

**Mon 18/05/2020 22:09**

Closing out final applications tomorrow

Charlie Smith <Charlie.Smith@scotent.co.uk>; Steve Dunlop <Steve.Dunlop@scotent.co.uk>; carroll.buxton@hient.co.uk; Nick Halfhide <nick.halfhide@sose.scot>; Aitken R (Reuben) <Reuben.Aitken@gov.scot>; Quinlan K (Kevin) <Kevin.Quinlan@gov.scot>; [redacted]@scotent.co.uk>; Jane Martin <Jane.Martin@scotent.co.uk>

Hi All,

We have now closed the PERF and Hardship funds for new applications. However we have had a few enquiries today from customers who have started the process and we need to support them to successfully submit their applications.

I have put a summary below of how we will be handling these final applications that need to be closed out tomorrow morning. The number of customers we have in this situation is around 50, though final analysis is being completed to ratify that number.

We will be performing three key activities in the morning to close out all of the final applications:

Activity
Review all created applications to ensure there is not a duplicate submitted application for both Hardship and PERF Funds
Of the remaining created but not submitted applications, identify any customers that have raised issues today
Arrange contact for any customers who have raised issues today to support them completing their applications

If you have any queries, please contact me,

Thanks

Pauline

Pauline Howie  
Director of Customer Experience & Products  
Business Services & Advice

Mob [redacted]  
Tel + 44 141 468 6031

Scottish Enterprise | [www.scottish-enterprise.com](http://www.scottish-enterprise.com)  
Scottish Development International | [www.sdi.com](http://www.sdi.com)

**Fri 08/05/2020 11:11**

RE: 7 May 2020

Aitken R (Reuben) <Reuben.Aitken@gov.scot>

Carroll Buxton <carroll.buxton@hient.co.uk>; Jane Martin <jane.martin@scotent.co.uk>;

Charlie.Smith@scotent.co.uk; iain.munro@creativescotland.com; malcolm.roughead@visitscotland.com;

nick.halfhide@sose.scot; Quinlan K (Kevin) <Kevin.Quinlan@gov.scot>; Pauline.Howie@scotent.co.uk;

[redacted]@hient.co.uk>; [redacted]@hient.co.uk>; anthony.daye@sose.scot; john.evans@sose.scot;

Clive.Gillman@creativescotland.com; [redacted]@visitscotland.com; [redacted]@gov.scot>; [redacted]

@gov.scot>; [redacted]@gov.scot>

Green light from Economy Cabinet. We are go.

R

**From:** Carroll Buxton <[carroll.buxton@hient.co.uk](mailto:carroll.buxton@hient.co.uk)>

**Sent:** 08 May 2020 09:53

**To:** Aitken R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>; Jane Martin <[jane.martin@scotent.co.uk](mailto:jane.martin@scotent.co.uk)>;

[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk); [iain.munro@creativescotland.com](mailto:iain.munro@creativescotland.com);

[malcolm.roughead@visitscotland.com](mailto:malcolm.roughead@visitscotland.com); [nick.halfhide@sose.scot](mailto:nick.halfhide@sose.scot); Quinlan K (Kevin)

<[Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot)>

**Cc:** [Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk); [redacted]@hient.co.uk>; [redacted]@hient.co.uk>;

[anthony.daye@sose.scot](mailto:anthony.daye@sose.scot); [john.evans@sose.scot](mailto:john.evans@sose.scot); [Clive.Gillman@creativescotland.com](mailto:Clive.Gillman@creativescotland.com); [redacted]

@visitscotland.com; [redacted]@gov.scot>; [redacted]@gov.scot>; [redacted]@gov.scot>

**Subject:** RE: 7 May 2020

Reuben

That's very positive news.

Thanks for all your support

Carroll

**Carroll Buxton**

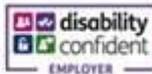
Interim Chief Executive

DD: +44 (0)1463 383053 | Mob: [redacted] | Reception: +44 (0)1463 245245



Highlands and Islands Enterprise | Iomairt na Gàidhealtachd 's nan Eilean  
An Lòchran, 10 Inverness Campus, Inverness, IV2 5NA

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Prepare your business for Brexit: [prepareforbrexit.scot](https://www.prepareforbrexit.scot)

**From:** [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>

**Sent:** 08 May 2020 09:36

**To:** Jane Martin <[jane.martin@scotent.co.uk](mailto:jane.martin@scotent.co.uk)>; [Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk); Carroll Buxton <[carroll.buxton@hient.co.uk](mailto:carroll.buxton@hient.co.uk)>; [jain.munro@creativescotland.com](mailto:jain.munro@creativescotland.com); [malcolm.roughead@visitscotland.com](mailto:malcolm.roughead@visitscotland.com); [nick.halfhide@sose.scot](mailto:nick.halfhide@sose.scot); [Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot)

**Cc:** [Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk); [redacted]@hient.co.uk; [redacted]@hient.co.uk; [anthony.daye@sose.scot](mailto:anthony.daye@sose.scot); [john.evans@sose.scot](mailto:john.evans@sose.scot); [Clive.Gillman@creativescotland.com](mailto:Clive.Gillman@creativescotland.com); [redacted]@visitscotland.com; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot

**Subject:** RE: 7 May 2020

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All,

Thanks v much for good discussion and steers last night.

Some good news, Cab Secs x 3 are keen to allocate more funds for PERF.

Plan is, subject to FM approval at Economy Cabinet this morning:

1. Announce doubling PERF funds today (but not reopening) with £45m from consequentials
2. Keep sectoral hardship fund open (review Monday)
3. [redacted]
4. [redacted]

Dialling in to Cabinet and will update afterwards but wanted to keep you in the loop with latest given FM could announce at 12.30 briefing.

If anyone wants to call me then use [redacted].

Thanks,

R

**Reuben Aitken | Deputy Director**

**Directorate for International Trade & Investment | Scottish Government**

Edinburgh | Glasgow | Tel: 0131 24 47414 | Mobile: [redacted] | PA: [redacted][@gov.scot](mailto:[redacted]@gov.scot) |

**Find us on Twitter** [@DITScotland](https://twitter.com/DITScotland)

**From:** Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>

**Sent:** 07 May 2020 19:18

**To:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Carroll Buxton ([Carroll.buxton@hient.co.uk](mailto:Carroll.buxton@hient.co.uk)) <[Carroll.buxton@hient.co.uk](mailto:Carroll.buxton@hient.co.uk)>; [jain.munro@creativescotland.com](mailto:jain.munro@creativescotland.com); Malcolm Roughhead OBE ([malcolm.roughhead@visitscotland.com](mailto:malcolm.roughhead@visitscotland.com)) <[malcolm.roughhead@visitscotland.com](mailto:malcolm.roughhead@visitscotland.com)>; Aitken R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>; Nick Halfhide <[nick.halfhide@sose.scot](mailto:nick.halfhide@sose.scot)>

**Cc:** Pauline Howie <[Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk)>; [redacted]@hient.co.uk>; [redacted]@hient.co.uk>; Anthony Daye <[anthony.daye@sose.scot](mailto:anthony.daye@sose.scot)>; John Evans <[john.evans@sose.scot](mailto:john.evans@sose.scot)>; Clive Gillman <[redacted]@visitscotland.com>

**Subject:** 7 May 2020

Evening all

Thanks for your time this evening.

Thanks for confirming agreement on our earlier points ref FID and Human Rights.

Attached for info the slides I was talking to.

Best

Jane

**For the latest advice and guidance for businesses in Scotland affected by Covid-19 visit:**

**[FindBusinessSupport.gov.scot](https://www.findbusinesssupport.gov.scot)**

**#FindBusinessSupport**

Scottish Enterprise

<http://www.scottish-enterprise.com>

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Follow us on Facebook at <http://www.facebook.com/scottishenterprise>

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**Fri 08/05/2020 08:43**

Aitken R (Reuben) [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)

RE: Comms on new funds

Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>; Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>; [redacted]@gov.scot>; Economy COVID-19 Hub Communications <[economy covid-19hubcommunications@gov.scot](mailto:economy covid-19hubcommunications@gov.scot)>

[redacted]

Cheers,  
R

**From:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>

**Sent:** 08 May 2020 08:40

**To:** John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>; Aitken R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>; Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>; [redacted]@gov.scot>; Economy COVID-19 Hub Communications <[economy covid-19hubcommunications@gov.scot](mailto:economy covid-19hubcommunications@gov.scot)>

**Subject:** Re: Comms on new funds

[redacted]

Thanks,

Charlie

---

**From:** John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>

**Sent:** Friday, May 8, 2020 8:29:08 AM

**To:** [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>; Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>; [redacted]@gov.scot <[reuben.aitken@gov.scot](mailto:reuben.aitken@gov.scot)>; [redacted]@gov.scot <[jane.martin@scotent.co.uk](mailto:jane.martin@scotent.co.uk)>; [economy covid-19hubcommunications@gov.scot](mailto:economy covid-19hubcommunications@gov.scot) <[economy covid-19hubcommunications@gov.scot](mailto:economy covid-19hubcommunications@gov.scot)>

**Subject:** RE: Comms on new funds

No worries. Understand how fast moving things are.

[redacted] – I've teed up [redacted] and [redacted]. Could you or one of the Hub team check in when you can so we and partners can swing in behind any announcement.

J

John Booth  
Director of Corporate Affairs and Marketing  
Scottish Enterprise

0141 468 5503  
[redacted]  
@johnbooth224

**From:** [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>

**Sent:** 08 May 2020 08:22

**To:** John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>; Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>  
**Subject:** RE: Comms on new funds

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You'll obviously make it a lot better! Cab secs only opined gone 8pm last night so sorry not for lopping you in sooner!  
R

**From:** John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>  
**Sent:** 08 May 2020 08:21  
**To:** Aitken R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>; Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>  
**Subject:** RE: Comms on new funds

Cheers Reuben

John Booth  
Director of Corporate Affairs and Marketing  
Scottish Enterprise

0141 468 5503  
[redacted]  
@johnbooth224

**From:** [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>  
**Sent:** 08 May 2020 08:20  
**To:** John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>; Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>  
**Subject:** RE: Comms on new funds

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Something like this?

- Today we are doubling the PERF allocation to £45m.
- We are listening to business and while we can't help everyone but we want to help as many pivotal SMEs as we can.
- We are responding to the huge demand for this scheme by increasing the budget. We ask only those who need it to apply to make sure we stretch scarce gov resources as far as we can to help as many of those in need as we are able.

Q&A

Q) Does this mean you are reopening the thing for apps

A) No, blah blah

**From:** John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>

**Sent:** 08 May 2020 08:16

**To:** Aitken R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>; Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>;

Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>

**Subject:** RE: Comms on new funds

Thanks Reuben. Anything you or [redacted] can provide in advance so we can at least start prepping to move fast?

J

John Booth  
Director of Corporate Affairs and Marketing  
Scottish Enterprise

0141 468 5503  
[redacted]  
@johnbooth224

**From:** [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>

**Sent:** 08 May 2020 08:14

**To:** John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>; Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Jane

Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>

**Subject:** RE: Comms on new funds

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Sorry folks – hold fire until Economy Cabinet discussion this morning which starts in an hour. But then we'll need to move fast!

Thanks,

R

**From:** John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>

**Sent:** 08 May 2020 08:13

**To:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>; Aitken

R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>

**Subject:** RE: Comms on new funds

Seen/heard nothing, including from SG reps on yesterday's partner comms calls.

John

John Booth  
Director of Corporate Affairs and Marketing  
Scottish Enterprise

0141 468 5503  
[redacted]

@johnbooth224

**From:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>

**Sent:** 08 May 2020 08:11

**To:** Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>; John Booth <[John.Booth@scotent.co.uk](mailto:John.Booth@scotent.co.uk)>;  
[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)

**Subject:** Comms on new funds

Morning

Are we clear on lining up behind FM announcement?

Thanks,

Charlie

**Sun 03/05/2020 16:08**

Aitken R (Reuben) [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)

RE: Covid-19 Business Support Funds\_Update 3rd May at 9.30am.pptx

Charlie Smith <Charlie.Smith@scotent.co.uk>; Jane Martin [Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)

Pauline Howie [Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk)

I think we keep open hardship but pause PERF. Can we get SGroup on a call at 5pm to discuss using the 3.30pm numbers? Would like the advice in sub I put up to be endorsed by steering group if poss.

Cheers,

R

**From:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>

**Sent:** 03 May 2020 16:05

**To:** Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>; Aitken R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>

**Cc:** Pauline Howie <[Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk)>

**Subject:** Re: Covid-19 Business Support Funds\_Update 3rd May at 9.30am.pptx

Very well summarised.

[redacted]

Thoughts?

**Wed 27/05/2020 12:47**

[redacted]@gov.scot

RE: Few thoughts in RDEL sub

Rollison R (Richard) <Richard.Rollison@gov.scot>; Quinlan K (Kevin) <Kevin.Quinlan@gov.scot>

[redacted]

**From:** Rollison R (Richard) <[Richard.Rollison@gov.scot](mailto:Richard.Rollison@gov.scot)>

**Sent:** 27 May 2020 12:40

**To:** [redacted]@gov.scot>; Quinlan K (Kevin) <[Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot)>

**Subject:** RE: Few thoughts in RDEL sub

Kevin

[redacted]

**From:** [redacted]@gov.scot>

**Sent:** 27 May 2020 12:20

**To:** Rollison R (Richard) <[Richard.Rollison@gov.scot](mailto:Richard.Rollison@gov.scot)>

**Subject:** FW: Few thoughts in RDEL sub

**From:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>

**Sent:** 27 May 2020 11:55

**To:** Quinlan K (Kevin) <[Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot)>; Aitken R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>;

[redacted]@gov.scot>; [redacted]@gov.scot>

**Subject:** Few thoughts in RDEL sub

Hi

Just thinking practically about what's possible in execution.

[redacted]

Speak later,

Charlie

**Sun 03/05/2020 17:49**

Aitken R (Reuben) [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)

RE: update

Jane Martin <Jane.Martin@scotent.co.uk>; Charlie Smith <Charlie.Smith@scotent.co.uk>; Carroll Buxton (Carroll.buxton@hient.co.uk); Nick Halfhide <nick.halfhide@sose.scot>; Malcolm Roughhead OBE (malcolm.roughhead@visitscotland.com); Iain.Munro@creativescotland.com; Quinlan K (Kevin) [Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot)

Pauline Howie <Pauline.Howie@scotent.co.uk>; Jim Watson <Jim.Watson@scotent.co.uk>; Karen Jackson <karen.jackson@sose.scot>; John Evans <john.evans@sose.scot>; Anthony Daye <anthony.daye@sose.scot>; [redacted]@hient.co.uk; [redacted]@hient.co.uk; Clive Gillman <Clive.Gillman@creativescotland.com>; [redacted]@visitscotland.com; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot

[Attachment redacted – out of scope]

Thanks Jane. Really helpful to have this update. And Powerpoint is better for me as can pinch bits for the submission to Ministers!

I'd appreciate the **views of the Steering Group on the below by 7pm today if possible** so I can get advice up to Cab Secs which reflects your perspectives and most importantly has your buy-in.

What jumped out at me from the slides was:

**Demand:**

- We have had 2766 applications pass through eligibility and 1056 submitted.
- So, the Steering Group has overseen the creation of two funds with considerable demand. We can be optimistic that all the hard work means we will be able to provide some rapid help for those in hardship and also contribute to keeping some pivotal businesses afloat.
- Demand is going to outstrip supply, however, as we expected. [redacted]

For the **Sectoral Hardship Fund:**

- The 565 applications submitted so far ask for c £9m. If all the other applications in the system are submitted in a similar vein then we won't breach the provisional £20m yet. Therefore, **we should keep this fund open for applications** and look to move to eyes on approvals and process payments.
- Let's keep the number of applications and £ asked for under close review tomorrow and Tuesday. If it looks like we are on course to breach the fund allocation then we can discuss with the Steering Group pausing further applications.
- [redacted]

For the **PERF:**

- The c.500 submitted applications already ask for c.£45m. If the others are completed today then we already have more funding pressures than we can absorb within the financial envelope for PERF. Even if only 2/3 of the applications pending completion are pivotal in our assessment then it could still empty the fund.

- The additional insight is really informative though with 100s of companies asking for more than £100k and some asking for in excess of £500k.
- [redacted]

So, can I ask if the Steering Group agrees that in the advice for Cab Secs, we:

[redacted]

Happy to jump on a call with anyone if that is easier but would be great to get your thoughts this evening.

Most importantly, Jane and team - a big thank you to the team for working on this over the weekend.

Thanks,  
R  
[redacted]

**From:** Jane Martin <[Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)>  
**Sent:** 03 May 2020 16:53  
**To:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Carroll Buxton ([Carroll.buxton@hient.co.uk](mailto:Carroll.buxton@hient.co.uk)) <[Carroll.buxton@hient.co.uk](mailto:Carroll.buxton@hient.co.uk)>; Nick Halfhide <[nick.halfhide@sose.scot](mailto:nick.halfhide@sose.scot)>; Malcolm Roughhead OBE ([malcolm.roughhead@visitscotland.com](mailto:malcolm.roughhead@visitscotland.com)) <[malcolm.roughhead@visitscotland.com](mailto:malcolm.roughhead@visitscotland.com)>; [Iain.Munro@creativescotland.com](mailto:Iain.Munro@creativescotland.com); Quinlan K (Kevin) <[Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot)>; Aitken R (Reuben) <[Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)>  
**Cc:** Pauline Howie <[Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk)>; Jim Watson <[Jim.Watson@scotent.co.uk](mailto:Jim.Watson@scotent.co.uk)>; Karen Jackson <[karen.jackson@sose.scot](mailto:karen.jackson@sose.scot)>; John Evans <[john.evans@sose.scot](mailto:john.evans@sose.scot)>; Anthony Daye <[anthony.daye@sose.scot](mailto:anthony.daye@sose.scot)>; [redacted]@hient.co.uk; [redacted]@hient.co.uk; Clive Gillman <[Clive.Gillman@creativescotland.com](mailto:Clive.Gillman@creativescotland.com)>; [redacted]@visitscotland.com; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot  
**Subject:** RE: update

Just realised sent as powerpoint. Any issues with formatting, let me know and will send as PDF!

**From:** Jane Martin  
**Sent:** 03 May 2020 16:51  
**To:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Carroll Buxton ([Carroll.buxton@hient.co.uk](mailto:Carroll.buxton@hient.co.uk)) <[carroll.buxton@hient.co.uk](mailto:carroll.buxton@hient.co.uk)>; Nick Halfhide <[nick.halfhide@sose.scot](mailto:nick.halfhide@sose.scot)>; Malcolm Roughhead OBE ([malcolm.roughhead@visitscotland.com](mailto:malcolm.roughhead@visitscotland.com)) <[malcolm.roughhead@visitscotland.com](mailto:malcolm.roughhead@visitscotland.com)>; [Iain.Munro@creativescotland.com](mailto:Iain.Munro@creativescotland.com); [Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot); [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)  
**Cc:** Pauline Howie <[Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk)>; Jim Watson <[Jim.Watson@scotent.co.uk](mailto:Jim.Watson@scotent.co.uk)>; Karen Jackson <[karen.jackson@sose.scot](mailto:karen.jackson@sose.scot)>; John Evans <[john.evans@sose.scot](mailto:john.evans@sose.scot)>; Anthony Daye <[anthony.daye@sose.scot](mailto:anthony.daye@sose.scot)>; [redacted]@hient.co.uk; [redacted]@hient.co.uk; Clive Gillman <[Clive.Gillman@creativescotland.com](mailto:Clive.Gillman@creativescotland.com)>; [redacted]@visitscotland.com; [redacted]@gov.scot; [redacted]@gov.scot; [redacted]@gov.scot  
**Subject:** RE: update

Afternoon

Please find attached analysis of applications from mid-afternoon today. We've broken down by region, sector etc. You will see that applications are totalling over £73m – albeit the bulk of these

are for the Pivotal Enterprise Fund which needs to go through appraisal and prioritisation by agencies.

Also include in attached is customer plan for information. Thanks to those on operational group who have been flagging any specific customers that need followed up with over the weekend. Think we've now done the vast majority of these between us.

Reuben, I know you will be preparing advice to the Cabinet Secretary, so please let me know if you need anything further at this point.

Best regards

Jane

**From:** Jane Martin

**Sent:** 02 May 2020 15:55

**To:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Carroll Buxton ([Carroll.buxton@hient.co.uk](mailto:Carroll.buxton@hient.co.uk)) <[carroll.buxton@hient.co.uk](mailto:carroll.buxton@hient.co.uk)>; Nick Halfhide <[nick.halfhide@sose.scot](mailto:nick.halfhide@sose.scot)>; Malcolm Roughhead OBE ([malcolm.roughhead@visitscotland.com](mailto:malcolm.roughhead@visitscotland.com)) <[malcolm.roughhead@visitscotland.com](mailto:malcolm.roughhead@visitscotland.com)>; [Iain.Munro@creativescotland.com](mailto:Iain.Munro@creativescotland.com); [Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot); [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)

**Cc:** Pauline Howie <[Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk)>; Jim Watson <[Jim.Watson@scotent.co.uk](mailto:Jim.Watson@scotent.co.uk)>

**Subject:** RE: update

Afternoon

Overview of applications at 3pm today below.

Infrastructure holding up really well, but traffic well down on yesterday (37,000 hits across two applications vs over 100,000 by same time yesterday)

There's been a huge amount done this morning to improve customer experience. All fixes mentioned yesterday delivered and more work this morning to run through, test and ensure no asks that – while we might know what we want – felt alien to business customers. And a plan is in place to ensure groups of customers have been contacted to get applications through. We want to do everything possible to ensure we reduce risk of unsuccessful applicants blaming the technology. Lots of engagement via social media too to support this.

We will provide an overall report on this alongside more in depth data cut tomorrow, as per last night's email.

Volume update as at 15.00

High level view on applications 2/5/2020	10am	12noon	13.00	15.00
Ineligible Pre-Applications	714	741	743	760
Eligible Pre-Applications	3987	4080	4113	4170
Application Created	1633	1660	1663	1653
Application Submitted	556	662	675	754

**Grant monies requested (not cleaned of test data though or some early hardship applications inaccurately coming through to PERF)**

Total grant application =£ 38,241,115 £ from 698 applications

PERF grant request = £33,603,125 Average request = £73,853 from 455 applications

Hardship grant request = £4,637,990 Average request = £19,086 from 243 applications

We will target 2pm tomorrow for more in-depth analysis on applications. This will allow a group we have in place to run through a proportion of applications so we can also give you a sense of quality as well as the numbers.

Thanks

Jane

**From:** Jane Martin

**Sent:** 01 May 2020 19:39

**To:** Charlie Smith <[Charlie.Smith@scotent.co.uk](mailto:Charlie.Smith@scotent.co.uk)>; Carroll Buxton ([Carroll.buxton@hient.co.uk](mailto:Carroll.buxton@hient.co.uk)) <[carroll.buxton@hient.co.uk](mailto:carroll.buxton@hient.co.uk)>; Nick Halfhide <[nick.halfhide@sose.scot](mailto:nick.halfhide@sose.scot)>; Malcolm Roughhead OBE ([malcolm.roughead@visitscotland.com](mailto:malcolm.roughead@visitscotland.com)) <[malcolm.roughead@visitscotland.com](mailto:malcolm.roughead@visitscotland.com)>; [Iain.Munro@creativescotland.com](mailto:Iain.Munro@creativescotland.com); [Kevin.Quinlan@gov.scot](mailto:Kevin.Quinlan@gov.scot); [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)

**Cc:** Pauline Howie <[Pauline.Howie@scotent.co.uk](mailto:Pauline.Howie@scotent.co.uk)>

**Subject:** update

All

Conscious that we said we'd share reports with you once we get the real time data feed. We've prioritised some of the customer experience improvements which means we will get this later this evening or early tomorrow morning.

In the meantime, we asked for a rough analysis of breakdown manually to give you an early overview.

Of 100 applications submitted –

The average value of hardship applications was: £16, 651

The average value of PERF applications was: £85, 436

Total ask sitting around £23.3m

Below are figures for state of applications at 7pm this evening.

High level view on applications	8.15am	9am	10am	11am	12noon	1pm	2pm	3pm
Ineligible Pre-Applications	282	313	355	410	452	502	556	603
Eligible Pre-Applications	1283	1472	1852	2215	2637	2866	3081	3380
Application Created	TBC	450	507	561	591	610	616	612
Application Submitted	TBC	85	134	165	196	213	235	266

To confirm too, there will be technical help available over the weekend via chat while people are completing the application. And there's also staff from across agencies contactable.

The site has been stable consistently all day - hitting 90% in terms of scoring (anything above 85% is fast).

We will be doing checks to ensure all the improvements Pauline outlined are in place first thing tomorrow.

Finally, happy to give you an update on data tomorrow – but the key touchpoint (assuming all goes to plan!) will be circulating draft submission on Sunday afternoon.

Thanks all. Hope you manage to get a wee bit of downtime over the weekend!

Jane

**Mon 04/05/2020 10:58**

Aitken R (Reuben) [Reuben.Aitken@gov.scot](mailto:Reuben.Aitken@gov.scot)

[redacted]

Charlie Smith <Charlie.Smith@scotent.co.uk>; Jane Martin [Jane.Martin@scotent.co.uk](mailto:Jane.Martin@scotent.co.uk)

Quinlan K (Kevin) <Kevin.Quinlan@gov.scot>; [redacted]@gov.scot

Jane, Charlie,

[redacted]

Can we prep on the assumption that we get a green light at 3pm and then announce at 4.30pm today that it will be paused from 5pm tomorrow to analyse all the applications etc...

I can update on 11.45 SGroup call but giving you full pic as I have it.

Cheers,

R

**Reuben Aitken | Deputy Director**

**Directorate for International Trade & Investment | Scottish Government**

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