

# Navigating Government Coronavirus support



### KEY POINTS

#### Support Received

- Access to grant funding and government support
- Ongoing adviser support

#### Outcome

- Cashflow support to ease strain on the business during the Covid-19 lockdown

Poppy's Café offers a selection of great tasting, locally sourced hot and cold meals to eat in or takeaway in the Clay Cross area of North East Derbyshire. However, when the Covid-19 crisis struck the business was forced to close its café operation. The takeaway and delivery service was able to continue but the business faced challenges as trade fell when workplaces closed.

Business director, Angela Gambetta, had been a D2N2 Growth Hub client for some time and had fully engaged in the services. However, during the time of the crisis Angela's growth Hub adviser, Lisa Hoyland, was able to offer specific support and advise to help them through the difficult time. Lisa was able to offer the business a trusted source of information to clarify government support as it emerged.

For example, initial questions regarded Statutory Sick Pay and the governments offer to partially refund for this period. Advice was also provided on the Small Business Rate Relief Grant, Coronavirus Job Retention Scheme (furlough) and the CBILS loan. Queries related to insurance policies and business interruption clauses were also covered. As the lockdown continued focus turned to establishing a 'new normal' for the business and expanding the delivery/takeaway service. Further advise was sought during this time in the form of Growth Hub online webinars and information was required on the Bounce Back loan scheme in order to aid cashflow.

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*Your support had been invaluable to me. The day after Boris Johnson announced the closure of many businesses you rang me to offer your support and to ask me if I needed help with anything, which to me was like a huge weight had been lifted off my shoulders knowing that there was someone there for support in these difficult and scary times.*

*Then you helped me with vast information on furloughing my staff, also helped me find further information on the different loans available for small businesses. You sent me various information on the small business grant that was available to me too and gave me information on the webinars available.*

*You really have been a massive support to me and my business. Your help and advise has been invaluable to me. I really can't thank you enough.*

Angela Gambetta, Poppy's Café

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