

specialty
TRANSPORT FOR LONDON PROPERTY

Business Support Directory

Support and top tips during coronavirus
Winter 2020

espresso	2.20
macchiato	2.20
piccolo	2.20
flat white	2.90
latte	2.90
cappuccino	2.90
long black	2.90
mocha	3.10
hot chocolate	3
filter coffee	2.60
tea	2.20



EVERY JOURNEY MATTERS

Supporting you during coronavirus

Since the first lockdown was announced in March, our teams have worked hard to give you the support that you need to meet the challenge of the coronavirus pandemic.

We have been amazed by the resilience of our customers and the ways in which you have been helping each other and your local communities. Now we want to provide certainty going into next year so that we can continue, together, to build London's recovery.

Our support for you: September 2020 to June 2021

The nature of the pandemic and the inherent uncertainty caused meant that our support for you has, so far, been announced in three-month stages. We now want to look further ahead, to support your recovery and business planning, through to June 2021. This will include making sure that any support for the September 2020 quarter is right for you and your business.

We will be in touch with you, if they have not talked to you already, to discuss the best form of support for you and your business between September 2020 and June 2021. There is no standard policy for everyone, because we know that different businesses require different support. Some of you have been told to remain closed by the Government since March. Some businesses might just need some guidance on where they can access business support schemes, funding or relief from elsewhere.



Government support and advice

The Government have released a number of schemes to help with coronavirus and the second Lockdown including reintroducing the **Coronavirus Job Retention Scheme** and the **Business Interruption Loan Scheme**.

Government support is the best place to start. Please check your eligibility for these schemes and please use them to support your business. If you have any concerns or questions, please get in touch with your property manager.

Description	Link
Current restrictions and guidance	https://www.gov.uk/coronavirus
Business support finder	https://www.gov.uk/business-coronavirus-support-finder
Guidance for working safely. (If you are currently close, you will need to review this for when you reopen)	https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19



Other resources

A range of different organisations are providing **important advice, guidance and support** for businesses like yours during this next period of living with coronavirus. We highly recommend reading through these links, starting with the London Business Hub

Organisation	Support	Link
London Business Hub	Backed by the Mayor of London, this website has all the key information surrounding coronavirus, with help and guidance opportunities	https://www.businesshub.london/resource/covid-19-coronavirus-support-for-businesses-and-employers/
London Business Hub's Covid-19 Recovery Grant	All the information about how to apply to the London Business Hub's Covid-19 Recovery Grant	https://www.businesshub.london/resource/covid-19-recovery-grants-from-the-london-business-hub/
Federation for Small Businesses	Information on how to support social distancing once the tier system is back in place. There are weekly webinars for advice and support.	https://www.fsb.org.uk/campaign/covid19.html
ACAS	Supporting your and your staff's mental health during Coronavirus	https://www.acas.org.uk/coronavirus-mental-health/supporting-staff-mental-health



Other resources

Organisation	Support	Links
The Skills Toolkit	A series of courses to improve your digital skills from basic numeracy to digital marketing.	https://nationalcareers.service.gov.uk/find-a-course/the-skills-toolkit
Save the High Street	Set up to help small businesses through the coronavirus period and beyond it. Sign up to their free newsletter for tips for your business and take part in the free questionnaire to receive a personalised recovery and resilience health check for your business.	https://savethehighstreet.org/
Small Business Britain	Small Business Britain have put together a 5 point back to business plan for businesses to follow when they are reopening after the lockdown period.	https://smallbusinessbritain.uk/back-to-business
Small Business Britain	Small Business Britain have launched a big support campaign with links, numbers and people/places to contact if you need vital support. From mental health and wellbeing support to business support, the support is ever changing based on the new rules in place.	https://smallbusinessbritain.uk/back-to-business
Small Business Commissioner	An independent body set up by the government to tackle late payments and unfavourable payment practices in the private sector. If you are struggling with late payments, you can contact their team who will provide a free service to help you.	https://www.smallbusinesscommissioner.gov.uk/



Other resources

Organisation	Support	Links
The British Library	The British Library have a business support unit, including an entrepreneur in residence. They also run regular webinars and are a great resource for information on running your business.	https://www.bl.uk/business-and-ip-centre
London Community Response Fund	Supporting prestart, start up and existing businesses that are affected by the current situation caused by Covid-19. Participants will have the opportunity to improve digital skills and reach more potential clients on Social Media	Learn more here . To register, please, complete the online form here .
COADEC	COADEC lobby on behalf of start up and tech. Join their mailing list to find out about all start-up, tech and policy news.	https://coadec.com/
Guardians of the Arches	Independent tenants association specialising in railway property, including arches. Provides support and advice to small businesses on any tenancy or property related matters including negotiating fair lease terms, rent reviews, comparable rental information and property valuations	https://www.guardiansofthearches.org.uk/
Enterprise Nation	Support surrounding coronavirus; events to get involved with and the e-learning courses to help you to continue to grow your business further.	https://www.enterprisenation.com/



Building a website

Having a website for your business can help support you through the lockdown period as customers can still purchase your products online. We've loved seeing some of the new websites and delivery models created nby our customers since March. Here are a few organisations that have advice on building a website inexpensively:

Organisation	Support	Link
Small Business.co.uk	This website has advice on how to build a simplistic but effective website using free services such as wix.com which may help to promote your business during lockdown if you do not have a website already.	https://smallbusiness.co.uk/advice-for-small-businesses-on-building-a-website-on-a-shoestring-2284448/
Startups.co.uk	Runs through the cost of building a website and the best online tools that will help you to achieve building a website cheaply but effectively.	https://startups.co.uk/websites/creating/how-much-does-a-website-cost/
Google My Business Help	Create and account on Google my Business Help and it will give you the option to create a free website along with all the guidance needed. When you have finished creating your website, you can publish it directly onto google using their services.	https://support.google.com/business/answer/2911778



Reopening safely after Lockdown

We know that you health and safety as seriously, especially after seeing you all reopen after the first lockdown (although, of course, some businesses did not close). It is the right thing to do for you and your staff and as the first lockdown proved, customers will be looking to use businesses that make them feel safe. Here is a reminder of how to reopen safely after the second lockdown finishes:

1	Have you carried out a coronavirus risk assessment, in consultation with workers.	Y/N
2	Have you ensured you are aligned to the government guidance and ensured your staff are clear on the policy you are following and that customers are informed too?	Y/N
3	Have you reminded your self of our top tips to reopening?	Y/N

The Government has released [guidance on working safely through coronavirus](#) which is updated regularly with new measures.

The HSE has published guidance on [working during coronavirus](#) and how to perform a coronavirus risk assessment .

Tops Tips for reopening

- Follow the Government and Health and Safety Executive (HSE) guidance below to reopen safely
- Check electrical, mechanical, water and life safety systems
- Inspect for any signs of wear and tear/ damage to the property which need to be repaired prior to reoccupying
- Check no statutory certification expired during period of lockdown – if so, systems should be re-certified before returning to use.
- Run systems prior to opening to ensure all are working correctly and there are no unusual noises or smells
- Check fire escape routes, ensuring none have been blocked and doors open as required
- Review cleaning regimes
- Remember to check any external spaces included in your lease
- Review entry and exit points in light of social distancing requirements
- Review external queuing requirements
- Notify insurance your insurance that you are open
- Let your property surveyor know



Top tips to maintain, rebuild and thrive

Safety First

More than ever, safety is going to be at the front of people's minds. Customers and staff will expect that you have made sure that your property is as safe as possible, especially now we know more about how the virus spreads.

- Deep clean before reopening and regularly thereafter. Increase the frequency of your regular cleaning routine
- Make hand sanitiser easily accessible for customers and staff and wear face masks and coverings
- Replace fixtures and fittings with those that can be opened or used hands free, this could be different doorknobs and handles or taps
- Display posters telling customers to wear masks and sanitise hands before entering

Differentiate yourself

Spending has changed during the pandemic, with people focusing on things they need and items that may bring joy during this difficult time. Businesses can connect with customers with the right products, service that makes their life easier or experiences they will cherish.

- Explore delivery or collection options for your customers
- Bundle products together for ease
- Or provide shorter services or cheaper items to appeal to those with less time or money because of the crisis

Re-budget and Re-focus

Your business almost certainly looks different during the crisis and may well look different afterwards. By thinking about how this impacts your budget now, you will be best prepared for the future, especially any changes you will want to make as the economy recovers.

- Apply to relevant government schemes – ask us for any guidance or help
- Consider how your business will need to evolve during the pandemic and in the future. e.g. including any physical space.

Communications

If you are still open let people know and if you are closed now make sure your customers know when you reopen! We know many of you have amazing, loyal customers who will support you where they can. And don't forget to communicate clearly with your own staff and your supply chain.

- Think about how you can be visible both physically – with signage or banners (ask us for anything you need to know first) – and digitally – on social media or on your website. Look at the guidance on social media for tips on how to make a website inexpensively.

