

Business Grants - Frequently Asked Questions

Can you tell me when my application is likely to be processed?

We are working through applications as quickly as we can in date order. Some applications take just a check of the paperwork and for us to tally them with the account. Other applications require more work and take slightly longer to process. If you submitted an application, rest assured, we will make sure it is processed. You will receive notification of your grant once we have authorised payment from our finance team.

A business I know has already had their grant processed but I submitted mine before them. Why hasn't mine been processed yet?

Some applications take longer because they require extra checks on the information supplied. Your application may have fallen into this category and therefore it's taking longer for us to process. Rest assured, we will work through the applications and process them as quickly as we can.

How long do applications take to process?

We can't give an exact timescale due to the reasons detailed above. There is a three step process – inputting by a Case Officer, checking and signing off by a Specialist and then authorising by Finance. The authorisation normally happens a day after processing and that's when you will receive notice of your grant. The remittance notice you will receive will state a payment date of when you can expect the grant payment to be credited to your bank account.

Where can I find information on the Government grants

We've got a whole section on our website dedicated to business support during the COVID-19 pandemic. Visit <https://www.southsomerset.gov.uk/life-events/coronavirus-support/business-support/>. Click the drop down menu 'Government Grant Funding Schemes' where you can find out about the scheme and make an application.

Why am I not eligible for the Government grants?

The grants criteria are set by central Government. There are two types of grants available:

Small Business Grant - if you are eligible for Small Business Rate Relief or Rural Rate Relief as at the 11 March 2020 and your rateable Value is below £15,000 then you may qualify for a Small Business Grant of £10,000.

Retail, Hospitality and Leisure Grant - if your Business has a Rateable Value of below £51,000 and you are eligible for the expanded Retail Discount as at the 11 March 2020 then you may qualify for a Retail, Hospitality and Leisure grant of £25,000.

You can apply for these grants on our website at

<https://www.southsomerset.gov.uk/life-events/coronavirus-support/business-support/>. We also have a range of different financial business support information for anyone in business on this webpage as well.

Why am I having difficulty applying online?

Try using a different web browser such as Firefox or Google Chrome. Internet Explorer is no longer supported by our online forms so this could be the problem. If the error persists, come back to us and we'll look into this further for you.