

Seafood Disruption Support Scheme External FAQ

Scheme FAQ

1. What is the scheme?

The Seafood Disruption Support Scheme (SDSS) is designed to support small or medium-sized businesses that have experienced a verifiable financial loss during the movement of fresh or live fish and/or shellfish to the single market between 1 and 31 January 2021.

Payments will cover a proportion of evidenced losses incurred, up to a maximum claim of £100,000 per business.

The scheme opened for applications on the 9 February and will remain open until 28 February.

Payment will be made retrospectively to cover a proportion of verified losses incurred between 1 January and 31 January 2021.

More information and details on how to apply can be found on the scheme website <https://www.gov.uk/guidance/seafood-disruption-support-scheme>

2. Who is delivering the scheme?

The MMO is administering the scheme on behalf of Defra and will assess applications against a set of pre-determined criteria.

3. When can I submit my application?

The scheme will open for applications on the 9 February and will remain open until 28 February.

4. What period does the scheme cover?

Payment will be made retrospectively to cover a proportion of verifiable financial loss during the movement of fresh or live fish and/or shellfish to the single market between 1 and 31 January 2021.

5. How do I apply?

We have launched a new [application website](#) to handle applications.

From the website you can complete an application where you must provide details about your business and supporting evidence for your claim.

6. What supporting information do I need to provide?

To be eligible for the Seafood Disruption Support Scheme you must provide evidence that you:

1. Are a qualifying business
2. Have evidence of the loss incurred involving the export of fresh or live fish and/or shellfish to the single market between the 1st and 31st January.

Details of the evidence you should supply are set out in the [guidance available on the website](#)

7. How do I demonstrate that I am a qualifying business?

To be a qualifying business you must provide evidence that:

- You meet at least two of the following criteria: fewer than 250 employees, an annual turnover of under £36 million, and less than £18m in total on your balance sheet (meaning the total of the fixed and current assets).
- Accounts for the last 3 financial years to demonstrate that the business is viable
- You are registered at Companies House or are a sole trader, partnership or other legal entity
- The export of fresh or live fish and/or shellfish was destined for the single market
- You were the owner of the fresh or live fish and/or shellfish at the point of loss
- You were exporting or tried to export live or fresh fish and/or shellfish
- You have necessary accompanying documentation for the export of fresh or live fish and/or shellfish (e.g. catch certificates, export health certificate and customs declaration).
- Challenges in the export process resulted in a loss in value or disposal of the consignment (verified by a written description plus the required documents evidencing the loss as set out below)

You must also confirm that:

- You are a standalone entity and do not have a parent company which would mean you no longer meet at least two of the following criteria: fewer than 250 employees, an annual turnover of under £36 million, and less than £18m in total on your balance sheet (meaning the total of the fixed and current assets).
- You have a viable business model to deal with the new trading arrangements going forwards
- You are not claiming for any losses for which you have made or could make a claim through insurance or any other funding through other schemes

8. How do I provide evidence for the loss incurred?

In your application you need to demonstrate:

- the expected value of the consignment; **and**

- the achieved value of the consignment; **or**
- the cost of disposal where the consignment was not sold and had to be disposed of.

The expected value should be evidenced with a **customs declaration**. If this is not available, you must explain why and provide other evidence – such as catch certificates, sales notes, and purchase invoices.

The value achieved or the cost of disposal must be evidenced through a **sales invoice** and matching **bank statement**.

We recommend you provide as much supporting evidence for your claim as possible.

Further detail is set out in the [full scheme guidance](#).

9. I cannot provide all of the evidence you require, what can I do?

We **may** be able to accept alternative evidence. Further detail on this is set out in the guidance, but we recommend you provide as much supporting evidence for your claim as possible.

If you would like to discuss your situation and what evidence would be appropriate, then please contact the MMO on UKFisheriesSupport@marinemanagement.org.uk for further advice.

10. When will I know the outcome of my claim?

A decision on your application will be communicated from the 1 March 2021, once the scheme closes for applications.

11. When will I receive payment?

If your claim is successful, the MMO will aim to process your payment during March 2021.

12. What is the appeals process?

If your application is declined, you will receive a letter that explains why. You can appeal against this decision if you think that:

- it was based on a factual error;
- it was legally wrong; or
- an error was made in the processing of your application

You have two weeks after the date of the letter to ask for a review of the decision

An independent appeals officer will consider your application in full against the selection criteria. You will be notified of the outcome of your appeal within 6 weeks of receiving it.

13. How do I submit my appeal?

You have two weeks after the date of the letter to ask for a review of the decision. This must be made in writing, to UKFisheriesSupport@marinemanagement.org.uk, setting out the reasons why you are appealing the decision.

14. Who is eligible?

Small or medium-sized businesses that have experienced a verifiable financial loss during the movement of fresh or live fish and/or shellfish to the single market between 1 and 31 January 2021.

Further detail on the eligibility criteria is set out in the [full scheme guidance](#).

15. What type loss is covered by the scheme?

Losses are determined by the difference between the evidenced, expected value of the consignment and the actual price achieved, or cost of disposal, as a result of a delay. No other costs are eligible.

16. I got an insurance pay-out to cover my loss - am I eligible for the scheme?

No, businesses who have insurance in place to cover their loss or received an insurance payment are not eligible for the scheme.

17. I have applied for the Scottish catchers/aquaculture scheme – can I apply for SDSS?

The Scottish scheme supports fixed costs for some businesses which have been affected by reduced access to markets due to low demand of seafood products. This scheme is aimed at shellfish and trout, whereas the SDSS is for losses due to exporting problems. Qualifying businesses may apply to SDSS as well as the Scottish scheme.

18. I was unable to fill my lorry with a return load as a result of delays – are these costs covered by the scheme?

No. The scheme is for losses that arose during export – i.e. losses in the value of seafood product as a result of export delays – and does not cover costs where a return load did not occur.

19. I experienced additional transport costs as a result of delays – are these costs covered by the scheme?

No. The scheme will provide financial support where there is a loss in the value of fresh or live fish and/or shellfish as a result of export delays. It does not cover transport costs.

20. My driver was trapped on the continent for weeks and unable to work – are these costs covered by the scheme?

No. The scheme is for losses that arose to the value of live or fresh fish and/or shellfish during export – i.e. losses in the value of seafood product as a result of export delays –and does not cover staff costs.

21. I was unable to export so I froze my seafood product – am I eligible for the scheme?

No. The scheme is for losses that arose during export and does not cover opportunity losses where an export did not take place.

22. Will crab claw exporters who stopped exporting receive compensation?

No. The scheme is for losses that arose during export and does not cover opportunity losses where an export did not take place.

23. Will eels be covered by the scheme?

No. The scheme is focused on losses that arose during export and does not cover opportunity losses where an export did not take place.

24. Will live bi-valve molluscs be covered by the scheme?

If Live Bi-valve Molluscs (LBMs) underwent delays leading to a qualifying loss, they can be covered by the scheme.

However, the scheme is focused on losses that arose during export and does not cover opportunity losses where an export did not take place, so if exporters chose not to export for any reason they would not be eligible.

25. Why does the scheme only cover losses incurred up until 31 January, when problems at the border are still ongoing?

The government's priority is to keep exports moving and is working with the sector and EU authorities to achieve this.

The financial support we are also providing is intended to help with evidenced losses that have occurred in the weeks following the end of the transition period, where the greatest losses are likely to have occurred.

26. Why is funding only targeted at exporters when other parts of the sector are affected as well?

Funding is targeted at those areas of the sector which have undergone actual loss as a direct result of disruption when exporting.

We are continuing to monitor the impact of Covid-19 and the end of the transition period on the seafood sector.

Application System FAQ

1. How do I create an account?

Access the Seafood Disruption Support Scheme digital application service.

Ensure you enter the correct email address twice as shown.

Ensure that you enter the same password twice

Check your email for the validation link. This may go into your junk or spam folder. The link will expire after 24 hours.

If you do not receive a link within 15 minutes, please try to register again

If you still cannot create an account, email UKFisheriesSupport@marinemanagement.org.uk.

2. I can't log on to the system

Have you entered your email address and password correctly?

If this is still happening, – click on the forgotten password link and follow the instructions

If you still cannot log on, please email UKFisheriesSupport@marinemanagement.org.uk.

3. I have forgotten my password

Click on the forgotten password link and follow the instructions

4. The application service has timed out

As a security measure, if you do not use the site for over 5 mins, you will be logged out. If this happens please refresh the page and start again.

5. How many documents can I upload?

There is no limit on the number of documents you can upload, however each document cannot be larger than 20mb.

6. The system looks different on my mobile phone?

We are still working on this part of the service to improve how it looks on a mobile phone, you can still submit your application on your phone, or alternatively use another device

7. An error message has appeared on the screen and I can't access my account/application

Take a screen shot and email UKFisheriesSupport@marinemanagement.org.uk.

8. I have been asked to provide further information on my application. When I log in, I don't know how to do this?

When you log back into the system, click on the 'InTray' and you will be able to edit your application.