

## **Business Gateway Coronavirus Content Hub**

### **Updated 08/04/2020**

#### **Business Gateway Coronavirus Support Page:**

<https://www.bgateway.com/coronavirus>

#### **Business Gateway Local Offices**

Business Gateway has local offices all over Scotland and they are now operating virtually to support businesses with each Local Authority. We are available to offer advice on key elements like business contingency planning, managing cashflow, trading online and dealing with suppliers. As well as signposting to other relevant sources of information and support that may be able to help you.

<https://www.bgateway.com/local-offices>

#### **Coronavirus funding support and grant list - Daily Update**

A list of support that is available has been created and can be downloaded as a PDF. It is being updated daily so please check back for further updates. It includes information on all business funding and grants made available to help businesses during the Coronavirus (COVID-19) Outbreak.

<https://www.bgateway.com/resources/finance-and-grant-announcements>

#### **Funding & Official Announcements**

This section can help business owners and their employees find information on how to deal with concerns about Coronavirus (COVID-19) in the workplace, funding and other support.

<https://www.bgateway.com/news/guidance-for-business-owners-in-scotland-on-coronavirus-covid-19>

#### **Coronavirus Business Support Fund**

The Scottish Government has opened the £1 billion Business Support Fund. The one-off grants are designed to help protect jobs, prevent business closures and promote economic recovery, and more than 90,000 ratepayers across Scotland will be able to benefit.

Two types of grant are now available to ratepayers:

£10,000 grants for small businesses in receipt of the Small Business Bonus Scheme or Rural Relief, or;

£25,000 grants for hospitality, leisure and retail properties with a rateable value between £18,000 and £51,000.

You can apply for a grant now through your Local Authority.

<https://www.bgateway.com/resources/coronavirus-business-support-fund>

#### **UK self-employment income support scheme**

The UK Government has announced support if you're self-employed or a member of a partnership and have lost income due to the coronavirus. This scheme will allow you to claim a taxable grant worth 80% of your trading profits up to a maximum of £2,500 per month for the next 3 months.

<https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>

### **Support for creative professionals and organisations**

Creative Scotland has launched three funding programmes designed to provide further support to sustain the country's creative community during the COVID-19 outbreak.

<https://www.creativescotland.com/funding/funding-programmes>

### **Coronavirus Business Interruption Loan Scheme (CBILS)**

The Coronavirus Business Interruption Loan Scheme (CBILS) provides financial support to (SMEs) across the UK that are losing revenue and seeing cashflow disrupted as a result of the Coronavirus.

<https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-scheme-cbils-2/>

### **Universal Credit for the self-employed**

We have produced this short guide to applying for financial support if you are self-employed and affected by the Coronavirus/COVID-19 outbreak.

<https://www.bgateway.com/resources/advice-for-self-employed-people-who-need-to-make-a-new-claim-for-financial-support-due-to-the-coronavirus-covid-19-outbreak>

### **Statutory Sick Pay (SSP) employer obligations**

This short guide gives an outline on your obligations as an employer when it comes to Statutory Sick Pay (SSP).

<https://www.bgateway.com/resources/information-on-statutory-sick-pay-ssp-for-businesses-with-employees-and-affected-by-the-coronavirus-covid-19>

### **New HMRC helpline for businesses and self-employed**

A helpline for businesses and self-employed people concerned about not being able to pay their tax due to coronavirus has been launched by HMRC on: **0800 0159 559**.

<https://www.gov.uk/government/news/tax-helpline-to-support-businesses-affected-by-coronavirus-covid-19>

### **The Prince's Trust & Natwest Enterprise Relief Fund**

This £5 million Enterprise Relief Fund offers grants to 18 to 30-year olds across the UK who are self-employed and/or running their own business.

<https://www.princes-trust.org.uk/about-the-trust/coronavirus-response/enterprise-relief-fund>

### **Scottish Government Business News**

Visit the Scottish Government website for the latest business guidance information, funding announcements and business related statements on the Coronavirus.

<https://www.gov.scot/business-industry-and-innovation/>

### **UK Government Business News**

Visit the UK Government website for the latest business guidance information, funding announcements and business related statements on the Coronavirus.

<https://www.gov.uk/business-and-industry>

### **Webinars: Coronavirus Business Support**

Our local and national webinar programme covers a wide range of topics to help your business with all of the issues it faces due to the Coronavirus.

<https://www.bgateway.com/events>

### **Switching to trading online – What you need to know**

In these difficult times when people are not allowed to visit non-essential shops, trading online is often the only way for you to sell your products and services. This tutorial explains what's involved in getting into online trading and, once you are set up, how to make a success of it.

<https://www.bgateway.com/resources/switching-to-trading-online-what-you-need-to-know/overview>

### **Webinars, live streams and video conferences: Running a business remotely**

While we are all dealing with Coronavirus travel restrictions, it's even more important to know how to interact with colleagues, clients and customers online. This tutorial gives you an insight into what's possible and how you set about doing it.

<https://www.bgateway.com/resources/webinars-live-streams-and-video-conferences-running-a-business-remotely/overview>

### **Using & reviewing digital channels during Coronavirus/COVID-19**

All organisations can use digital tools and channels to respond quickly and communicate with customers, staff and suppliers.

<https://www.bgateway.com/resources/digitalboost/digital-resources/using-reviewing-digital-channels-during-coronavirus-covid>

### **Actions for businesses to consider during the current coronavirus pandemic**

We round up some key actions that businesses should consider during this challenging time.

<https://www.bgateway.com/news/guidance-for-business-owners-in-scotland-on-coronavirus-covid-19>

### **Using digital to reach your customers quickly in a crisis - Advice for SMES**

Covid-19 is forcing everyone to work differently. If embracing digital was always 'one of those things we'll eventually get round to', it will now be top of your list if your customers can't come to you.

<https://www.bgateway.com/resources/digitalboost/digital-resources/using-digital-to-reach-your-customers-quickly>

### **5 point plan to keep in touch with customers**

The Coronavirus lockdown has led many businesses to stop trading. Normally when businesses close, it is either forever, or a two week holiday at the most! However, this is an unprecedented situation where businesses will close with the hope of opening again in a few weeks or months.

<https://www.bgateway.com/resources/digitalboost/digital-resources/5-point-plan-for-keeping-in-touch-with-customers-when-your-business-is-closed>

### **7 tips to getting your tone right in business communications during the Coronavirus**

During the pandemic, customer communication through your digital channels is essential. Whether this is to update customers of changes to your business, or letting them know of new services you can provide, the words that you use and the tone that you take are incredibly important to your ongoing customer relationships.

<https://www.bgateway.com/resources/digitalboost/digital-resources/7-tips-to-getting-your-tone-right-in-business-communications-during-the-coronavirus>

### **Managing your business reputation during the Coronavirus**

This guide summarises some of the most important considerations for businesses and some tips on how to stay visible, on message and on brand during these unusual and uncertain times. We hope these help you to prioritise and develop an action plan for your business.

<https://www.bgateway.com/resources/managing-your-business-reputation-during-the-coronavirus>

### **Advice and actions for cafes regarding temporary closures due to Coronavirus**

With cafes closed or working as takeaways we spoke to Café and Restaurant Management Consultant Angela Lyons who has worked in the industry for over 17 years.

<https://www.bgateway.com/resources/advice-and-actions-for-cafes-regarding-temporary-closures-due-to-coronavirus>

### **4 ways customer feedback can help you right now**

For businesses that remain open during the pandemic, many are diversifying or using new channels to deliver services in different ways. They're doing this at breakneck speed - there's no time for months of market research and focus groups.

<https://www.bgateway.com/resources/digitalboost/digital-resources/4-ways-customer-feedback-can-help-you-right-now>

### **Business Continuity Guide**

You may already have one in place but if not then this is the time to put together a Business Continuity Plan that includes things like cashflow, supply chains and employee management.

<https://www.bgateway.com/resources/risk-management-and-business-continuity-planning>

### **How to get your business through the current emergency**

Businesses across the country are all adapting to new, unprecedented circumstances imposed by the COVID-19 epidemic. This tutorial outlines some key considerations to help you prioritise and develop an action plan for your business.

<https://www.bgateway.com/resources/how-to-get-your-business-through-the-current-emergency/overview>

### **Business Planning**

As your business develops and changes, so should your business plan. That's why we have created a series of templates and guides to help you structure and plan your business better.

<https://www.bgateway.com/resources/working-on-a-business-plan>

### **Online Tutorials**

You can watch these Online Tutorials 24/7 and they cover a wide range of topics relevant to getting your business through the Coronavirus crisis including Trading Online, Crisis PR, Social Media and Digital Strategy.

<https://www.bgateway.com/resources>

### **Closing a business – Making that decision and what you have to consider**

No one could have forecast the current business climate in Scotland. There is no easy guidance through this unprecedented situation, just words of support, direction and government guidelines that change and are updated on a daily basis.

<https://www.bgateway.com/resources/closing-a-business-making-that-decision-and-what-you-have-to-consider>

### **14 points to consider when closing your premises during self-isolation**

At the moment most businesses have had to close their premises and although there are also less people on the streets we wanted to remind you of some security measures that you should consider when closing up.

<https://www.bgateway.com/resources/14-points-to-consider-when-closing-your-premises-during-self-isolation>

### **Looking after your mental health during the Coronavirus outbreak**

Infectious disease outbreaks, like the current Coronavirus (Covid 19), can be scary and can affect our mental health. This guide can help support you and your workforce.

[https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak?fbclid=IwAR0dFfCdeIDII2ExxWN\\_IPNbpgWi2rQojQ17iVNobwLbTWcKyItz\\_ZB5wb8](https://www.mentalhealth.org.uk/publications/looking-after-your-mental-health-during-coronavirus-outbreak?fbclid=IwAR0dFfCdeIDII2ExxWN_IPNbpgWi2rQojQ17iVNobwLbTWcKyItz_ZB5wb8)

### **Working from home – Tips to help you settle in**

With many people now working from home and with school closures about to hit we spoke to a business that has operated from home for the last 15 years on what we can do to adapt.

<https://www.bgateway.com/resources/working-from-home-tips-to-help-you-settle-in>

### **Coping with Stress and Anxiety during the Coronavirus Outbreak**

Over the past couple of weeks we have seen unprecedented levels of stress and anxiety across a large section of the population. Ray Knox is a Management Training Consultant with years of experience in helping business owners manage their workloads and mental health. We spoke to him for some advice on guidance on how to handle it all.

<https://www.bgateway.com/resources/coping-with-stress-and-anxiety-during-the-coronavirus-outbreak-by-ray-knox-orca-management-training>

### **Managing a team remotely – How to make it work better for everyone**

The rapid spread of the coronavirus is presenting huge challenges across every industry in the world, as businesses adapt to new directives and restrictions on movement.

<https://www.bgateway.com/resources/managing-a-team-remotely-how-to-make-it-work-better-for-everyone>

### **DigitalBoost Podcasts**

This series is brought to you by DigitalBoost, Business Gateway's leading digital skills programme for SMEs in Scotland. We're rounding up top tips from digital experts to help your business with everything online.

<https://www.bgateway.com/resources/digitalboost/digital-resources/digital-bites>

### **DigitalBoost HealthCheck**

Take this free healthcheck to find out what your digital strengths and weaknesses are. Plus discover what other support is available to your business.

<https://www.bgateway.com/resources/digitalboost/digitalboost-healthcheck>

### **Other business support from across Scotland**

You can search [findbusinesssupport.gov.scot](https://findbusinesssupport.gov.scot) to see what other support is available to you from other business support agencies in Scotland.

<https://findbusinesssupport.gov.scot/>

## **Business Gateway and DigitalBoost Online Tutorials:**

### **[Getting your business through the current crisis – Online Tutorial](#)**

There is a great deal to consider at the moment – cashflow, HR, health and safety, contingency planning and it can be overwhelming. Start with this short tutorial.

### **Marketing Your Business – Online Tutorial**

To raise awareness of your business and what it can offer your target customers, you need to communicate that to them in the right way, using channels that create the biggest impact.

### **PR Tips for business – Online Tutorial**

PR is a valuable marketing tool which can be used to raise awareness of your business offering, create stand-out from competition and to drive sales or referrals.

### **Finance – Online Tutorial**

Having a handle on your finances is essential to running a business. This tutorial will help you understand the most important elements of financial planning to set your business up for success.

### **Digital Marketing Strategy – More important than ever**

When travel is much more restricted than before, it's even more important for you to have a coherent and effective digital marketing strategy. Here, we run you through the key factors to consider and sources of really useful information that can focus your activities on exactly where your customers are.

### **Keeping Your Business Safe Online**

So much of your business is now being carried out online, so it's even more important that you stay safe and avoid a cyber attack that puts your business (and/or your customers' data) in jeopardy. The fact you are a small business does not mean you are invulnerable, on the contrary, the consequences for small businesses are potentially all the more significant.

### **Switching to Trading Online – What you need to know**

In these difficult times when people are not allowed to visit non-essential shops, trading online is often the only way for you to sell your products and services. This tutorial explains what's involved in getting into online trading and, once you are set up, how to make a success of it.

### **Planning – Online Tutorial**

Planning is important at every point in the business journey; from starting up to growing and diversifying to new markets. It goes without saying this also involves planning for the unexpected, so you are prepared to adapt to new circumstances.

### **Search Engine Optimisation (SEO) – Getting your website found now it's going (or is already) online**

There's no point in having a website if it isn't being found when people search for your business name, products and services. We explain what you need to do to raise your website up search rankings. Even more relevant during the Coronavirus outbreak.

### **Webinars, Live Streams and Video Conferences: Running a business remotely**

While we are all dealing with Coronavirus travel restrictions, it's even more important to know how to interact with colleagues, clients and customers online. This tutorial gives you an insight into what's possible and how you set about doing it.

### **Business Contingency Planning - Online Tutorial**

Businesses across Scotland are facing disruption due to the Coronavirus outbreak, so we have recorded a short online tutorial on Business Contingency Planning.

### **Video for Business**

Video content is the marketing tool of the moment. It is a really engaging way of showcasing your business to both existing customers and potential new ones.

### **Apps for Business**

Using apps to interact with brands and services has become second nature to customers. Find out if an app is the right next step for your business.

### **Social Media for business**

Social media can be a powerful tool, the key is to tailor it to your business, service or product and audience. Learn how to get the most out of social media for your business.

### **Paid Advertising**

Advertising is a great way to increase awareness of your business and boost sales. Our tutorial will help you strategise, create and monitor your paid advertising.

### **Producing Engaging Digital Content**

Our online tutorial on Producing Engaging Digital Content will help you create an online offering that will attract the customers you want, and get them to interact with your brand in measurable ways

### **Email Marketing**

This tutorial will take you through the fundamentals of email communication. You'll learn how to plan and deliver email campaigns, and how to monitor the data to make them even better in future.