

Navigating Rising Business Costs

7th March 2023



Welcome

Tuesday 7th March 2023



Hosted by

Robert McCullough

Head of Organisational Development



How we can help



Presented by

Ryan Mawhinney

Head of Small Business

Unprecedented Times



Various contact options;

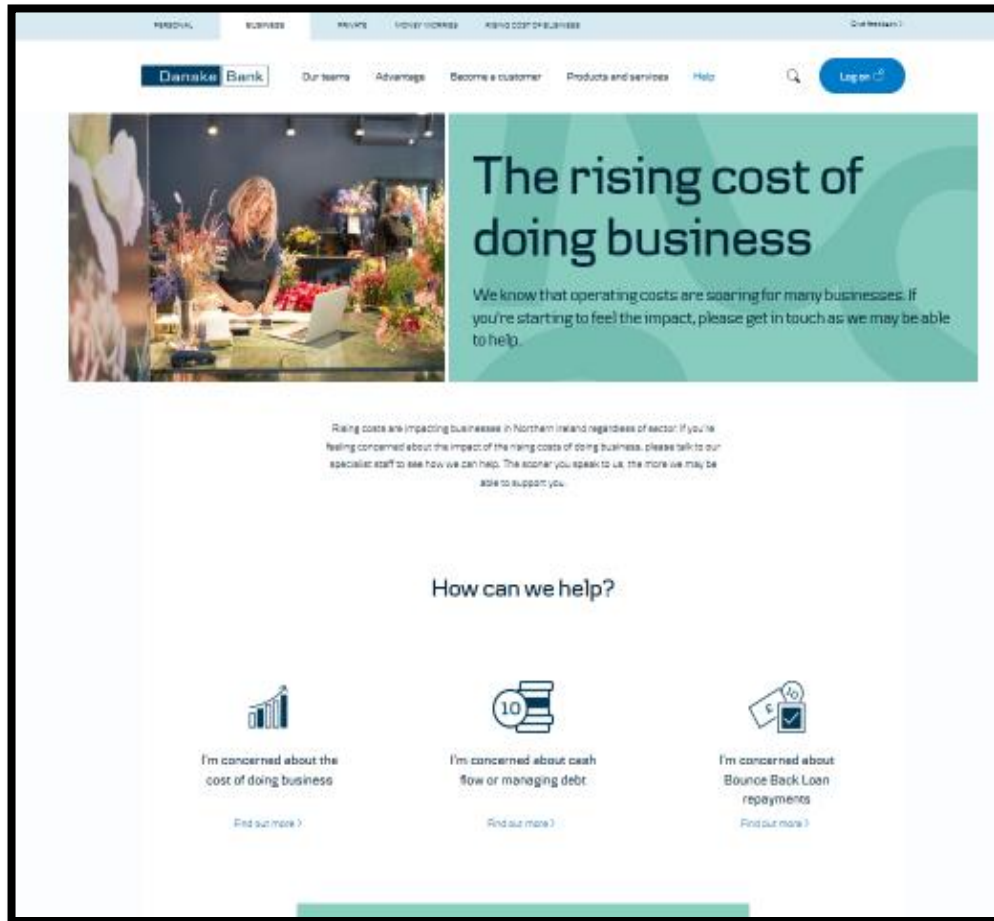
Customers can phone Business Direct/ Visit local branch/ Contact us via the web site or contact their Business Advisor



www.danskebank.co.uk/risingbusinesscosts

Support for Customers

Bounce Back Loans – Pay as You Grow options



PERSONAL BUSINESS PRIVATE INVESTMENT RENEW COST OF BUSINESS




Danske Bank | Our teams | Advantage | Become a customer | Products and services | Help | [Log on](#)

The rising cost of doing business

We know that operating costs are soaring for many businesses. If you're starting to feel the impact, please get in touch as we may be able to help.

Rising costs are impacting businesses in Northern Ireland regardless of sector. If you're feeling concerned about the impact of the rising costs of doing business, please talk to our specialist staff to see how we can help. The sooner you speak to us, the more we may be able to support you.

How can we help?

-  I'm concerned about the cost of doing business [Find out more >](#)
-  I'm concerned about cash flow or managing debt [Find out more >](#)
-  I'm concerned about Bounce Back Loan repayments [Find out more >](#)

Rising cost of doing business - Request a call back

If you feel you need to speak to us about your finances, please fill in this form to request a call back. By asking you for information now we'll be able to pull together tailored guidance to talk through on the call.

If you have a business adviser or relationship manager, please speak to them first to see what support may be available.

Customer Details

Name *	Business Name *
<input type="text"/>	<input type="text"/>
Sort Code *	Account Number *
<input type="text"/>	<input type="text"/>
Telephone Number * <i>(to make initial contact with you)</i>	
<input type="text"/>	
Email Address * <i>(if we are unable to reach you by phone we will send a follow up via email)</i>	
<input type="text"/>	

Do you have a relationship manager or small business adviser?

Yes
 No
 I don't know

Do you have borrowing with Danske Bank?

Yes
 No

Please provide additional information regarding your current financial situation or any concerns you would like to discuss with us below. This will help us to determine the most appropriate next steps to support you. *

Support for Customers



'Rising cost of doing business' hub

The screenshot shows the Danske Bank website interface. At the top, there's a navigation bar with 'Danske Bank' logo, 'Our teams', 'Insights', 'Become a customer', 'Products and services', and 'Help'. A search bar and a 'Log on' button are also present. Below the navigation is a large image of a man thinking, with a woman's face partially visible on the left. The main heading reads 'Bounce Back Loan - Support for your repayments - Pay as You Grow options'. The text below explains that the Government has announced that businesses will be given more time to repay bounce back loans under a 'Pay As You Grow' initiative. It then states that the below sets out more information on the Government's Pay As You Grow options, which provide support for your repayments on your Bounce Back Loan. The text continues: 'You can apply for a Pay As You Grow option 30 days before your first repayment is due using the application form below. In order for your Pay As You Grow option to take effect the month you apply, you must return your signed documentation to us no later than 10 days before your payment is due. Documentation received after this time will be processed and the option applied the following month.' At the bottom, there's a 'Pay As You Grow' section and a footer with 'Call us', 'Chat', and 'Find us' icons.

The screenshot shows the 'Pay as you Grow' options section on the Danske Bank website. The page title is 'Pay as you Grow | Loans and Credit'. The URL is 'https://danskebank.co.uk/business/products-and-services/loans-and-credit/bounce-back-loan-scheme/pay-as-you-grow'. The page content is as follows:

are as follows:

- 1. If you expect to be in a better position to repay in the future**

A. You could reduce your monthly repayments for six months by paying interest only.

 - This option is available up to three times during the term of your Bounce Back Loan.
 - On a loan of £35,000 this would reduce monthly payments from £621 to £73 during the six-month period.
 - The total amount you owe will go up. This is because your interest costs increase as you're repaying your loan over a longer period.
 - You can use our [calculator](#) to see how monthly payments and total loan cost might change under these PAVG options.

B. You could take a payment holiday for six months.

 - This option is available once during the term of your Bounce Back Loan.
 - You'll make no capital repayments or interest payments during this time.
 - The total you owe will go up. This is because your interest costs increase as interest accrues during the payment holiday and you're repaying your loan over a longer period.
 - You can use our [calculator](#) to see how monthly payments and total loan cost might change under these PAVG options.
- 2. If you're only able to repay a smaller amount**

You could request an extension of your loan term from six years to 10 years at the same interest rate of 2.9%.

 - Extending to 10 years would reduce monthly payments on a loan of £35,000 from £621 to £362.
 - You'll accrue more interest, so the total amount repayable on a £35,000 loan would increase to £39,096, unless you repay early.
 - You can use our [calculator](#) to see how monthly payments and total loan cost might change under these PAVG options.
 - If you're considering this option you should think carefully about your ability to repay over a longer timeframe, taking into account such things as if you intend to cease trading or retire within the revised term of your Bounce Back Loan.

Please note for all three options that the total amount you owe will go up. This is because your interest costs increase as you're repaying your loan over a longer period.

At the bottom right, there are icons for 'Call us', 'Chat', and 'Find us'.



Advice NI: Cost of Doing Business: Overview of Debt Projects & Service

**Presented by : Diane Miller
Business Debt Adviser**

**Family
Friendly
Employer
Awards
2019
Winner**

INVESTORS IN PEOPLE™
We invest in people Gold

OFFICE OF THE
IMMIGRATION SERVICES
COMMISSIONER



@AdviceNI



The Independent Advice Network, providing advice to those who need it most.

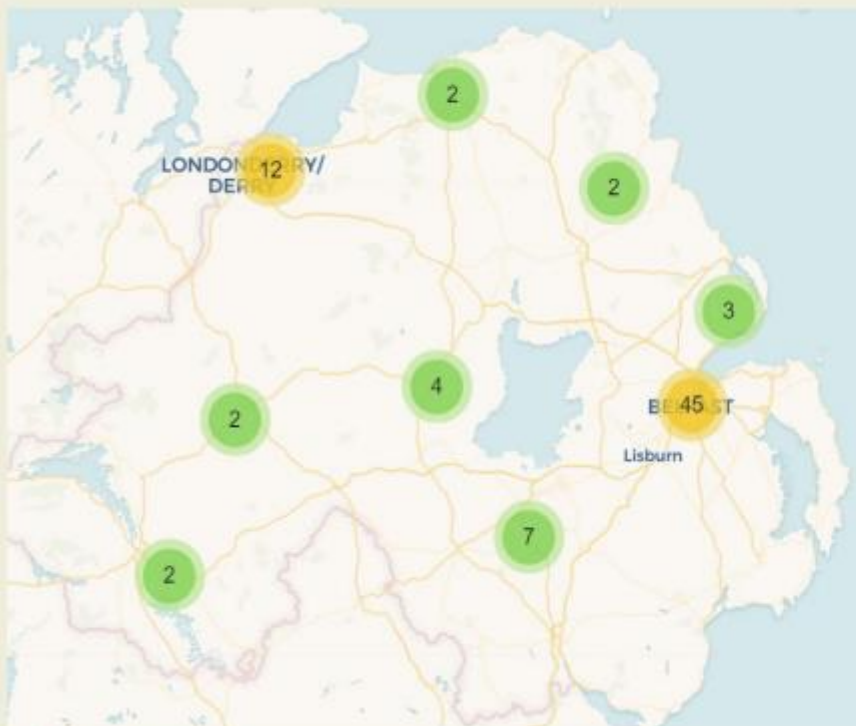
Who we are:

- Advice NI is a membership organisation that exists to provide leadership, representation and support for the Independent Advice Network in Northern Ireland.
- Advice NI also delivers a range of advice services to the public via a Freephone helpline which includes Debt & Money, Benefits, Tax Credits & HMRC products/services, EU Settlement Scheme and Business Debt.

Members

We support 65 members across NI, who provide advice on benefits, debt, housing, employment and consumer related issues.

THE INDEPENDENT ADVICE NETWORK



(pins on the map include outreach venues)

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> Advice North West Advice Space Age NI Apex Housing Association Ardoyne Association Ballynateigh Community Development Association Ballysillan Community Forum Advice Belfast Unemployed Resource Centre Causeway Women's Aid Chinese Welfare Association NI Choice Housing Ireland Limited Cithrah Foundation Clanmill Housing Association Community Advice Antrim & Newtownabbey Community Advice Ards & North Down Community Advice Armagh Community Advice Banbridge Community Advice Causeway Community Advice Craigavon Community Advice Fermanagh Community Advice Lisburn & Castlereagh Community Advice Mid and East Antrim Community Advice Newry, Mourne & Down Compass Advocacy Network Damask Community Outreach | <ul style="list-style-type: none"> Disability Action Dove House Community Trust East Belfast Independent Advice Centre Employers For Childcare EPIC Falls Community Council Falls Women's Centre First Housing & Smartmove Fostering Network NI Forward South Glenshane Community Development Ltd Habinteg Housing Association Housing Rights Life Changes Changes Lives Ligoniel Improvement Association Limavady Community Development Initiative Mid Ulster Agewell Migrant Centre NI Mindwise - New Vision Neighbourhood Development Association NIACRO North West LifeLong Learning Ltd North West Taxi Proprietors Ltd Northern Area Community Network Omagh Independent Advice Services (OIAS) | <ul style="list-style-type: none"> Queen's Students' Union Advice Centre Radius Housing Association Resource Centre Derry Rural Support Springfield Charitable Association Ltd Skeoge Advice Services South East Fermanagh Foundation South Tyrone Empowerment Programme Southcity Resource and Development Centre Special Educational Needs Advice Centre (SENAC) Tar Isteach Upper Springfield Advice Services University of Ulster Students Union Vine Centre WAVE Trauma Centre |
|--|--|--|



65
MEMBERS



Impact & experience

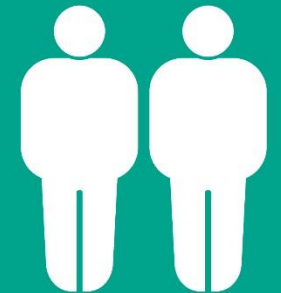
THE INDEPENDENT ADVICE
NETWORK DEALT WITH...

241,088 ENQUIRIES

Last year the Independent Advice Network dealt with 241,088 enquiries.

Communication Channels- Offering Choice and Embracing Change

- **Face to face**
- **Telephone/Freephone helplines**
- **Webchat**
- **Email**
- **Digital Solutions and Services**
- **Interpretation/translation & language support**
- **Bi-lingual advisers**





Do you need advice?

The Independent Advice Network provides free advice and information

FREEPHONE

0800 915 4604

Benefits



Debt & Money Advice



Business Debt



Tax Credits & HMRC Products



EU Settlement Scheme



Mobile Advice Service



Debt & Money Advice



Advice NI provide a Northern Ireland-wide Debt Advice Service. This provides help and support for those who are struggling to deal with debt.

Trained debt advisers across Northern Ireland can help people with a wide range of debt-related issues including credit cards, loans, mortgages and rent arrears. They can advise people on a range of solutions including :

- Debt Relief Orders
- Debt Management Plans
- Individual Voluntary Arrangement
- Bankruptcy Advice

Advisers can also help people draw up a budget and look at ways in which they can maximise their income and reduce expenditure. Local debt advice is available in each council area.

We can also speak to your creditors & negotiate on your behalf

Business Debt Advice



Advice NI's Business Debt Service offers tailored, independent and impartial advice for

- Sole Traders
- Partnerships
- Limited Companies

Aimed at resolving any immediate business debt problems. Business owners can receive advice ensuring they are fully aware of their rights and responsibilities with regard to their trade, tax and personal liabilities.



Business Debt Support Documentation



Advice NI Website:

www.adviceni.net/money-debt/business-debt

Money Talks section of the Advice NI website offers detailed reference section covering:

- All aspects of business insolvency issues
- Step-by-step support on budgeting
- Debt prioritization
- Negotiating repayments with creditors.

Business Debt Information



PERSONAL BUSINESS PRIVATE MONEY WORRIES **COST OF DOING BUSINESS**

Danske Bank Our teams Insights Become a customer Products and services

Other sources of information and guidance

- British Business Bank's [Guide to Managing Business Debt](#) provides impartial information on managing debt, improving cash flow and moving from survival to recovery and growth.
- [Advice NI's Business Debt](#) section has some useful factsheets and templates around credit control, business rates and business types.
- nibusinessinfo offer a range of [finance guides](#) including those focused on [when and how to seek debt help](#) and [managing financial difficulty](#)

adviceⁿⁱ
the independent
advice network

Business Debt Factsheets

We have compiled a number of factsheets that provide useful information on a range of business debt topics.

You can view accessible versions of these factsheets on our [publications section](#).

- [Bankruptcy](#)
- [Business Leases](#)
- [Business Rates](#)
- [Credit Control](#)
- [Debt Management Plans \(DMP\)](#)
- [Extra Information for Budget Sheets](#)
- [Income Tax Debt](#)
- [Individual Voluntary Arrangement \(IVA\)](#)
- [Limited Company](#)
- [Partnerships](#)
- [Sole Traders](#)
- [Statutory Demands](#)
- [Tax Sheet 2020-21](#)

Business Debt Templates and Resources

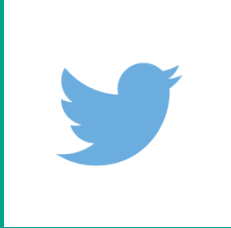
Cost of Doing Business



- ▶ As the cost of doing business has gone through the roof, we understand that it has become a challenge to do business.
- ▶ We see many small business owners that can no longer cope and are closing their doors.
- ▶ We want small business owners to know if they have fallen into debt as a consequence of the cost of living crisis we are here to help, there are solutions to surviving this crisis and keeping your doors open.



Social Streams



Follow us on Twitter @AdviceNI



Like us on Facebook

Any questions?

- ▶ Contact **0800 915 4604** for our services
- ▶ Thank you for the opportunity to speak on the work of Advice NI and the Money and Debt project



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An Roinn

Pobal

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Commonities



Danske Bank – Navigating rising business costs

07 March 2023

Dayna McCreadie, Senior Energy Policy Officer and Graham Smith, Head of Water Policy

The Consumer Council

We are the statutory consumer body for Northern Ireland

Extensive general powers and areas of statutory focus that represent, protect and empower consumers, with non-statutory functions covering unfair practices in any market.

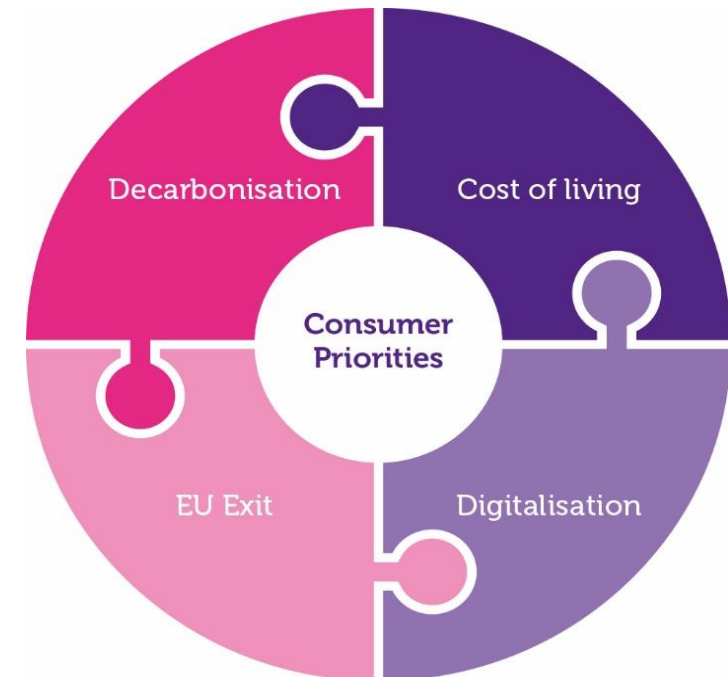
We work collaboratively

With government, regulators, industry, academia, the third sector and civic society to safeguard and advance consumer protections in Northern Ireland.

We apply the UN Consumer Protection Principles

access || choice || education || fairness || information || redress
|| representation || safety

2021-2024 Corporate Plan



How can we help you?

Range of tools and support to help you reduce your costs

Water bill
health check

Home heating
oil price checker

Energy price
comparison tool

Energy advice

Appliance
running costs

Complaints

Water bill health check

Free and simple service

Water bill overlooked
as smaller than others

Provide copies of water
bills

Check being billed
correctly, and all
allowances are being
claimed

Water saving advice

Report on findings and
simple next steps

Over £825k in savings
identified

Small Business Price Comparison Tool

Compare small business tariffs – electricity and gas



Energy Price Comparison Tool

In most cases energy companies do not advertise a range of tariffs for you to choose from. You will be asked to contact the energy supplier to discuss and arrange a tariff that best suits your business's needs.

We have developed an online energy comparison tool, which will help you compare electricity and gas tariffs, available from NI suppliers. Begin using the tool for free below.

You can also find out about saving money on your water bills with our free [Water Bill Health Check](#) by [clicking here](#).

Begin

Business

Results

Please choose your energy type:



Start your comparison

Tariffs up to 50,000kWh of electricity or 73,200kWh of natural gas per year

Fixed Unit Rates						
Supplier	Tariff	Price (Pence Per Unit) exc.VAT	Annual Indicative Cost exc. VAT	Key contract Terms & Conditions	Contact Details	
SSE Airtricity	Popular DD - 24 Months	Standing Charge (per day)	16.83	£3,481.43	This offer is subject to payment by Direct Debit within 14 days of the invoice date. During the period of the Agreement, the SSE Airtricity Energy prices will remain fixed. The Pass-Through charges may vary if changes or additions are approved by NIAUR or other approving authority. An early exit fee of £500 per year applies per site.	Phone: 0345 266 0852 or Email the Supplier
		24 hour contract (per kWh)	34.20			
SSE Airtricity	Popular DD - 12 Months	Standing Charge (per day)	16.83	£3,515.43	This offer is subject to payment by Direct Debit within 14 days of the invoice date. During the period of the Agreement, the SSE Airtricity Energy prices will remain fixed. The Pass-Through charges may vary if changes or additions are approved by NIAUR or other approving authority. An early exit fee of £500 per year applies per site.	Phone: 0345 266 0852 or Email the Supplier
		24 hour contract (per kWh)	34.54			
Budget Energy	T031 Standard Tariff	Standing Charge (per day)	26.00	£4,599.90	Deposit will be reviewed upon sign up	Phone: 0800 012 1177 or Email the Supplier
		24 hour contract (per kWh)	45.05			
Budget Energy	T031 Popular Fixed Tariff	Standing Charge (per day)	16.02	£5,557.47		Phone: 0800 012 1177 or Email the Supplier
		24 hour contract (per kWh)	54.99			

Eight electricity and six gas supplier tariffs

Bills and tariffs

Electricity tariffs

There are typically three types of electricity tariffs for small businesses;

- Popular (one flat rate)
- Day & night (with a cheaper rate at night)
- Weekender (cheaper rates at nights and weekends)

it is important that you are on the type of tariff that suits your business type.

Fixed rates

- ↑ Clarity regarding the unit price of energy in advance
- ↑ Rate provides stability
- ↑ If wholesale prices go up you will benefit from the fixed lower price

- ↓ If wholesale prices fall your bill doesn't
- ↓ Exit fees are standard for termination and suppliers can cancel under certain conditions
- ↓ 12 – 24 month contracts

Variable rates

- ↑ Bill drops with wholesale prices
- ↑ Contracts are less likely to be long term

- ↓ Unit price can increase
- ↓ No accurate forecast of costs for the contract period
- ↓ Struggle to return to fixed

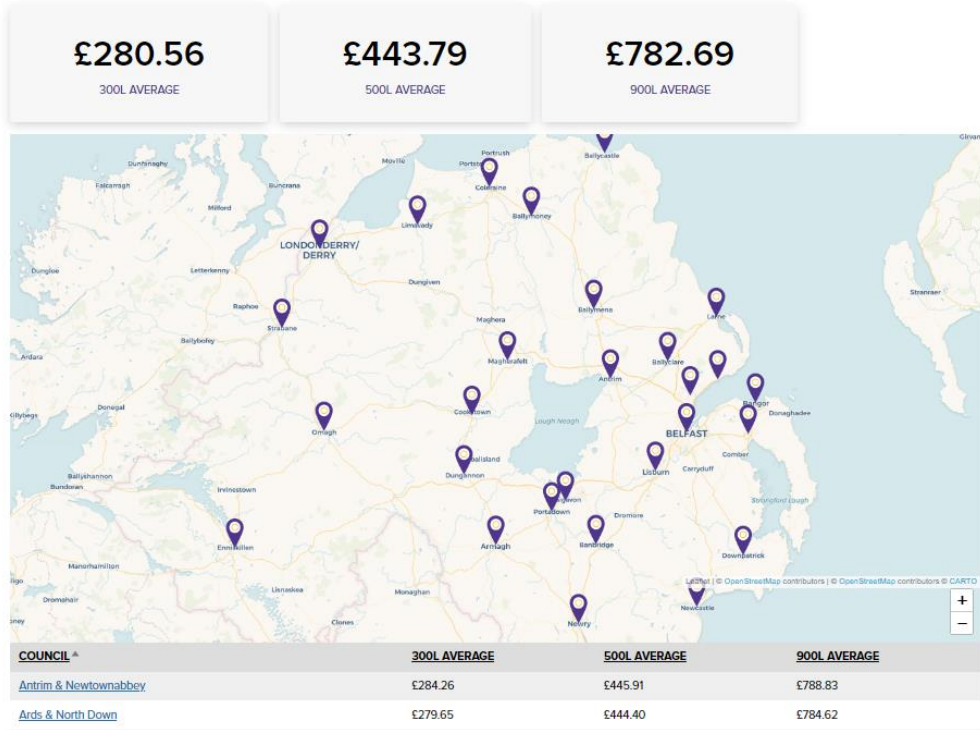
Home Heating Oil Price Checker and Fuel Price Checker



Weekly survey of home heating oil and fuel prices

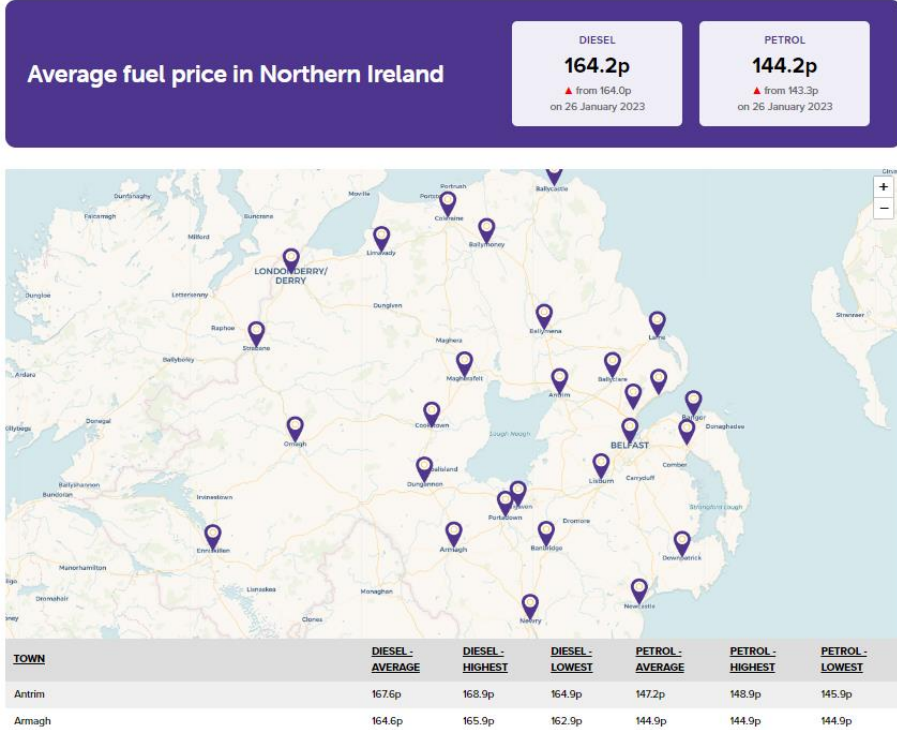
Home Heating Oil Price Checker

02 February 2023



Fuel Price Checker

02 February 2023



Energy efficiency

Performance

Assess building energy performance and electrical equipment performance using the Consumer Council Running Costs Calculator and NI Business Info energy efficiency checklist

Behaviour

Encourage behavioural change in staff travel and use of energy and water

Support

Ask your supplier about grants available through the Northern Ireland Sustainable Energy Programme (NISEP) scheme. These can include lighting and heating control grants

Other sources of advice include your energy supplier, the Energy Saving Trust and the Carbon Trust

For more information

www.consumercouncil.org.uk/costofliving/business

0800 121 6022

info@consumercouncil.org.uk

Q&A

We will endeavor to answer as many questions as we can in connection with today's presentations.

That's all

Thank you

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