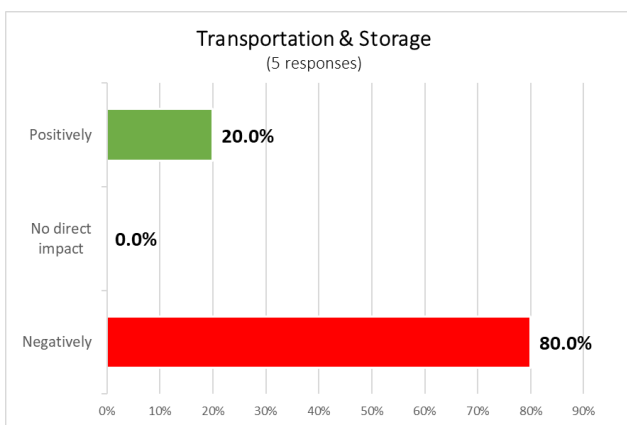
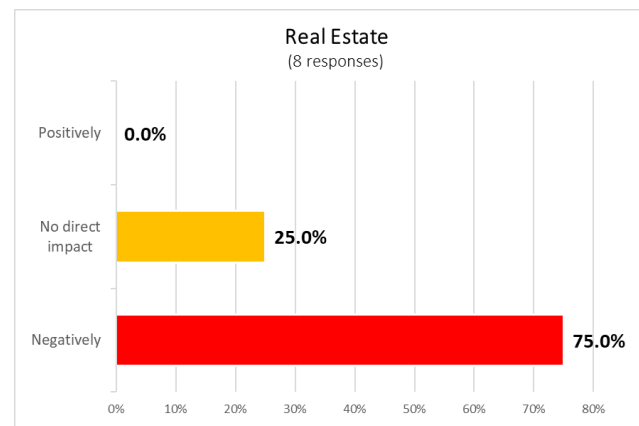
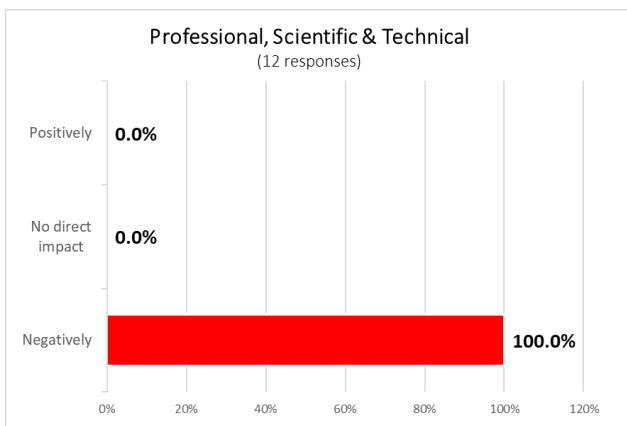
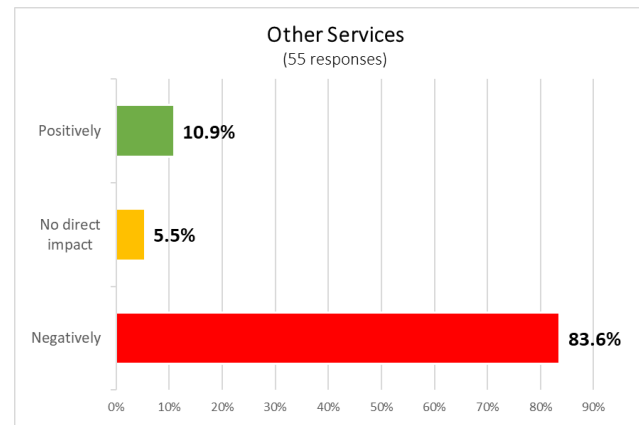
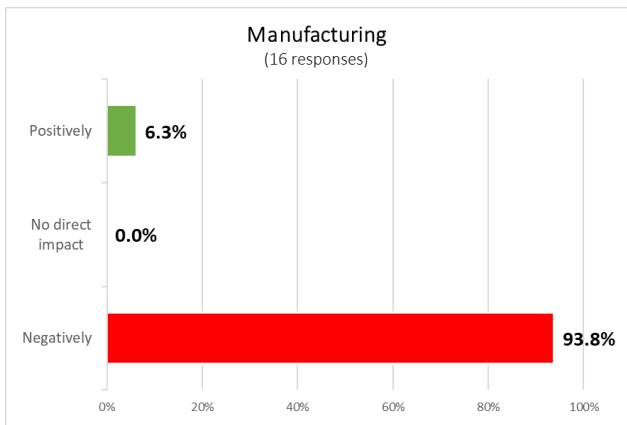
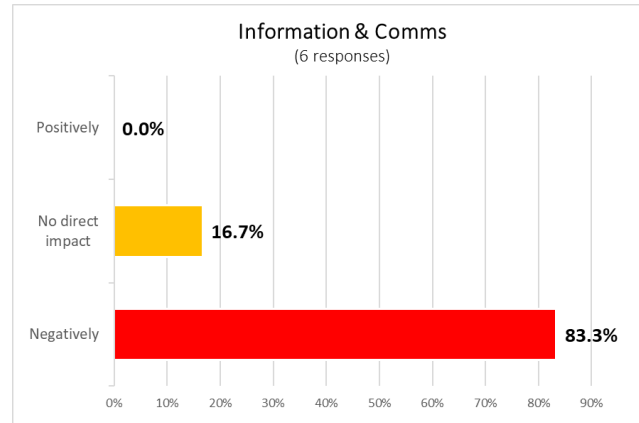
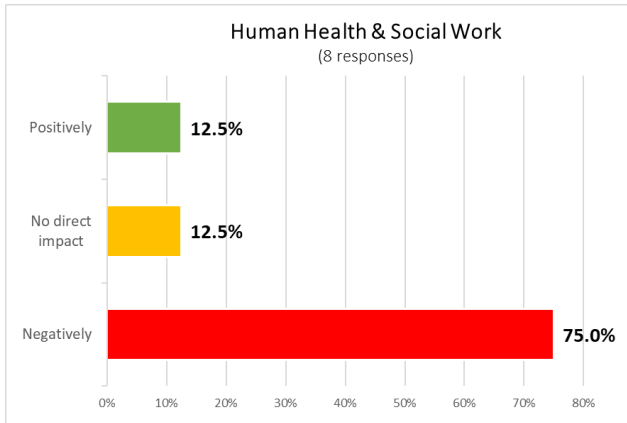


## 6.1 COVID-19 IMPACTS BY SECTOR

The following charts show a sector breakdown of how COVID-19 has affected businesses in the SELEP region.

**NOTE:** No responses were received from the *Agriculture, Mining, Energy & Water Supply*, and *Public Admin & Defence* sectors.





## 7 NEGATIVE EFFECTS OF COVID-19

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86.7% of all businesses surveyed reported that they had been negatively affected by the Coronavirus pandemic. Those businesses still able to operate found themselves affected by impacts of the pandemic further along existing supply or distribution chains. How businesses were negatively affected by the pandemic ranged from a decrease in operating hours, to complete closure.

Themes reported in the survey were:

- Customers not paying invoices on time, resulting in cash flow reductions, sometimes down to zero.
- Complete closure, and a disappearance of income.
- Cancelled contracts.
- Face-to-face businesses being forced to close.
- Furloughed staff: often, the least senior/experienced/skilled staff were furloughed first, resulting in the remaining staff having to work increased hours.
- Consumer sales drastically reduced, and trade sales dropping to zero.
- Delays in accessing government funding schemes, grants and loans.
- Having to develop ways of remote working, and enabling staff to perform their function from home.
- Micro businesses, sole traders, and the self-employed were greatly affected by their own personal circumstances. Many of those with existing medical conditions which forced them to shield or those with vulnerable family members felt they couldn't work at all due to the inherent risks.
- Businesses who had opened just prior to lockdown not only didn't have the reserves to fall back on, but many were not eligible for government assistance.
- Specific types of businesses were instantly affected by the pandemic and subsequent lockdown; these included wedding & events planners and those offering venues, photographers, hairdressers, beauticians, and those offering physical/close contact treatments and services (such as physiotherapists, dentists, dermatologists, etc.).
- The cancelling of international travel not only affected businesses who offered holiday planning or accommodation but also those whose services are directed at foreign students, such as language schools. This also had a subsequent effect on the hostels, B&Bs, and families that would normally host them.
- Dry cleaning businesses reported that as people were no longer commuting and performing office based work, they were no longer requiring their office wear (suits, shirts, etc.) to be dry cleaned, so their sales had dramatically reduced.
- Businesses offering niche products sold primarily via conventions, fairs, and trade shows saw their income stream instantly disappear.

- Those businesses whose services are delivered inside customers' homes saw their sales drastically reduced or disappear completely, as customers felt unsafe having external parties in their homes.

## 8 POSITIVE EFFECTS OF COVID-19

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Despite most businesses experiencing negative impacts from the Coronavirus pandemic, some respondents reported their business being positively affected.

- Businesses providing products or services in the home improvement and garden sector reported a significant increase in trade, as homeowners decided to spend time on practical improvement projects.
- Those who had already established online storefronts and digital payment infrastructures reported thriving sales.
- Some charities reported a huge increase in demand, and despite many having to close their physical shops and cancel fundraising events, advised that income has remained steady through the use of emergency appeals.

## 9 GOVERNMENT BUSINESS LOANS, GRANTS, AND SUPPORT SCHEMES – WHICH OF THESE HAVE YOU EITHER APPLIED FOR OR SECURED FUNDING FROM?

All respondents were asked if they had accessed support from a list of 15 possible options, including existing Government support funds.

Businesses were asked to state if they had either *applied for* or *secured* funding from:

- *Bounce Back Loan Scheme*
- *Business Interruption Loan Scheme (CBILS)*
- *Business Rates Relief*
- *Charity Support Packages*
- *Coronavirus Future Fund*
- *Coronavirus Job Retention Scheme (CJRS)*
- *Corporate Financing Schemes*
- *Deferring VAT and Income Tax payments*
- *Remote Training and Learning*
- *Rent Freeze/Mortgage 'Holiday'*
- *Retail, Hospitality and Leisure Grant*
- *Self Employed Income Support Scheme (SEISS)*
- *Small Business Support Grant*
- *Statutory Sick Pay Relief Package*
- *HMRC's 'Time to Pay' Scheme*

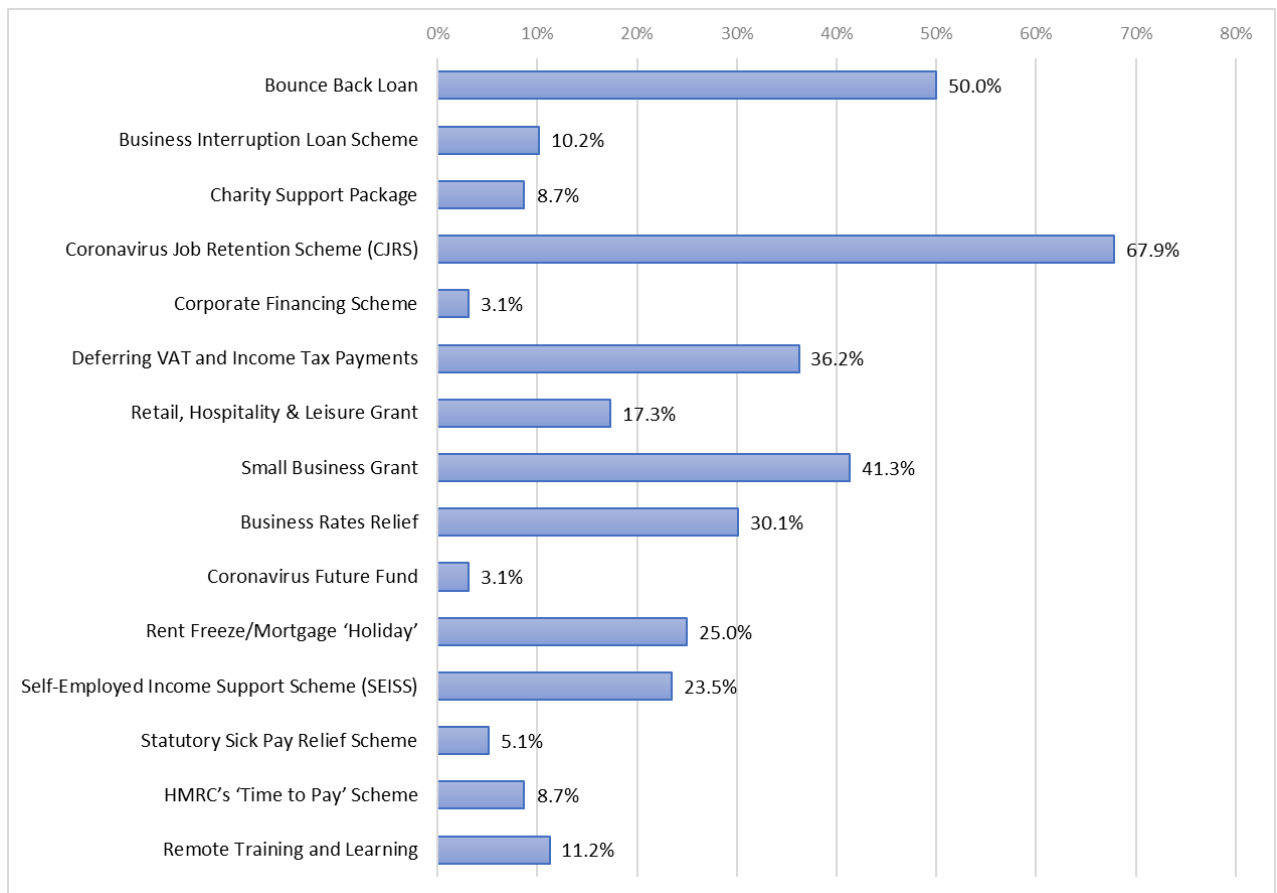
*[Funding, Grants, and other Financial Support, inc. Government Schemes – ALL SECTORS]*

Scheme Name/Assistance Type	Applied for?	Secured?	Total
Bounce Back Loan	44	54	98
Business Interruption Loan Scheme	12	8	20
Charity Support Package	10	7	17
Coronavirus Job Retention Scheme (CJRS)	50	83	133
Corporate Financing Scheme	3	3	6
Deferring VAT and Income Tax Payments	32	39	71
Retail, Hospitality & Leisure Grant	11	23	34
Small Business Grant	34	47	81
Business Rates Relief	22	37	59
Coronavirus Future Fund	3	3	6
Rent Freeze/Mortgage 'Holiday'	23	26	49
Self-Employed Income Support Scheme (SEISS)	16	30	46
Statutory Sick Pay Relief Scheme	5	5	10
HMRC's 'Time to Pay' Scheme	9	8	17
Remote Training and Learning	10	12	22

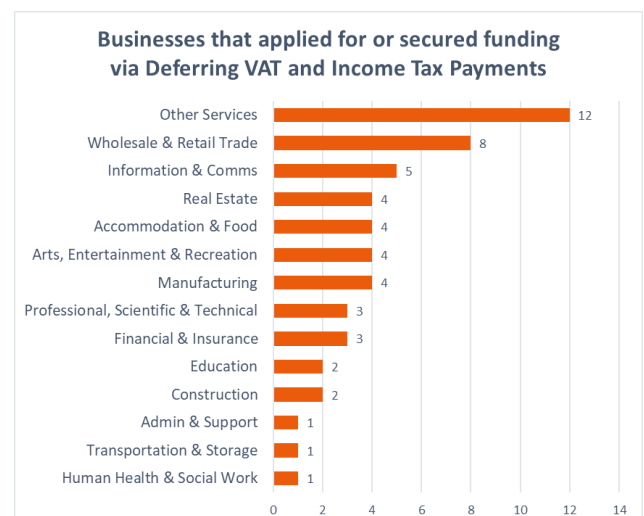
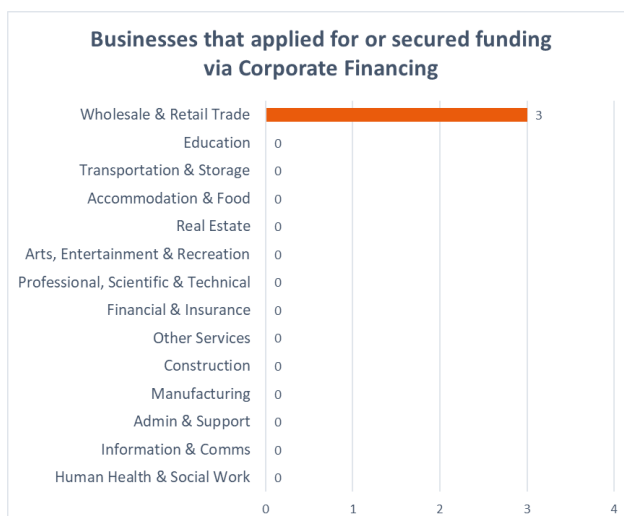
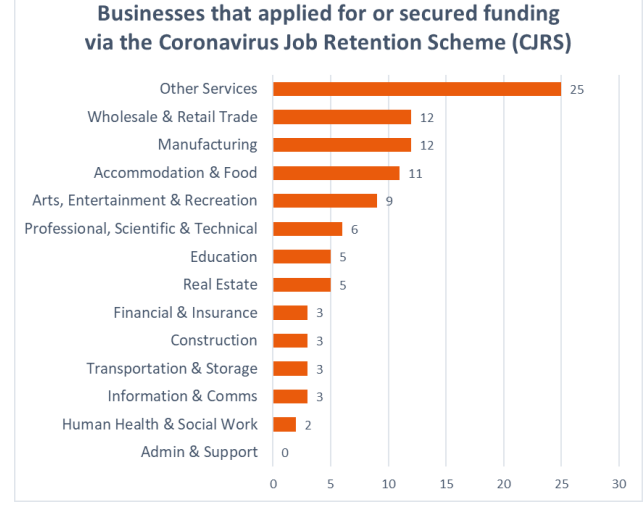
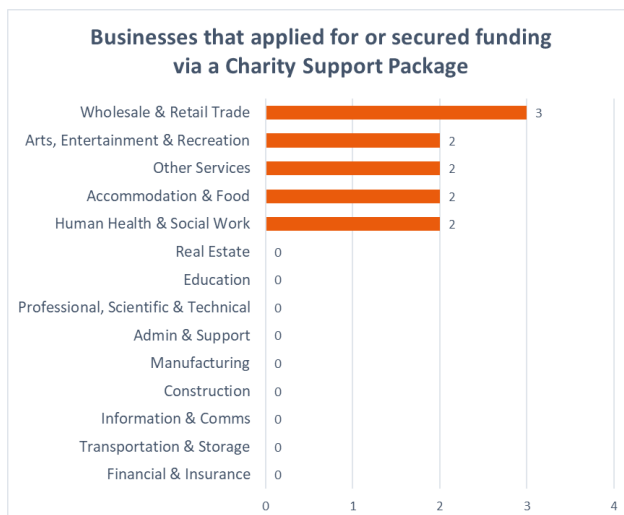
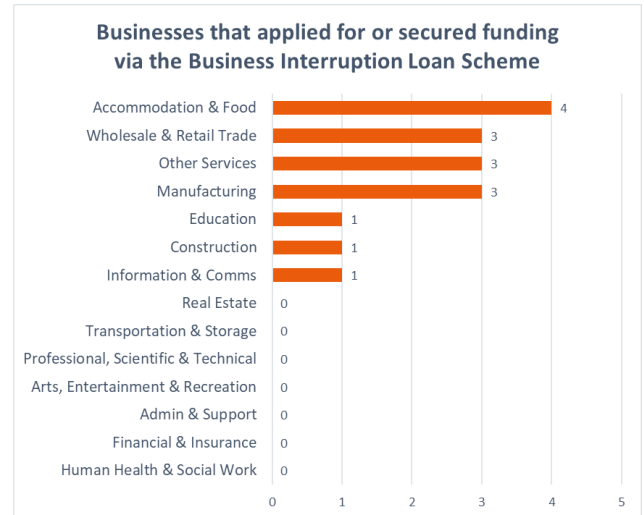
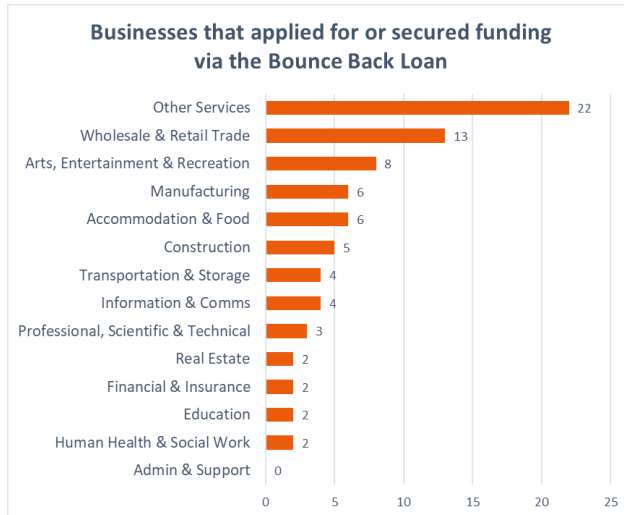
The table shows that the most used assistance method for SELEP businesses was via the *Coronavirus Job Retention Scheme (CJRS)* with regards to furloughing staff, then the *Bounce Back Loan*, and *Small Business Grant*.

The least used methods sought by businesses were *Corporate Financing* schemes and the *Coronavirus Future Fund*.

## 9.1 BUSINESS GRANTS, LOANS, FUNDING, AND OTHER SUPPORT – PERCENTAGE OF BUSINESSES THAT APPLIED FOR OR SECURED FUNDING VIA EACH METHOD.



## 9.2 BUSINESS GRANTS, FUNDING, LOANS, AND OTHER SUPPORT – SECTORS THAT APPLIED FOR OR SECURED FUNDING VIA EACH METHOD.



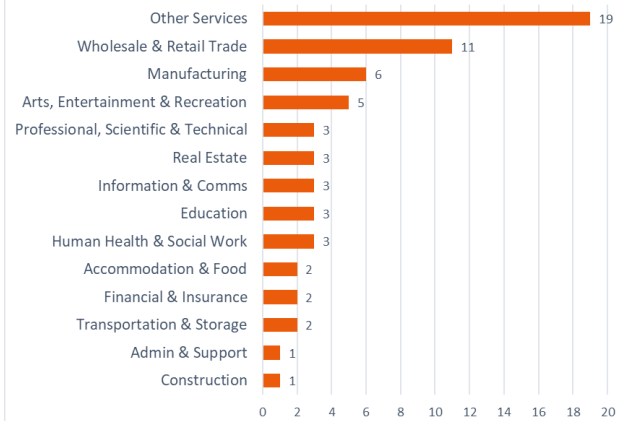




**Businesses that applied for or secured funding  
via the Retail, Hospitality & Leisure Grant**



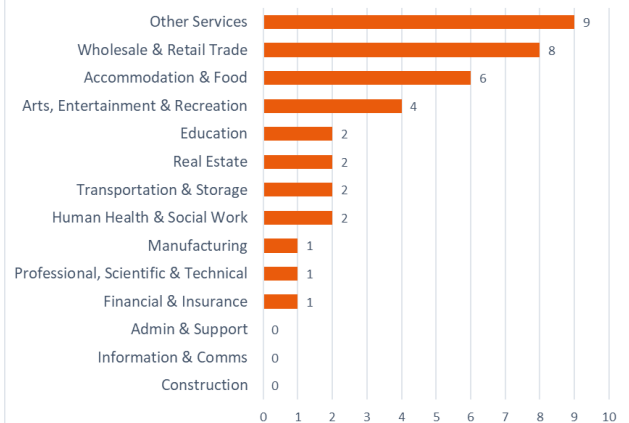
**Businesses that applied for or secured funding  
via the Small Business Grant**



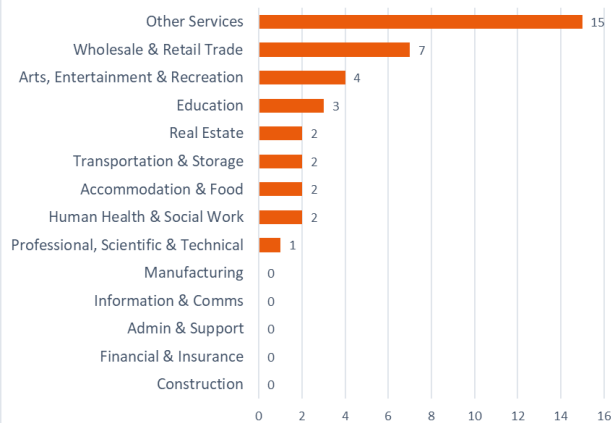
**Businesses that applied for or secured funding  
via the Coronavirus Future Fund**



**Businesses that applied for or secured funding  
via a Rent Freeze/Mortgage 'Holiday'**

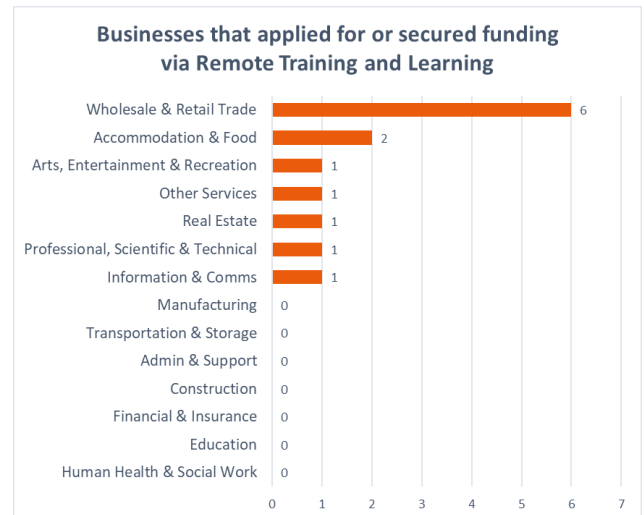
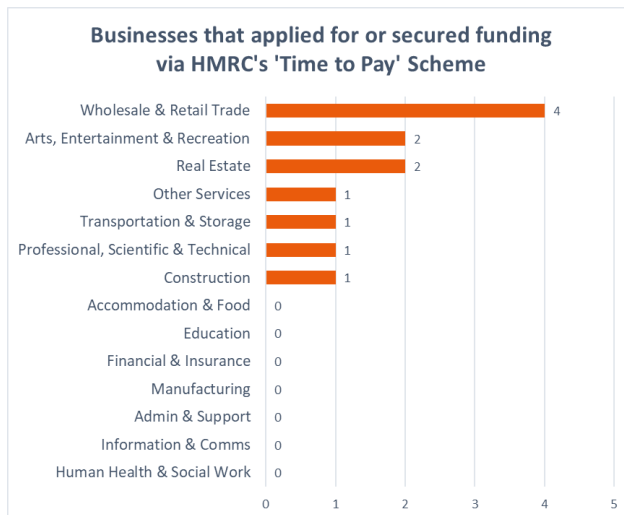


**Businesses that applied for or secured funding  
via the Self-Employed Income Support Scheme**



**Businesses that applied for or secured funding  
via Statutory Sick Pay Relief Package**

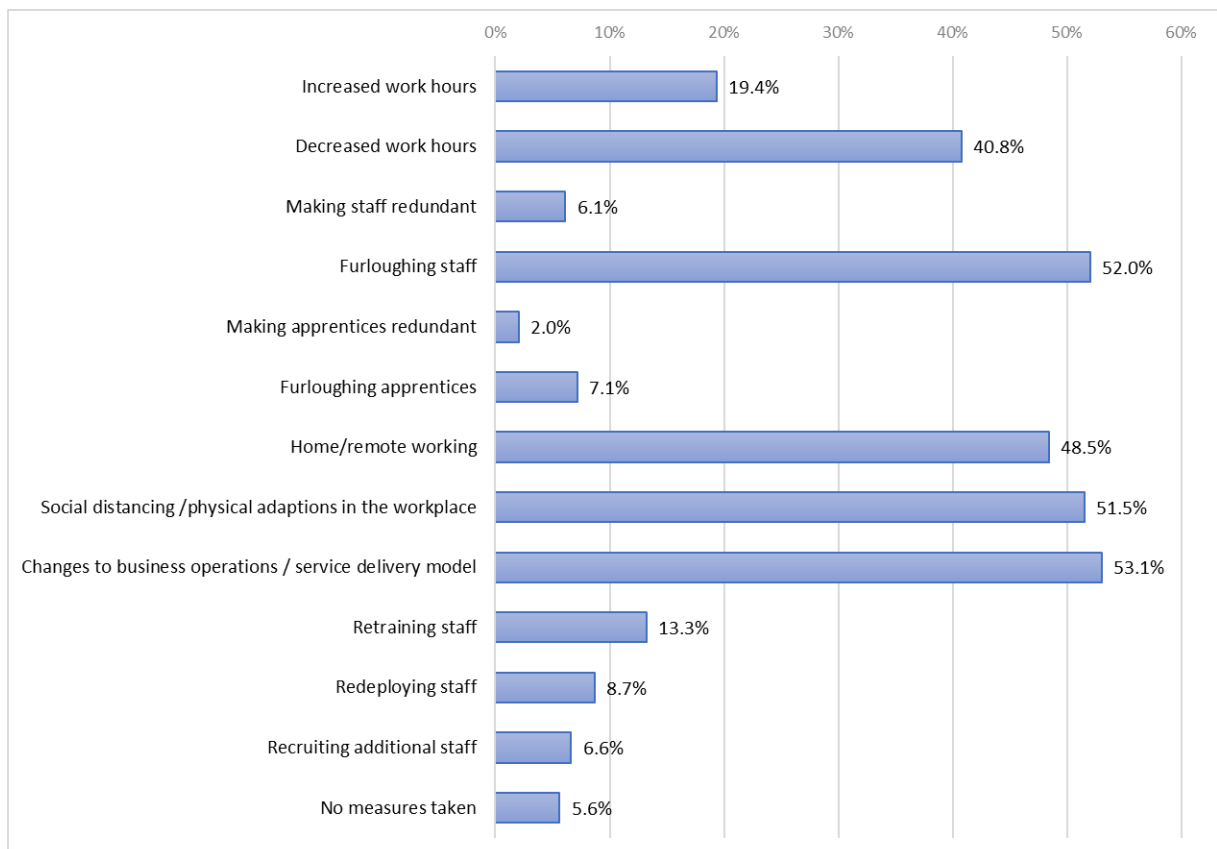




## 10 WHAT MEASURES HAS YOUR BUSINESS TAKEN TO COPE WITH THE IMPACT OF COVID-19 ON YOUR WORKFORCE?

To assess the impact of the Coronavirus pandemic on the SELEP workforce, respondents were asked to state what actions they had to take in response to COVID-19. Each respondent was presented with a list of 12 pre-determined measures plus 'No measures taken', and asked to select all that applied.

The below chart shows the percentage of respondents who selected each measure.



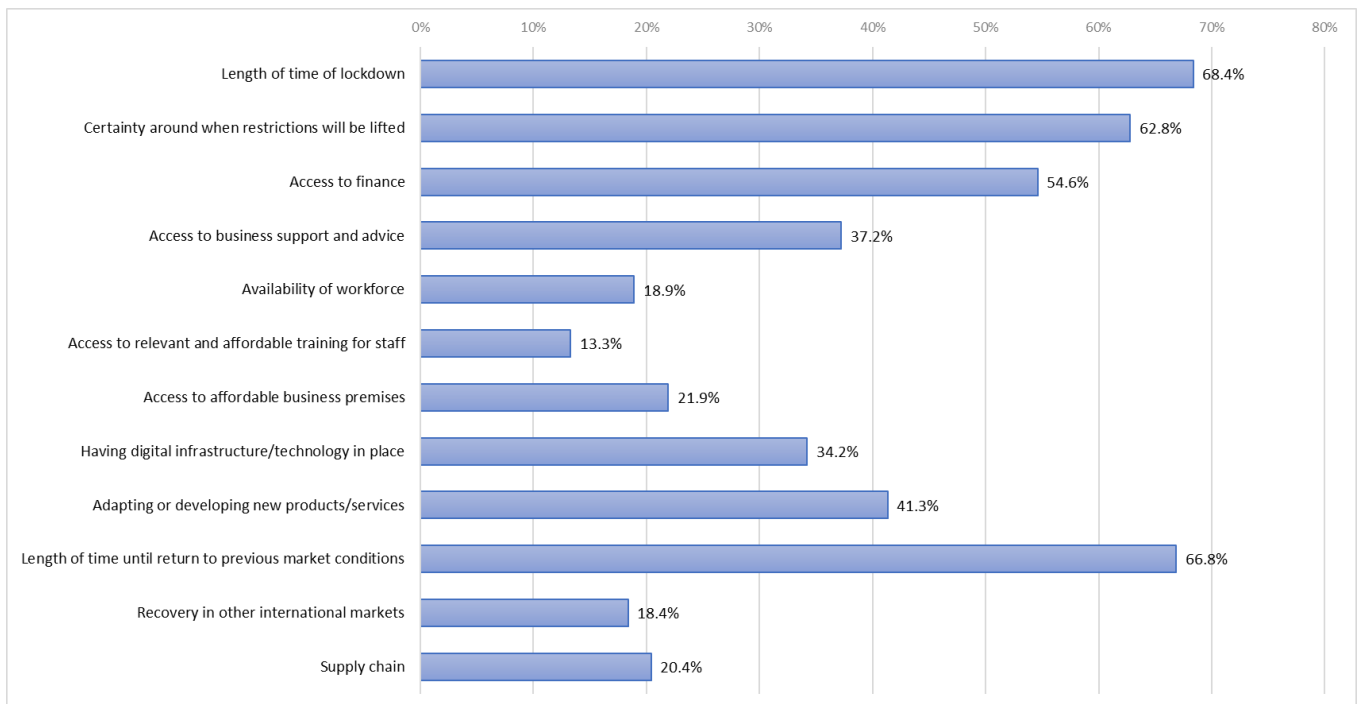
## 10.1 BUSINESS MEASURES BY SECTOR.

	Increased work hours	Decreased work hours	Making staff redundant	Furloughing staff	Making apprentices redundant	Furloughing apprentices	Home/remote working	Social distancing /physical adaptations in the workplace	Changes to business operations / service delivery model	Retraining staff	Redeploying staff	Recruiting additional staff	No measures taken
Accommodation & Food	13.3%	26.7%	20%	80%	0%	0%	33.3%	40%	40%	26.7%	6.7%	6.7%	0%
Admin & Support	0%	0%	0%	100%	0%	0%	100%	0%	0%	100%	0%	0%	0%
Arts, Entertainment & Recreation	8.3%	41.7%	8.3%	37.5%	0%	0%	54.2%	33.3%	37.5%	16.7%	12.5%	4.2%	4.2%
Construction	14.3%	57.1%	0%	42.9%	0%	14.3%	57.1%	85.7%	71.4%	14.3%	0%	0%	0%
Education	27.3%	27.3%	9.1%	45.5%	0%	0.0%	63.6%	27.3%	63.6%	18.2%	0%	9.1%	9.1%
Financial & Insurance	0%	50%	0%	100%	0%	0%	100%	50%	75%	0%	0%	0%	0%
Human Health & Social Work	25%	37.5%	0%	37.5%	0%	0%	37.5%	37.5%	37.5%	37.5%	25%	12.5%	25%
Information & Comms	33.3%	16.7%	0%	66.7%	0%	0%	83.3%	33.3%	66.7%	16.7%	0%	16.7%	0%
Manufacturing	6.3%	50%	0%	81.3%	0%	25%	62.5%	93.8%	43.8%	6.3%	12.5%	6.3%	0%
Other Services	16.4%	40%	3.6%	47.3%	0%	10.9%	29.1%	49.1%	50.9%	5.5%	1.8%	5.5%	5.5%
Professional, Scientific & Technical	25%	33.3%	0%	50%	0%	0%	75%	41.7%	66.7%	16.7%	16.7%	0%	8.3%
Real Estate	37.5%	12.5%	0%	50%	0%	0%	62.5%	87.5%	50%	12.5%	12.5%	0%	0%
Transportation & Storage	20%	60%	20%	40%	20%	0%	60%	20%	80%	0%	20%	0%	0%
Wholesale & Retail Trade	37.5%	62.5%	12.5%	41.7%	12.5%	12.5%	41.7%	66.7%	66.7%	12.5%	16.7%	16.7%	12.5%

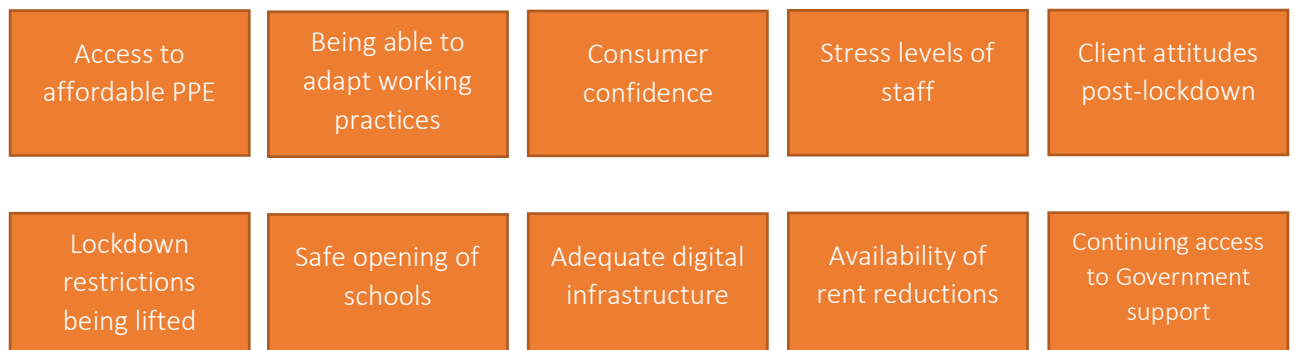
## 11 WHAT ARE THE KEY FACTORS THAT WILL INFLUENCE THE RECOVERY OF YOUR BUSINESS?

Survey respondents were asked to record what they thought were the key factors which would influence business recovery. Each respondent was given a list of 12 items and asked to select all that applied.

*[What are the key factors influencing the recovery of your business? – ALL SECTORS]*

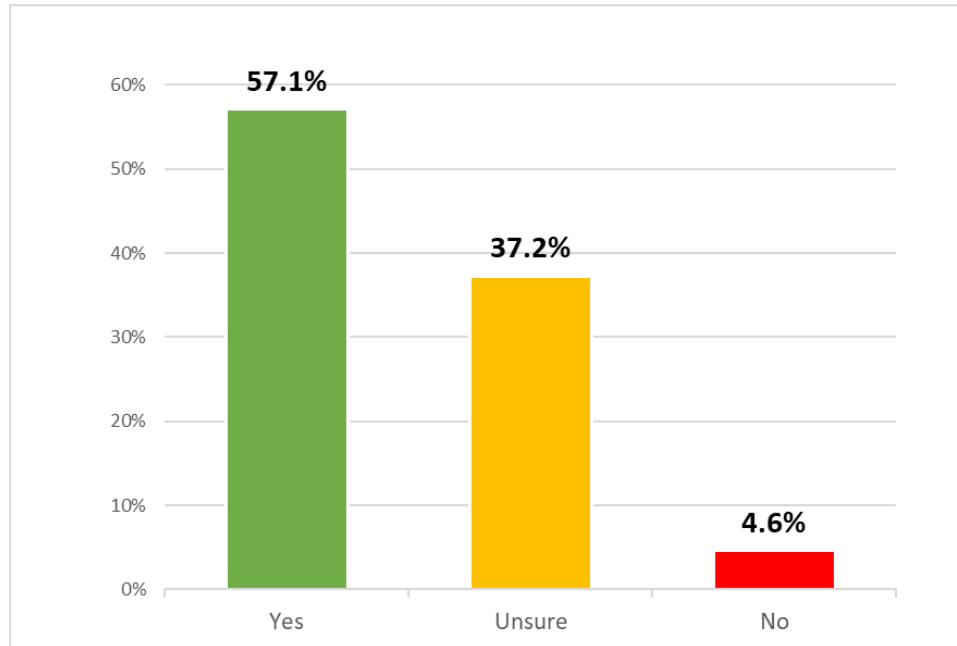


Respondents recorded the following additional comments regarding key factors influencing business recovery.



## 11.1 BUSINESS RECOVERY – DO YOU FEEL ABLE TO MEET THE REQUIREMENTS SET OUT IN THE GOVERNMENT’S ROADMAP TO RECOVERY AND ADDITIONAL GUIDANCE ON HOW TO MEET COVID SECURE WORKPLACE REQUIREMENTS?

*[Do you feel able to meet the Government’s COVID-19 secure workplace requirements? – ALL SECTORS]*



### 11.1.1 What are the biggest challenges to your business in meeting the Government’s COVID SECURE workplace practices?

Affordable PPE	Cost of sanitising products	Staffing schedules	Physical adaptations for adequate social distancing
Debt Management	Providing handwashing facilities	Affordability of continuing to trade	Staff working longer hours
Digital infrastructure and I.T. Security	Being able to purchase signage, PPE, etc.	Securing business loans	Supply chains and availability of stock
Additional cleaning and sanitation costs	Availability of face masks and other items of PPE	Social distancing requirements	Additional costs to make workplace safe and accommodating for staff with disabilities

## 12 SELEP BUSINESS RECOVERY SURVEY – OTHER COMMENTS

In addition to the choices presented by the survey, respondents were also encouraged to leave comments via ‘free text’ fields.

*[Word cloud representing how businesses were affected by COVID-19 – ALL SECTORS]*



## 12.1 QUOTES FROM BUSINESSES – HOW HAS COVID-19 AFFECTED YOU?

“6 month MOT extension has had a devastating effect on turnover. We lost a significant amount of income through the loss of MOT tests and associated work plus general servicing as customers tend to have their annual service carried out at the same time as their MOT. This loss of business and the knock-on effect will continue through to 31st January 2021.”

“95% of all projects either confirmed or potential at the time of lockdown were cancelled by our clients.”

“All of our work stopped. Our large blue chip customers pulled all orders from us overnight. A big part of our business is supplying the automotive sector and this work has also stopped with a very negative short to medium term future predicted.”

“I have not received any income for over three months due to COVID and haven't received any help or Universal Credit because I was a new business. My partner's income was massively affected also.”

“I lost all my bookings and contracts for the whole year, and it would have been my best year of trading. It's devastating.”

“I was ineligible for government help, and it has now set me back a couple of years. I was just in the position to invest in my company, I have set aside money to make the investment then all that money was needed to pay myself.”

“My entire portfolio of work has been suspended, including a six month contract due to start on the day of lockdown.”

“We are a Voluntary Sector organisation. COVID-19 has resulted in approx. £150k loss of earnings per month. Impact on fundraising event and activities. Also, we are seeing unprecedented demand for help and support from vulnerable and isolated older people and we have launched emergency services which also created costs but were fundamental to our charitable purpose.”

“We had to completely close down the bar/restaurant. Many booked weddings and parties have been cancelled. Our monthly turnover has come down by 80% and due to the higher fixed cost and rental payments, we are losing money just to hold the business.”

“We supply printed products to the outdoor event and leisure industry, which is now non-existent.”

“We have received no help whatsoever from our local council. As we are not lease holders of our building which is occupied by one other business and a charity, we have not been entitled to anything, which is very worrying. We are now being threatened to leave our building.”

“Income has plummeted to zero from over £10,000 per month due to the Hospitality industry being forced to lock-down.”

## 12.2 QUOTES FROM BUSINESSES – HOW IS YOUR BUSINESS DIVERSIFYING AS A RESULT OF COVID-19?

“Staff cannot be 2m apart when operating machines.”

“We have moved into remote recording via the internet, we have also investigated hosting Webinars. We are also seeing an increase in the number of animations commissioned and we are also offering remote training to clients.”

“We are learning to work from home and communicate with our clients online, and work together as a team but from home. We are looking at ways to develop more online services and online platforms to move forward with knowing there will be a new normal.”

“Providing online streaming classes for remaining clients.”

“We are a screen printing company, so not sure how we would diversify.”

“Furloughed staff mean we are unable to diversify.”

“We have lost jobs and lost customers due to an overall fear and lack of funds. We cannot afford to diversify, we have no starting funds in order to try anything.”

“We are trying to offer more traditional local delivery services as opposed to large scale work in London and surrounding areas.”

“We will aim to do more online courses in the next year, but this will only work for certain courses. Most of our delivery is for industry recognised qualifications - it is designed to lead to employment and the courses need to be practical.”

“Our licensing conditions made it very difficult for us to operate in line with government protocols around COVID-19.”

“I have investigated other products that I can develop but finances make it difficult to take things further.”

“We are now operating as a take-away and offering new services such as Afternoon Tea deliveries and we will be adding a ‘Dine@Home’ service.”



### 12.3 QUOTES FROM BUSINESSES – HOW DO YOU SEE YOUR BUSINESS IN A YEAR FROM NOW?

“At this stage I can see that we likely close down end of this month.”

“Our survival largely depends on when the rest of the world starts to wake up as we export to around 40 different countries.”

“Depends on our clients’ ability of being able to return to work.”

“A lot of our business is seasonal. Peak season is now, and while we have work it seems unlikely to be enough to see us through the winter.”

“Unclear what customer behaviour and demand level will be when commercial activity restarts. Cash flow challenges and urgent need for grant funding and affordable financing option for stability and investment or growth/diversification.”

“We don't know how we'll make it through the next few months.”

“Depends on whether there is a second wave or need for local/other lockdown or other governmental restrictions or policies that will adversely affect business.”

“Based on the seafront we are seasonal, we have not ‘earned’ sufficient funds as yet to see us over the winter and retain our main staff.”

“We have been successful for 25 years and we are absolutely rammed with booked weddings from October 20 onwards. We just need to be allowed to operate. As we have absolutely no roadmap from the government, I am basing my answer on the fact that we can operate from October. If this situation continues after that, my answer would be different.”

“This Virus has affected investment. I think Brexit will have a major economic effect on business confidence and the marketplace. These two major hurricanes make it very difficult to see any economic light at the end of the tunnel.”

“Wholly dependent on revenue streams, ability to reduce costs, and support from our landlords.”

“Without support for our business, it will not be able to cover its overheads before we can begin to trade again.”

## 12.4 QUOTES FROM BUSINESSES – WHAT ARE THE BIGGEST CHALLENGES IN MEETING RE-OPENING REQUIREMENTS?

“Staff too scared to return to work.”

“Cash to pay for the necessary equipment needed to restart working.”

“Traveling UK & internationally for business, and ensuring the safety of our employees.”

“Our current business model is all about lots of people together. We will need to implement a risk assessment and enforce social distancing.”

“Cash flow, cash flow, cash flow.”

“If there are limits on numbers allowed into our facility, we will need to work out whether we can afford to trade.”

“Finding out where I can get all the relevant information for COVID-19 control procedures recommended by the Government. All the information needs to be centralised.”

“Lack of demand for our service.”

“Supply chain, long length of time for decisions on new tenders. Reluctance by leaseholders to pay out monies for repairs/redecorations, etc. Financial burden of keeping our staff current with training particularly Health & Safety courses, cost, and increased amount of PPE required.”

“No income. The threat of losing my home. Secondary schools are delayed going back which impacts my services significantly. Funding and grant applications have been put on hold due to uncertainty around C-19. Being able to access a business account to be eligible for some of the C-19 grants to work with vulnerable young people has proved difficult.”

“The economic environment for investment in the industry that I work in is shattered. I am trying to look at alternative markets.”

“Space, time, and money for all the PPE.”

## 12.5 QUOTES FROM BUSINESSES – WHAT ADDITIONAL SUPPORT WILL BE REQUIRED?

“Extension of support including furlough through the winter for seasonal businesses.”

“Further grant and one year rent free.”

“We will require grants not loans. Our landlords could extend their Discretionary Business Rates Relief.”

“There needs to be some sort of certification for COVID-19 compliant businesses to give the general public the confidence to begin visiting businesses like mine. There will be a lot of anxious people out there quite frightened, this will go some way to allay their fears.”

“Reduction of rent paid to Local Authority and business rates. VAT extended for a whole year, no more min wage, pension or other overhead increases.”

“More funding to cover costs.”

“I worked in the city for over 20 years and have sufficient risk management business continuity and training to manage, I just need financial support and client confidence.”

“Finance until foreign students are allowed back into the U.K.”

“Adequate funding of the homeless sector to ensure rough sleepers are not simply returned to the streets.”

“Business rate holiday on office space at the very least. Grant to reconfigure office space to allow for staff to safely come back into the offices.”

“We have some capital funds and if there was some match funding, we could make an investment now whilst we can't operate, we can avoid down time in better times by doing this investment of a new plant and equipment now.”

“More financial help due to not working at full capacity.”

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