

09.02.21

Coopers Coffee

The Panel would particularly like to hear the challenges, if any, your business has had to endure in obtaining access to support. In addition, the Panel would be interested to hear if the operation of take away or home delivery of your goods impacted on your eligibility to claim under the government support schemes. In order to inform your response, the Panel would be grateful if you could answer the following questions:

- Have you accessed a support scheme and if so, which one?

Yes, we've used the co-funding scheme and will be looking to use the Fixed cost scheme

- How did you find the application process? Were you provided with any information on the scheme?

Initially we found completion a challenge, however this improved as we better understood the process. No real complaints here

- Did you feel supported through the process?

Not particularly, some of the questions we raised came back with very non-specific answers.

- Were you excluded from applying for a scheme? If so, which one?

No

- If you could make improvements to the scheme(s) what would they be?

We had a detriment issue in June whereby we didn't meet the criteria by some 3%. That was hugely costly to us as we had lost so much turnover in April for which we never recovered anything close to the cost of keeping employees on our payroll. This latest round of co-funding appears more equitable with a lower detriment level being set for claimants. To put a number on this we have been paying out between £12,000 and £15,000 per month to keep staff on for whom we had no work. If we can't access any co-funding for just one month the cost to our business is massive.