COVID-19 SECTOR SURVEY- INITIAL FINDINGS
May 2020
RESPONDENTS

The survey ran from 9-30 April. The full analysis report will be published in early June.

• 265 Valid responses
• Respondents employing 2,749 FTEs and involving 11,015 volunteers.
• By post code: 30 of the 32 Local Authorities in Scotland were represented (all except Shetland and Inverclyde); all six types of Urban Rural Classification were represented; all five quintiles of the Scottish Index of Multiple Deprivation (SIMD) were represented
• Diverse range of respondents:
  o Firms specialising in traditional skills and materials
  o Tour guides delivering heritage tourism experiences
  o Historical re-enactment event providers
  o Architects specialising in heritage conservation
  o Workers from community museums
### EFFECTS OF COVID-19 PANDEMIC

<table>
<thead>
<tr>
<th>Effect</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Loss or postponment work</td>
<td>78%</td>
</tr>
<tr>
<td>Loss of revenue</td>
<td>78%</td>
</tr>
<tr>
<td>Cancellation of planned income-generation events</td>
<td>71%</td>
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<tr>
<td>Affected our plans to deliver positive impacts</td>
<td>48%</td>
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<tr>
<td>Reduced opening or business hours</td>
<td>47%</td>
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<tr>
<td>Affected the well-being of our staff and/or volunteers</td>
<td>42%</td>
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<tr>
<td>Reduced visitor numbers</td>
<td>42%</td>
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<tr>
<td>Have had to furlough staff</td>
<td>31%</td>
</tr>
<tr>
<td>Other</td>
<td>28%</td>
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<tr>
<td>Risks to buildings, monuments or collections</td>
<td>28%</td>
</tr>
<tr>
<td>Lack of available volunteers</td>
<td>25%</td>
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<tr>
<td>Additional costs, such as investment in IT or home working</td>
<td>22%</td>
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<tr>
<td>Delayed our end of year reporting requirements</td>
<td>22%</td>
</tr>
<tr>
<td>Supply chain problems</td>
<td>15%</td>
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<tr>
<td>Loss of skills and expertise</td>
<td>15%</td>
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<tr>
<td>Stopped our plans to pursue a major capital project</td>
<td>13%</td>
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<tr>
<td>Business-critical staff absence</td>
<td>11%</td>
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<tr>
<td>Delayed payment to debtors</td>
<td>11%</td>
</tr>
<tr>
<td>Increased overheads</td>
<td>9%</td>
</tr>
<tr>
<td>Had to take out private loan(s)</td>
<td>7%</td>
</tr>
<tr>
<td>Have had to make staff redundant</td>
<td>6%</td>
</tr>
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<td></td>
<td>4%</td>
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</tbody>
</table>

All respondents have experienced at least one of these effects to date. On average, respondents reported 6 each.
EFFECTS OF COVID-19 PANDEMIC

EXTRA POINTS RAISED

Respondents mentioned effects on maintenance on the built historic environment:
• Postponement of essential maintenance
• Delay of regular maintenance schedules, and worry of backlog
• Affecting public access to paths and bridges they maintain
• No staff or volunteers to conduct maintenance and repairs
• Uncertainty over what constituted ‘essential’ maintenance under regulations

Additional effects:
• Delayed payment from creditors
• Loss of charitable reserves
• Decline in membership and loss of subscription income
• Loss of impetuous/ momentum/ support and enthusiasm for projects
In your opinion, what level of risk does the Coronavirus (COVID-19) pose to the viability of your business, community group or organisation?

- High risk - without major intervention our business, group or organisation is unlikely to survive
- Moderate risk - we will be able to continue through reshaping what we do
- Moderate risk - we would be able to continue to operate as before provided we successfully mitigate the impact
- Minimal risk - we fully expect to be able to continue to operate

Half and half high risk/ re-shape to survive vs. low risk/ resume to continue
AREAS REPORTING HIGHEST RISK

% HIGH RISK BY HISTORIC ENVIRONMENT AREA

- Museums: 35%
- Education & Learning: 30%
- Other: 25%
- Natural Heritage: 20%
- Archives & Collections: 15%
- Archaeology: 10%
- ICH: 5%
- Built: 0%
- Community Heritage: 15%
- Planning System: 10%
- Traditional Building: 5%
- Materials: 0%
- Skills: 10%
- Urban & Rural Development: 5%
AREAS EXPECTED TO CEASE OR TRANSFORM

% RISK BY HISTORIC ENVIRONMENT AREA

- % high risk of not surviving
- % moderate risk: need to re-shape
RELATIVE RISKS

% RISK BY ORGANISATION TYPE

All organisation types face difficulties, with sole traders / partnerships the worst affected.
All organisation sizes will struggle, though Micros (<10 FTEs) look a little more resilient.
BUSINESS VIABILITY RESULTS

BY ENTERPRISE AGENCY AREA

% high risk of not surviving  % moderate risk: need to re-shape

- HIE (based on 76 responses)
- Scottish Enterprise (169 responses)
- South of Scotland (20 responses)
BUSINESS VIABILITY RESULTS

BY SCOTTISH INDEX OF MULTIPLE DEPRIVATION QUINTILE

- % high risk of not surviving
- % moderate risk: need to re-shape

Diagram showing the distribution of business viability results by quintile, with quintiles 1 (most deprived) and 5 (least deprived) having the highest and lowest rates of high risk of not surviving, respectively.
BUSINESS VIABILITY RESULTS

BY 6-FOLD URBAN-RURAL CLASSIFICATION

- % high risk of not surviving
- % moderate risk: need to re-shape

- Remote Rural (69 responses)
- Accessible Rural (56 responses)
- Remote Small Towns (15 responses)
- Accessible Small Towns (11 responses)
- Other Urban Areas (37 responses)
- Large Urban Areas (66 responses)
Respondents are taking mitigating actions, but most are still in the initial response stage.
SUPPORT SCHEMES/ MEASURES BEING PURSUED

73% selected at least one measure/ scheme

- Coronavirus Job Retention Scheme: 29%
- Deferring VAT and Self-assessment payments: 16%
- The Third Sector Resilience Fund in Scotland: 14%
- Self-employment Income Support Scheme: 12%
- Heritage Emergency Fund launched by NLHF: 10%
- Scottish Government grant funding for £10,000: 10%
- Other: 8%
- Scottish Government grant funding of £25,000: 5%
- 12-month business rates holiday in Scotland: 5%
- Coronavirus Business Interruption Loan Scheme: 5%
- HMRC Time to Pay Scheme: 5%
- Statutory Sick Pay relief package: 4%
- Scottish Government 1.6% relief for all non-domestic...: 3%
- Scottish Government Business Support Fund: 2%
- Lending facility from the Bank of England: 0%
QUALITATIVE ANALYSIS

‘Uncertainty’ expressed by (27%) – related to: period of the lockdown; waiting for news of their eligibility/success with applications they had made for help; the full implications/impacts of the pandemic; the future (for their organisation/ business, wider industry and for the country).

‘Opportunities’ – 26% stated there were no opportunities. 49% could think of an opportunity but qualified their answers.
- Lockdown giving time to think, research, reassess, pursue CPD etc.
- Crisis speeding overdue development in digital services, products, skills
- Sole traders tended to say there are no opportunities or emphasised these were unpaid.
- Limited mention of wider societal opportunities – call on services as part of solutions post-crisis, reduction in carbon-footprint, trend to domestic tourism, slow tourism, well-being experiences, renewed appreciation for environment in lockdown.
SUMMARY OF INITIAL KEY FINDINGS
SNAPSHOT OF A CHANGING SITUATION- SURVEY CLOSED 30 APRIL

• Most common effects - Loss or postponement of work (78%), Loss of revenue (78%), Cancellation of planned income-generation events (71%)
• On risk and mitigation – Approximately equal split: high risk/ re-shape to survive vs. low risk / resume to continue
• Museums and Education learning categories report the highest level of risk.
• The areas of the historic environment acknowledging they need to re-shape their operations through necessity and / or choice are: urban & rural development, traditional building skills, and traditional building materials.
• By respondent type, sole trader or partnership reporting the highest level of risk for not surviving (32%).
• On their mitigating actions, a third are collaborating with other organisations already (32%), few are training staff and volunteers (15%).
• Most selected at least one scheme or measure listed (73%)