

COVID-19: Financial Issues

with

Kate Brown (katebrownaccountant.co.uk)

TRANSCRIPT

Note: this is the raw transcript – it contains numerous typo and other errors which will be corrected very shortly. In the meantime, please refer to the recording for an accurate account.

Steven:

Good afternoon. Welcome once again to what I think the fifth of our regular lunchtime broadcasts on the emerging coronavirus situation. Remember, these are daily, every lunchtime, 13:15, we'll be holding them tomorrow and Sunday as well as during the working week. And it's an opportunity for us to get experts in to answer your specific questions, but also it's an opportunity for all of us, osteopaths, chiropractors, and others to share what information we've got, raise what questions that we have and generally help to level the information playing field about the current situation.

Today I've actually got Kate Brown joining me. Kate Brown is our charming accountant in my own clinic. She does a fantastic job for us and she's agreed to come in at I think, what two hours' notice today to help answer questions that people have about the financial arrangements governing what happens to us now with current crisis. Anything startling or new come out in the recent past Kate?

Kate:

Well there's been quite a few measures obviously that have been issued some of which applied to your members. And unfortunately some of them don't.

The one, the one that everybody I think knows about is the £10,000 grant to those people on business rates relief.

Steven:

Is that the one you imagined would be most applicable to us? Are there others?

Kate:

Yes. I mean there's the fact that you're going to get your statutory sick pay refunded as well. If you've got any staff members who go off sick with a Coronavirus related illness. At the moment you don't get your SSP refunded – that's what the employer..

Steven:

Now, we had Donna Obstfeld in yesterday talking about HR issues and of course statutory sickness pay did come up. There's only two weeks that they're refunding I think, isn't it? Because two weeks is the current virus incubation period of isolation period if you're a family. Is everybody entitled to statutory sick pay?

Kate:

You have to earn a certain minimum amount. I can't remember off the top of my head what that is. But obviously if you earn £50 quid a week, they're not going to give you £94 a week SSP.

Steven:

Do they give you a pro rata version of it?

Kate:

No, I think the limit's something like £107.

Steven:

Okay fine. But it's only for employed staff. It's not for any other self employed. Are you seeing anything to help? I mean, so many of our questions at the moment are about the self employed because there seems, I've seen nothing about helping self employed people, but anything that you're aware of?

Kate:

There's not a huge amount at the moment, although they have implied that they're going to be announcing more measures at five o'clock tonight and the prime minister's briefing. So in some way we'll have to wait and see. In terms of self employed people, I mean it's the time to pay that they've put in place, and now and there is a dedicated phone line for that as well (**0800 0159559**). And that is for anyone who's got an outstanding tax bill that they can't pay now because of the Coronavirus issues. Not for people who know they've got a tax bill looming and think I'm not going to be able to pay that.

They don't want hear from them yet. They just want to hear from people who are currently in the position where they can't pay an existing tax

Steven:

And they're not interested in me contacting them, asking if I can have back my VAT payments from last month. I take it.

No, that's, that's a real shame. The business rates grant, the £10,000 grant for businesses who are on business rates or rural relief. Somebody asked a question earlier wrong before we came online about what's called the Expanded Retail Discount and said, Oh my word, that means that osteopaths and chiropractors are not eligible for this. Can you tell us what that is, how it differs and why it doesn't affect that £10,000 pound grant?

Kate:

Well from my understanding that is the rates relief that they're offering to anyone in the leisure, hospitality and retail sectors.

Measures Announced 20 March

(after our lunchtime broadcast)

Job Retention Scheme:

- Applies to all employers who have to furlough their employees due to coronavirus;
- 80% of their normal wages will be covered by a rebate dating back to 1st March 2020;
- It is up to you if you make up the difference – you do not have to;
- There is a ceiling of £2,500 per month ie someone on a current salary of £37,500. Anyone earning over this will only get the maximum;
- The system is still being set up and further guidance will be available as to how they are going to pay this.

Coronavirus Business Interruption Loan:

- You now get **12** months interest free

Self employed:

- The July payment on account has now been deferred to January 2021
- They have (allegedly) made it easier to access benefits for self employed people no longer able to work

Steven:

So in other words, they not going to pay their rates,

Kate:

They're not going to, they are going to have a year's free of rates. Because obviously the government has basically said, don't go to pubs, don't go to clubs, don't go to cafes. They haven't said don't go to the osteopath at the moment. I'm sure that should that come in later today or over the next few days then hopefully they will extend their rates relief to those other businesses. But at the moment, yes, it's only for those in those sectors.

Steven:

Most osteopaths and chiropractors I would have thought are probably eligible for small business rates relief because they're small business. Small premises. All those are rates relief opportunities available across the whole country or is it local government dependent?

Kate:

It is for the, from what I understand, reading the guidelines, it is across the country. But you have to apply to your local authority for your, well, they say the local authority will be administering the grants. ***!Note: The Scottish parliament has said it will be following the measures announced by Westminster!***

Steven:

So just to be clear on that, you don't have to apply. They very clearly say don't apply, but what they haven't explained is how it's going to happen since they don't have our bank account details, so perhaps give us a cheque, which we're not allowed to take to the bank because... we'll find out. I'm sure we'll find out about that. Good. So that's cleared up that expanded retail discount thing, which probably hasn't bothered an awful lot of people because they haven't heard about it. But certainly one osteopath asked me that question. Yesterday we were asked about IR 35 and I have no idea what IR35 is so how does that affect us?

Kate:

I wouldn't thought that would actually affect many of your members mainly because it's not really the sort of sector that it's going to hit. It's all to do with when is an employee self-employed or an employee. It's to do with people who generally operate and work for someone, and generally just work for that one person.

Steven:

Well that does affect a lot of our members because it's a constant debate whether we can legitimately call ourselves associates rather than employees and almost

every osteopath or chiropractor is an associate in a practice where they work, unless they are the owner.

Kate:

There are two factors though with that one. They've shelved it for another year, so we could all draw breath on that anyhow. And the other one is the fact that it does only apply to medium and large businesses. So you've got to have a turnover in excess of, I think it's £10.4 million and over 250 employees.

Steven:

Well, fortunately, as you know very well, my clinic is just, just below that.

Kate:

Just slightly below that. Yeah.

Steven:

Yeah. They don't give away too much. All right. Okay. some questions that have come in: somebody who hasn't given their name asks about peripatetic practitioners. They say that they work with both horses and humans, and also work out of Hartford university for two days a week. So they don't pay business rates. So you don't pay business rates, you're not going to get that grant. They can treat horses because obviously they can keep social distancing, but they want to know how long they can treat humans. And if lockdown occurs, then what with clients cancelling all the time, what happens? Again, they're talking about self-employed practitioners. So at five o'clock tonight we might learn something about help for the self employed. Are you optimistic?

Kate:

They have implied that there will be further measures and that they will be announced today. So

Steven:

As far as treating humans are concerned, and obviously this is not Kate's part of ship because she's into accountancy, the general chiropractic council has reissued its guidance or has issued guidance that it's still okay to have your clinic open. General osteopathic council has not changed its view that you are allowed to treat patients. The GCC has issued a consent form to be used ***[Correction: The GCC has made it clear that there must be consent to treat specific to the risk of contracting the virus].***

If patients are coming in and both of the councils have said you've got to follow sensible measures. So sensible screening before they come into the clinic. And then undefined sensible measures when people are in the clinic. So I mean we can all think about the possible sources of infection, whether it's clinic coats or whether it's cups that you give them glasses of water in or drinks of tea. Whether it's the keyboard your receptionist's using, the desk they're resting their hands on - all those things.

You have to take those into account. And there are lots of measures that we could discuss perhaps in a separate broadcast, but at the moment it's still okay to keep your osteopathic/chiropractic clinic open. That's not to say that I'm taking sides in this debate cause I know that Facebook is alive with people who are very angry that some clinics are staying open when they've closed their clinic and others are mortified that they should be criticized. You know, I'm not taking a position on that. I'm just simply saying what the guidance is from a general councils at the moment.

Louise has asked what happens if you're still waiting for your rates relief assessment? They postponed hers twice now due to the unforeseen events.

Kate:

Well yeah, I assume that if it's a successful writes relief application then she'll be getting a £10k grant as well.

Steven:

But unfortunately she won't get it until they've made that assessment I guess. And I suspect that lots of people are very busy so that's not very encouraging for them.

Joanne has said they have business rate relief so they don't end up paying any rates. Will they still get the 10 K?

Kate:

Yes. As far as I'm aware, yes.

Steven:

Joanne's already planning the party.

Monica: with people whose rateable value of the clinic is so low, they don't pay any rates. Do they still qualify for the grant? We just answered that one - It's not just having a discount in your rates. It's, it's actually paying no rates at all. Your property has to be subject to non domestic rates, which most most practices are, I guess because they all businesses. But no matter what you're not paying or how much the discount is, you've got the grant.

Elsbeth says, if I work somewhere where I pay rent and that clinic gets some benefit paid to help them, should I benefit from that? Ooh.

Kate:

Hmm. Well, I guess that depends on your agreement with the clinic and also does that assume that you won't be able to be practising?

Steven:

Yeah. Well, my own take on this Elspeth is that rent is very much a moveable feast and the government has said that landlords should be considering rent holidays. But that is aimed possibly at the service and the leisure industry and so on. And we are a bit of a sort of a grey area. I think it's up to you to have a discussion with the people you pay the rent to. Because clearly if your clients are falling, the numbers are falling off, then you can't manage to pay the same amount of rent. And if they have to close their businesses or you have to close your practice, then clearly there should be some dispensation if not 100% dispensation on that rent because it's just not fair that your landlord should benefit while you're suffering. We're all in this together as people keep telling us. That's not a precise answer, but I'm afraid that's probably the best we can do at the moment. Apparently some people had no sound at the beginning of this Kate. Could you just run over the business of business rates relief again or the grants, that we started with?

Who's eligible for business rates relief or who's eligible for the grant that's associated?

Kate:

Anyone who gets small business rates relief overall business rates relate.

Steven:

Yeah, and I think the point we were making at the beginning was that there are other things that are in various government departments such as the expanded retail discount, which don't apply to us and shouldn't divert you from the whole business that you are eligible for that £10,000 grant.

Jennifer has asked about her situation, her husband and she are 99% sure that they had coronavirus a couple of months ago. As a healthcare professional, is there any way I can get this confirmed? The only, the only information I have on that comes out of our broadcast a couple of nights ago with Rajiv Bajekal, the consultant orthopaedic surgeon who was in here. We asked him, not only are people not testing the Coronavirus, but if they do start putting the testing out more widely, can we test to see who has had the virus as opposed to who's got it and I don't know if there are any auto-immune antibody markers that would give them that information.

As far as I'm aware, there is absolutely no testing for it at the moment, so I'm afraid Jennifer, I've got new good news on that. I don't know how you would go about proving that you are immune from the virus. One of the things that you have to bear in mind in clinic of course, is that they will be concerned about patients transmitting

the virus to other patients through either your clinic coats or the tables, the plinths, the desks, the chairs, anything like that. So it isn't just about whether you've had the virus, although I fully sympathize with your position.

Did we ask a question about someone renting a room in another business, a, for example, a gym Kate, where they might have to close the gym and therefore the practice within the gym will also have to close? I don't think we did. We talked about this before we went on it.

Kate:

Yeah, we did. We did talk about it beforehand. Well if it's in a leisure facility, they will qualify for their rates relief as well as that grant. And they ***[the leisure facility/gym]*** could be also potentially, depending on the rate or value of that property, be entitled to a £25k grant. Yeah. So I would imagine as you say, given that we're all in this together, that they would be pretty unfair if they insisted on still charging you your rent. Well you couldn't have been the one to factor in that they were shutting. The other factor as well as to look at your insurance because your business insurance. If that's got a clause either for pandemics or government ordered closures, then you can claim on that as well for loss of earnings.

Steven:

What's the general provision in those insurance policies? Kate, how do they judge how much you are entitled to claim if you are forced to close by government?

Kate:

That is all down to the terms of your insurance policy. Oh, probably depend on how, what, how much of a robust policy you have, what clauses you've got in it.

Steven

Okay. Well I will, I will try to find out the details from one of the insurance companies.

Kate:

I know even though they have said that even though there is just *guidance* to avoid things, they have said as part that measures that they are allowing you to claim on your insurance as if that said it was closed.

Steven:

So that it's another glimmer of hope for the self employed.

I've had another, another one in asking about the business rates grant, which is basically people are still unclear about it. Shall, I state what I think is the position and then you Kate can tell me where I get this wrong?

All of us who run a practice from our homes or from property that we're renting or whatever else will be subject to non domestic rates, business rates, and most of us, because we are below a certain square meterage in size, we'll be eligible for non domestic rates relief. And if you are subject to non domestic rates relief, even if you're only getting a little bit of relief, but also if you're getting 100% relief, in other words you don't pay any business rates, then you are eligible for a £10,000 grant which will be paid through your local authority. You don't have to apply and it will be dealt with we are told sometime early in April.

And I got that right! Don't look so surprised - just because I can't fill in my in a self assessment report or at least I can't fill it in accurately!

Okay, but I hope we've, we've beaten that particular nail out of sight.

The people who are not eligible of course are people who are simply renting a room in someone else's practice. They're effectively self employed and therefore we don't know what the self employed are going to get yet. But again, I know we've said this a number of times. What they need to be doing is saying to the person to whom they pay their rent, what relief are they going to give them? How much are they going to let them off the rental completely, give them a rent holiday. And if they are a big business, they themselves will be getting a grant so they shouldn't be getting all that money themselves and not extending some relief to the lessees.

I'm told that from somebody who's been watching on the BBC that there will be a test for antibodies sometime in the next couple of weeks. We don't know who will be eligible to get that test. So I forget whether it was Elspeth who asked about that. Somebody asked about that earlier on and so it may be possible to find out whether you've had the virus already.

Hugo has asked... he doesn't know if it's the same, but he rents a room in another practice. So I guess I'm not eligible for grant and Kate, that would be the case, isn't that correct?**/Yes/**

The person from whom you're renting the room, that will almost certainly get the grant if they're a half decent human being, they will almost certainly not charge you rent if you're not earning money there. And give you some benefit for the drop off in patient numbers.

Somebody else has mentioned the fact that there are antibody tests. And so, well I just mentioned that one

Martin Matthews, is it a grant or a loan? Over to you Kate!

Kate:

That that's what it is on the government website - they have said a grant. There are also loans available and the government have offered as to act as a guarantor for business interruption loans as well. So if you're seriously affected by it, you can apply for a loan as well. And that will be six months interest free, but that is a loan and will have to be paid back.

Steven:

And I think also saw the government will act as a guarantor for 80% of those - which is aimed at reassuring the provider of the loan. Isn't that correct? And hopefully that will be good because we had some people on one of the earlier shows this week, they were saying that they'd been turned down for loans point blank. There was no discussion. It's just we're not doing any loans. Hopefully that will go some way to addressing that situation.

Danieli says I run a domestic practice. I'm a limited company. My practice me pays me a rent. I'm not aware I pay business rates to the council or whoever. What relief do I get? Do I get any of the £10,000? I've had lots of cancellations and I'm already losing money. Is my rent to myself considered business rates? I'm confused and lost.

Kate:

No your business rates is business rates, it's not rent to yourself I'm afraid. [You would remember doing] your small business rates relief application in past. So you would, you would know that you were,

Steven:

Just to confirm, as he's running it from home and I imagine therefore he will have declared that in his application for business use of the premises. And therefore will be subject to non domestic rates. Are there any circumstances when you don't have to declare that you're using part of your own home for business, Kate?

Kate:

If you're only using a small part of it and that area is used for other things as well, then you don't necessarily have to declare it. But I would've thought in your position, most people who do have a practice from home would have had to declare it, because obviously you don't want the kids coming into their homework on your treatment couch and things like that.

Steven:

Yes. I suspect there will be people who say I can manage the problem of the children quite happily and if I don't declare myself as having a business element to my own house, then I don't have to pay business rates even though they probably would have got 100% relief on those rates.

But if they haven't declared themselves as doing that, therefore not being charged rates or given a discount, they won't get the grant. So Daniele, there is your answer, it depends on whether you have declared parts of your business, your home as being subject to rates because you can still be a company without having done that.

And obviously we don't know the answer to that. But if you are, if you are every year getting a notice from your local authorities to say that you don't have to pay rates because you aren't a big enough area, then you'll get the grant. If that's not happening, I suspect not. Yeah, that means you will have to stop paying yourself some rent. I expect as well. Yes.

Pippa says we have a policy, they use our tax returns to gauge what we will be given and we're doing that. So at the moment that's useful to know. And Pip, who's the policy with? It's obviously too late for any of us to go out and get policies on income insurance, but a useful to know what the company is so that we know how they are judging how you do these things. But it makes sense, doesn't it, Kate? That they would look at what your income has been in order to judge how much you'll give it on your insurance if your businesses, and is disrupted.

And is it generally the case that you're only given that if government declares that you have to stop work?

Kate:

It all depends on the the policy.

Steven:

Okay. I think we've probably got through most of the accounting questions there. Is there any sort of light on the horizon that you might be able to share with our people?

Kate:

Watch the news at five o'clock and let's hope he's going to announce a whole new raft of measures just specifically for the self employed.

Steven:

It is quite extraordinary. I mean, I'm astonished that the government can afford to do this at all. They're giving £10,000 to every small business. The business rates is, is astonishing then to ask them to do the same for self employed or something similar. It's equally astonishing how the insurance companies will survive, I find very difficult to imagine unless they're getting a huge amount of support from government. But we hope that they will.

Kate:

Not having a crystal ball...

Steven:

No. I think I have run out of questions on accountancy. If you want to stay with us for a while that just in case some more coming in that'll be appreciated. We'll probably run for another 10 minutes and then we'll wind it up then and then that's fine.

We had a few things that came in about operating a clinic in the last few days and people are talking about what measures should they be taking. One of our members sent a message to me earlier on today saying that they are operating, but they've now got 15 minute gaps between all their patients. So they're minimizing contact in the waiting room. They're doing the usual stuff about wiping surfaces down and so on.

There was a piece of information, a bit of research, which has been done into how long the coronavirus survives on various surfaces. Now, one surface that they didn't cover was clinic coats, but they are absorbent, so they are a potential source of infection. And of course we do get quite up close with all patients from time to time.

But they did point out that on copper for example, a coronavirus will only survive for four hours. But if you're looking at steel or cardboard, it could be 48 hours and on plastic, which is probably more relevant, it can survive for 72 hours.

In the air, it has an half life of something like an hour after which it is not of a sufficient level to infect people. So the airborne virus is fairly easy to dispel, other surfaces more difficult.

As far as antiseptics are concerned, if you're using hand wipes or other stuff, it's got to be 60% alcohol or greater to kill the virus. And one good thing about the Coronavirus, if there is a good thing about it, is that it is vulnerable to alcohol, which other viruses aren't (rhinovirus, norovirus). However, the easiest way to kill it is soap and water. Again, it's got a lipid membrane. It's vulnerable to soap. Therefore washing things with soap and water will get rid of the Coronavirus.

So things to bear in mind:

- Make sure your patients wash their hands before they come in and

- Make sure your hands are washed and anything else you could wash and soap and water.

- We've been particularly conscious about cups, spoons, keyboards, things like that.

- Areas where most people, people use the same object.

- If you're making a cup of tea for a colleague or someone, where you touch that cup could be significant if your hands aren't clean.

Just things to think about.

Ben has asked the question, is his business insurance different from his liability insurance? Do you want to, what's that, Kate?

Kate:

Normally they're all rolled in with one. It's a question for his broker.

Steven:

There's medical malpractice insurance, which is often thought of as liability insurance, which will not cover interruption to business. There's then public indemnity insurance isn't there, which we have to have for the public coming into our business, which probably, which almost certainly won't cover business interruption. And then there will be a separate policy which would be business interruption insurance. So that may be the wrong term.

Kate:

Normally, not including their medical on which is done totally separately, the business insurance, usually they have all the different facets like your employer's liability and yeah, sure. It's actual business interruption all in the same policy.

Steven:

I imagine it's quite difficult getting through to an insurer at the moment because they're probably inundated with calls. Indeed. But again, if you've got your own policy, perhaps you've got the time at the moment to look through it yourself. But you'd need to look specifically for business interruption insurance. I think individuals might have health insurance that covers them as well if they're off work. Again, you'll have to look through to see what is covered by that.

Kate:

Yes – whether you have to be actually be ill yourself.

Steven:

Yes, indeed. As opposed to be self isolating because a family member is ill. And that takes me back actually to statutory sick pay Kate, because in the government guidelines it says they will reimburse statutory sick pay for people who are off work and it says due to Coronavirus, which doesn't say specifically they have to be infected. It says that the off work due to the virus now that should include if they're off work due to self-isolation.

Kate:

Yes. Which is why it's two weeks,

**Update on Business
Interruption Insurance**

Balens informed us after this broadcast, that BII would *NOT* cover closure due to COVID-19.

They said that this would be the case with all BII policies. These policies would cover an outbreak that *began* in the clinic, but coronavirus is a pandemic.

Perhaps if your clinic is in Wuhan...

Critical Illness Cover, however, might cover you. Check with your broker.

Steven:

Yes. I'm running out now of questions. On the positive side there was a Japanese drug whose name is favipiravir which has been shown to be effective with combating the virus once you've got it.

Apparently it cuts the, the time to recovery from 11 days to 4. So there are some small glimmers of light on the horizon. The anti-malarial medicines are also effective it seems that cutting the length of time people suffer from the virus, but I think all of those drugs are only effective in the early stages. Once people have severe symptoms, then it's a different ballgame.

About statutory sickness, pay. Kate, how do we sort that out for our staff?

Kate:

Well you would pay them their sick pay through the payroll.

Steven:

How do you get the rebate back?

Kate:

They haven't actually told just yet. Apparently guidance on that is coming early next week. At this moment. I would assume that you claim it back in the same way as you would maternity pay against your PAYE liabilities. But they've said that guidance on the statutory sick pay rebates are coming out early next week.

Steven:

I wouldn't often say I sympathize with government, but the poor buggers are running around like blue-arsed flies at the moment, aren't they, trying to cope with all the demands on the treasury and so I can understand why they haven't yet produced the detailed guidance. But at least they will be reimbursing it.

I don't think this is one for an accountant, Kate - Robin says he's using 70% isopropyl alcohol, three clinic vests, which he sprays with the alcohol at the end of the session and then rotates to the back of the line. That rests each one for at least two hours between uses. Then they get hot washed every night. Pretty sensible stuff.

We were looking at my own clinic, getting disposable clinic scrubs to use if we had to because we don't have to worry about bugs in the, in the cloth, but Robin's method sounds like a really sensible one.

But it is important obviously that we kill the virus.

Alex has asked you if there is any truth in the speculation that tea tree oil might kill the virus. And I have to say I have absolutely no idea. If I had to take measures in my own clinic, I would be going with what we know to be the case, which is 60% alcohol or greater. We'll kill it and soap and water will kill it. But as far as tea tree is

concerned, lots of us think tea tree as the answer to everything. But I'm afraid, I don't know the detail on that one.

Pippa Slack: not sure if anyone can answer this. We like questions like this. It's likely that she's experiencing COVID at the moment and is in self isolation. She finds herself wondering if after this I would have built up immunity. So will this make it easier for me to run my practice and see patients with less risk to those patients? Don't know is the answer from me. I suspect our accountant Kate Brown here will possibly have the same answer cause it's not really her expertise. The likelihood is that you will be immune from future infection. But of course you'll still have to take those measures such as the ones Robin just outlined to make sure that you're not passing infection from one patient to the next patient. And I don't know how it will affect you in terms of the guidance if the general councils or the government tell us to close our clinics.

Because once they've said that it doesn't really matter whether you're infected or not infected, immune or not immune. We just have to follow their guidance.

Alex has asked us any thoughts about hydrogen peroxide. Can you use hydrogen peroxide? I have no idea about hydrogen peroxide. I just have to revert to what I said earlier on. We know that alcohol works, we know soap and water works. We don't know for sure that hydrogen peroxide works

If I can leave you with another source of information. I'm a regular reader of Malcolm Kendrick's blog (**drmalcolmkendrick.org**)

He is the anti-statin doctor. He's a phenomenal chap who writes very, very lucid and very well-researched articles about treating cardiovascular disease.

But he actually posted one about coronavirus only this week. And he was saying amongst other things that you might, if you want to help people boost their immune system, resort to the good old standard vitamin C and at the end of his post he says he's not recommending that as a treatment for Coronavirus, but it is good for boosting the immune system. There's plenty of research behind that.

And in the worst instance it can do nothing but it might help. He's suggesting a standard dose of two grams per day, 2000 milligrams per day. And if you actually start suffering symptoms up it to five grams a day.

Kate Brown, thank you very much for joining us. I don't know whether you need any more business, but so we'll make sure your details are available because you've been a brilliant accountant, both to The Academy and my own clinic. We think you're the bee's knees. You're always very approachable and you always give us very sound advice, which we found very, very useful indeed. So thank you for giving up your time at such short notice.