

Business	Details	Online
KEEPING UP TO DATE WITH WHAT IS GOING ON IN OUR INDUSTRY ACROSS SCOTLAND WITH OUR KEY INDUSTRY PARTNERS		
Business advice and resources		
VisitScotland	<p>Our team is committed to doing whatever we can to support you at this critical time. We've set up a business advice team for dedicated tourism business support, consisting of our experienced Industry Relationship Managers and Quality & Tourism Advisors supported by our Customer Services team. They all have experience of Scottish tourism across its regions and sectors.</p> <p>They can be reached at business.advice@visitscotland.com and can help you with any questions you have about business operations or marketing at this time.</p> <p>Our COVID-19 advice page on VisitScotland.org has the latest updates and advice, frequently asked questions and Q&As providing Scottish Government's response to questions you've raised. Here you'll also find information on wider industry representation and useful signposting to other sources of support, such as findbusinesssupport.gov.scot for financial support – and more.</p>	<p>Website: https://www.visitscotland.org/supporting-your-business/advice/coronavirus</p> <p>Twitter @VisitScotNews and LinkedIn.</p>
Scottish Tourism Alliance (STA)	<p>The Scottish Tourism Alliance has remained on the front foot since the Coronavirus started to unfold.</p> <p>They are having conversations with all sizes of tourism businesses across Scotland and continue their dialogue with the Scottish Government to bring about the introduction of additional measures that will prevent the collapses of our industry in the coming weeks and months. Make sure you sign up and register for their daily updates.</p>	<p>Website: www.scottishtourismalliance.co.uk</p> <p>Facebook: @stalliance</p> <p>Twitter: @st_alliance</p>
Scotland Food & Drink	<p>Sign up to the daily updates from Scotland Food and Drink if you are a producer or a provider. Their updates contain all the up-to-date info/advice/support for the food and drink sector</p>	<p>Website: https://foodanddrink.scot/news/coronavirus-scotland-food-drink-update/</p> <p>Facebook & Twitter @Scotfooddrink</p>
EventScotland	<p>This advice has been prepared in response to the growing concerns in the events industry and is correct at the time of publication. The situation around coronavirus (COVID-19) is rapidly evolving, this advice is specifically for the events industry and is based on current Scottish Government guidelines.</p>	<p>Website: https://www.visitscotland.org/events/advice-materials/coronavirus</p>

Scottish Government	The Scottish Government have a landing page on the topic of the emergency measures and support packages introduced in Scotland. This page will be updated on a regular basis, so is worth regularly checking.	Website: https://www.gov.scot/coronavirus-covid-19/
UK Government	The UK Government has set out guidance for employees, employers and businesses in providing advice about COVID-19 on:	Website: www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses
STERG	Based on previous experience dealing with the impacts of Foot and Mouth disease, Avian Flu and SARS, they have reactivated their tried and tested emergency planning process and held the first meeting of the Scottish Tourism Emergency Response Group (STERG) on Tuesday 17 March. This group will enable tourism industry bodies across Scotland to respond in a coordinated manner to the problems which result from a COVID-19 pandemic. The STERG is chaired by VisitScotland and includes representatives of the industry, the Scottish Government Tourism Team, Scottish Tourism Alliance (STA), Scottish Enterprise (SE), Highlands and Islands Enterprise (HIE), South of Scotland Enterprise (SoSE), transport sector and tourism organisations.	Website: https://www.visitscotland.org/supporting-your-business/advice/coronavirus/sterg
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SUPPORT INFORMATION & ADVICE <i>(Please note this is taken from key websites and will be updated on an ongoing basis – so ensure you do too)</i>		
Scottish Borders Council	Please see their dedicated page full of information for the region on all aspects.	Website: https://www.scotborders.gov.uk/coronavirus
Midlothian Council	Midlothian Council's Economic Development and Business Gateway teams are continuing to support businesses in the area by email and telephone and through regularly updated social media posts.	Facebook: https://www.facebook.com/BGMidlothian/ Linkedin: https://www.linkedin.com/company/business-gateway-midlothian/
Scottish Enterprise Business Helpline	The COVID-19 Business Support helpline is open from 8:30am to 5:30pm, providing businesses across Scotland with advice and guidance on COVID-19. The business helpline number is 0300 303 0660 - callers should select option one to speak to the COVID-19 team. They have gathered a list of websites that give useful information on business continuity for employers and businesses.	T: 0300 303 0660 Website: https://www.scottish-enterprise.com/learning-zone/business-guides/components-

		folder/business-guides-listing/covid-19-advice-for-businesses-in-scotland
FSB (Federation of Small Businesses)	<p>Advice and guidance on reducing the risks from the Coronavirus (COVID-19) virus to you and your business.</p> <p>Press Release issued by The Federation of Small Businesses on new measures to stop business tenants being evicted during the #covid19 pandemic.</p>	<p>Website: https://www.fsb.org.uk/</p>
Business Gateway	<p>An article has been produced on the Business Gateway website to help business owners and their employees find information on how to deal with concerns about Coronavirus (COVID-19) in the workplace. This page is also updated on a regular basis:</p>	<p>Website: https://www.bgateway.com/news/guidance-for-business-owners-in-scotland-on-coronavirus-covid-19</p>
VisitScotland	<p>Advice for tourism businesses</p> <p>In light of COVID-19, everyone's health and safety is the most important thing. This means despite the love and desire we all have to share our friendly, passionate and unique country and promote future visits to your own business, now is not the time to promote Scotland as a destination to visit. However, it's important to continue to engage with your customers, ensuring that you are sensitive to how they are feeling in this time of crisis.</p> <p>We appreciate that it's an extremely difficult time for businesses across Scotland who are facing temporary closure and we want to help where we can. That's why we have outlined some best practice advice on what to share on your digital channels (website and social media) during the current and evolving coronavirus situation.</p>	<p>Website: https://www.visitscotland.org/supporting-your-business/advice/coronavirus/content-sharing</p>
VisitScotland Survey and Results so Far.	<p>VisitScotland COVID-19 Industry Survey – Latest Results</p> <p>VisitScotland have today produced the results from their latest COVID-19 industry survey, which covers the period from 20th -30th March. There were 2,243 respondents to the survey, with attractions, activities and tours making up 25% of that number. The key points to note are:</p> <ul style="list-style-type: none"> • 50% of attractions sector respondents (with employees) stated they have had to reduce staff numbers to date (30 March) with a likelihood of further losses in the future. • 74% of attractions sector respondents claim to have lost up to £50,000, with the remaining 26% claiming losses of substantially more than this. • 60% of attractions sector respondents claim that the maximum length their businesses can survive without support is 3 months • 51% of attractions sector respondents want further support in covering staff salaries, with 47% seeking long term relief from business related taxes 	<p>Survey Link for when it reopens: https://visitscotland.researchfeedback.net/s.asp?k=158462247264</p> <p>The full survey results can be analysed at this link: https://www.visitscotland.org/binaries/content/assets/dot-org/pdf/research-papers/covid-19-scottish-tourism-industry-survey-wave-2-final-31-march-</p>

	Please do keep submitting details on the VisitScotland survey as and when they are running one. They are capturing key information on a regular basis but in set times opposed to ongoing so they can assess the impact and changes.	2020.pdf
Business	Details	Online
FINANCIAL SUPPORT AND INFORMATION (please keep up to date with the key organisations directly)		
Business Grants / Funds	<p>Midlothian: They are using the online form which you can access from the website. No signature issues with this. 10 mins to complete it.</p> <p>Borders: Please can businesses remember to sign their applications (this can be a separate sheet or a photo) and to attach a bank statement from the last 3 months. Bank statement can be a screen grab of online account if easier. Getting it right and all in the first time will avoid any delays.</p>	<p>Midlothian Website: https://www.midlothian.gov.uk/coronavirus-business</p> <p>Borders Website: https://www.scotborders.gov.uk/coronavirusbusinessfund</p>
Self-Catering Update from ASSC	<p>Following lengthy discussions between the Association of Scotland’s Self-Caterers, Scottish Government and other stakeholders, the ASSC can now report that the guidance for self-catering eligibility for grant support has been amended.</p> <p>“Self-catering accommodation and caravans are considered eligible for grant funding if receipts represent a primary source (for example, one third or more) of earnings for the ratepayer and the property has been let out for 140 days or more in financial year 2019-20.”</p> <p>The ASSC has been in high level discussion with the Scottish Government throughout today to ensure that this new amendment would work for the sector.</p>	<p>Website: https://www.assc.co.uk/</p> <p>And https://www.assc.co.uk/scottish-government-changes-grant-funding-eligibility-for-self-caterers/</p>
Self Employed	<p>HM Revenue & Customs guidance for the self-employed to claim through the corona virus Self-employment Income Support Scheme is now available on the HMRC website. This scheme is for the self-employed or a members of a partnership that have lost income due to corona virus.</p> <p style="text-align: center;">IMPORTANT INFORMATION</p> <ul style="list-style-type: none"> • You cannot apply for this scheme yet. • HMRC will contact you if you are eligible for the scheme and invite you to apply online. • Individuals do not need to contact HMRC now and doing so will only delay the urgent work being undertaken to introduce the scheme. 	<p>Website: https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme</p>
Universal Credit	<p>Universal Credit is a payment to help with your living costs. It’s paid monthly - or twice a month for some people in Scotland. You may be able to get it if you’re on a low income or out of work.</p>	<p>Website: https://www.gov.uk/universal-credit</p>

Job Retention Scheme guidance	<p>Key points include</p> <ul style="list-style-type: none"> ○ Businesses can claim Employer National Insurance contributions and minimum automatic enrolment employer pension contributions on top of the actual wage cost ○ To be eligible you must have created and started a PAYE payroll scheme for the employee by 28 February 2020, but they can be on any form of contract including ZHCs and agency contracts ○ The government expects that the scheme will not be used by many public sector organisations or organisations receiving public funding ○ The scheme covers employees who were made redundant since 28 February 2020, if they are rehired. ○ A furloughed employee can not undertake work for or on behalf of the organisation – although they can undertake training ○ Employees who are working on reduced hours, or for reduced pay, will not be eligible ○ The 80% calculated is to be based on the employee’s pre-tax salary ○ Employees must be paid the lower of 80% of their salary, or £2,500 even if this means they end up receiving a wage below the NLW/NMW ○ To claim, you will need: <ul style="list-style-type: none"> ▪ your ePAYE reference number ▪ the number of employees being furloughed ▪ the claim period (start and end date) ▪ amount claimed (per the minimum length of furloughing of 3 weeks) ▪ your bank account number and sort code ▪ your contact name ▪ your phone number ○ You can only submit one claim at least every 3 weeks, which is the minimum length an employee can be furloughed for. Claims can be backdated until the 1 March if applicable. 	<p>Website; https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme</p>
Jobs Support Employability	<p>The COVID-19 Jobs Support Employability response portal is now live , this has been developed by the Capital City Partnership as part of the Edinburgh and South East Scotland City Region Deal. Capital City Partnership has a dedicated employer engagement team sourcing live vacancies and liaising with actively recruiting employers across the 6 local authority areas of Edinburgh, Fife, Midlothian, West Lothian, East Lothian & The Scottish Borders.</p>	<p>Website: http://www.c19jobs.org/</p>
Recruitment Portal	<p>A free-to-use jobs portal to help workers from the tourism and hospitality sectors who’ve found themselves displaced as a result of the COVID-19 situation has been launched.</p> <p>Supported by the Scottish Tourism Alliance (STA) and UK Hospitality, the recruitment portal is designed to help tourism and hospitality staff find at least temporary employment in other sectors that now require high volumes of staff to get through the crisis.</p>	<p>Website: https://www.visitscotland.org/news/2020/job-finding-service</p>
My World of Work for	<p>Please see the below links to a web facility from Skills Development Scotland’s My World of Work site. The facility has been created for people who have lost their job due to COVID-19, and employers who wish to recruit.</p>	<p>The first link is for individuals who have lost their job: https://www.myworldofwork.c</p>

<p>displaced workers</p>	<p>The purpose of the site is to match people who have lost work with jobs in sectors who are currently in need of staff, e.g. the supermarkets and the NHS. As noted in a previous update, the HospitalityUnite jobs hub is also available to help workers from the tourism and hospitality sectors who have found themselves displaced as a result of the COVID-19.</p> <p>If you are seeking part-time or full-time employment follow the link to see what vacancies are available: www.harri.com/hospitalityunite</p>	<p>o.uk/has-your-job-been-affected-covid-19-coronavirus The second is for employers who wish to post a vacancy: https://www.ourskillsforce.co.uk/help-with-recruitment/covid-employer-vacancy-landing-page/</p>
<p>ALVA</p>	<p>ALVA Commissioned Report into Post COVID-19 Recovery Modelling for Visitor Attractions</p> <p>We are very conscious that the majority of members will be focussed on business survival at this time and we are aware that the recovery period and re-opening to visitors will feel this a long way off. We would however like to highlight an interesting report commissioned by our colleagues at the Association of Leading Visitor Attractions (ALVA). The report has been commissioned to help attractions with your recovery modelling. It provides insights and analysis on the impact and recovery period from past crises and identifies the short, medium- and long-term risks and opportunities for our sector as a result of the current crisis. We are grateful to ALVA for commissioning the report and for making it available to ASVA members. Whilst the report is by its nature aimed at larger sites, the findings within it are applicable to any ASVA member. We would particularly draw your attention to sections 5 and 6 of the report, which focus on the short to long term risks and opportunities and what the recovery may look like.</p> <p>The report is, of course, clear that caution is needed when considering market prospects and we would urge you to bear this in mind while digesting its contents. You can view the full report at this link: https://mcusercontent.com/504ba12a92055630afa9a57d2/files/fb434f0e-83ef-4283-94b5-760faa856efc/alva_covid_report_mar20.pdf?mc_cid=db2ad63244&mc_eid=306d10fa95</p>	<p>Website: https://www.alva.org.uk/index.cfm</p>
<p>ASVA</p>	<p>Association of Scottish Visitor Attractions – Keep up to date if you are a visitor attraction</p>	<p>Website: https://www.asva.co.uk/news.php</p>
<p>Historic Houses Association</p>	<p>We are aware that the coronavirus outbreak is affecting people and business everywhere, including our member houses. While the situation unfolds, we're trying to keep on top of developments among our houses so you're aware of any changes to their opening arrangements. Read more on the website.</p>	<p>Website: https://www.asva.co.uk/news.php</p>
<p>Historic Environment Scotland</p>	<p>See website for more details and updates</p>	<p>Website: https://www.historicenvironment.scot/about-us/news/coronavirus-covid-19-update/</p>

NTS (National Trust Scotland)	See website for more details and updates	Website: https://www.nts.org.uk/stories/coronavirus-emergency
UK INBOUND (MBTAG are a member)	UKinbound is a member of the Tourism Industry Council and the Tourism Industry Emergency Response group (TIER) which is holding weekly meetings to discuss the impact of COVID-19. We are relaying our members concerns to the group and to Government officials and ministers.	Website: https://www.ukinbound.org/advocacy/covid-19-news-and-support/
Association of British Insurers	<p>The Association of British Insurers have created a Corona Virus hub that will answer questions such as those below and many more:</p> <p>How are insurers supporting unoccupied premises where businesses are temporarily closed? If my business isn't able to operate because of COVID-19, should I just cancel my insurance policy?</p> <p>Visit the hub for further guidance.</p>	Website: https://www.abi.org.uk/products-and-issues/topics-and-issues/coronavirus-hub/?fbclid=IwAR1vTWDvhlWRdDUvBS48RuR_HV9zgWVS8cluJ2J0TvTwGo00_9HijiApHMM
Filing Accounts	<p>From 25 March businesses will be given an additional 3 months to file accounts with Companies House to help companies avoid penalties as they deal with the impact of COVID-19.</p> <ul style="list-style-type: none"> As part of the agreed measures, companies will still have to apply for the 3-month extension to be granted, those citing issues around COVID-19 will be automatically and immediately granted an extension. Applications can be made through a fast-tracked online system which will take just 15 minutes to complete. 	Website: https://www.gov.uk/government/news/companies-to-receive-3-month-extension-period-to-file-accounts-during-covid-19?utm_source=f3101d97-c140-4859-9f49-b4f3d326d612&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate
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OTHER THINGS HAPPENING TO TAKE PART IN (I am sure more will be circulated soon – please ensure you follow STA and VS for further opportunities to take part in)		
Hospitality Tomorrow Virtual Conference – 7th April	<p>"Devastating" seems to be the most frequently used word by governments and businesses when assessing the scale, scope and impact of COVID-19 on the global economy and society.</p> <p>While the world works through stages of virus contact, contagion, containment and control, nothing is certain. Nothing, aside from that our world will never be the same again. Even before recovery can be ventured into, leaders must come together to identify:</p> <ul style="list-style-type: none"> Changes in our world and people - operationally, financially, and psychologically Where, when and how signs of recovery can be anticipated The role of Travel & Tourism in accelerating momentum for recovery 	Website: https://www.hospitalitytomorrow.com/?fbclid=IwAR0Jl_Am5xuJh9EUtIdgr0_q85VTshXSshL4YoM0hYmoAnIdCPSelIyAXvI

It is crucial that we rebuild confidence in the global community. Now is the time to start the conversation - make those critical connections that you need to build the right understanding, relationships, unity and actionable ways to support one another now for a stronger response - as one industry, one community.

Join us from 09:45AM to 4:30PM (BST) on Tuesday, April 7, 2020 for Hospitality Tomorrow from the safety of your own home or office. See you there!

Jonathan Worsley, Chairman & Founder, BENCH EVENTS

Anita Mendiratta, Special Advisor to Secretary General, UNWTO

PLEASE NOTE THIS INFORMATION HAS BEEN PULLED TOGETHER FROM OUR KEY INDUSTRY PARTNERS AND GOVERNMENT / COUNCIL WEBSITES. PLEASE NOTE INFORMATION IS UPDATED REGULARLY SO PLEASE DO ENSURE YOU FOLLOW ALL OF THE CORRECT CHANNELS. MORE DETAILED INFORMATION IS AVAILABLE ON YOUR LOCAL COUNCILS / GOVERNMENT WEBSITES.

TAKE CARE AND KEEP SAFE