

# Creating new Coronavirus support funds - The system

Events	Fund is announced by the Scottish Government	Trying to know more	Everyone rushes to get ready	Fund opens	Customer gets the money	Customer doesn't get the money
<b>A Scottish business</b>	Hear about it, excited need the money as really struggling 	Contact L.A. but disappointed as money is not available yet 	Worried might not be eligible/able to provide what is needed want to be sure to be ready when it opens 	1. Happy: rush to apply  2. Frustrated/confused: eligibility and paperwork not the same... Argh this is hard!!  3. Managed to apply 	Happy! 	Not eligible or not fast enough - annoyed and more stressed  
<b>Scottish Government</b>	Make an announcement that there is funding for business type A 	Don't always realise that the LA and Scottish Enterprise teams are struggling to prepare / unsure how to deal with enquiries from stressed customers 		Make an announcement that fund is now open 	Happy if money is given out quickly and effectively 	
<b>Scottish Enterprise (FBS)</b>		Unsure what to tell customers, what the fund will be and where to send them - content is not ready 	Add content to the website, still unsure about some details of the fund, stressed as very little time to do it 			
<b>Partner organisation Local Authority</b>	Worried when realise they don't have much time to design the fund, don't know yet how best to deliver it and eligibility not clear 	Annoyed and feel bad they can't help the businesses 		Really tired from all the prep work and now dealing with people applying over a very short time 	Gives the money, happy! 	Deals with the complaint - sad 