

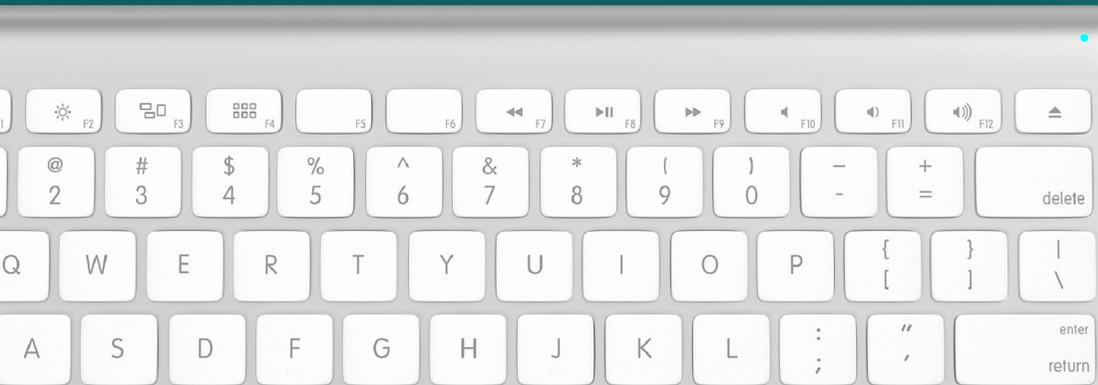
POWERED BY THE



BII

RETURN OF THE PUB MEMBERS SURVEY

July
2020



Respondents' Location and Business Model

88%

Single site operators



68%

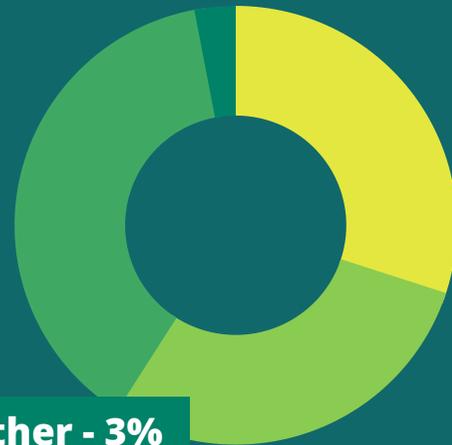
Edge of town or village locations

Tenancy - 30%

Freehold - 38%

Lease - 29%

Other - 3%



89%

Are now open, but of those...



ONLY 22%

are trading at or above 75% of their usual turnover

Our last survey indicated that a reduction of social distancing measures from 2m to 1m would help more pubs open, this is shown in our results this month.

In normal trading terms, this means **78%** would be loss making

Staffing & Covid Secure

We asked members how much they spent making their venues Covid-19 Secure

26% 19% 38%

UP TO

£1K £5K £3K

17%

MORE THAN

£5K

15%

have already made redundancies

60%

will have to make redundancies at some point over the next 3 months

...if trade continues as it is

60%

Are currently NOT making a profit

This is with furlough, business rates holidays and rent concessions in place. That figure will only increase as support runs out.

Staffing levels have needed to increase to cope to make venues safe, but many cannot afford to bring staff back from furlough, or employ new staff and are working lots of additional hours themselves.

ONLY 23%

... are certain that they will bring back all of their staff from furlough without making any redundancies

Debt

1/3

have accrued between 21 and 30% of their annual rent or mortgage as debt over lockdown.
(Minimal concessions)

63%

of respondents have NO repayment plan agreed as yet

However...

Of the 37% that do have an agreement,

70%

are happy with that plan.

Concessions made over lockdown

No help

19%

Deferral only

28%

Discount only

10%

Discounted & deferred

19%

Cancelled*

18%

6%

No rent or mortgage

*Some are still paying residential rates

Looking Forward

62%

...are being given concessions on rent / mortgage payments going forward. Various support models are being used.

60%

are satisfied with the help given

40%

are unsatisfied with the help given

50%

have received a Bounce Back loan

have received a CBILs

13%



Government Schemes

For **43%**

For over **40%**

... food is a major part of their business and forms over 30% of their turnover

food is less than 20% of their turnover

half don't serve food at all

For these businesses, the VAT cut and the EOTHO schemes will have very little impact on their profitability

They are 50/50 on whether VAT cuts will benefit their businesses at all.



57%

will / have registered for the Eat Out to Help Out scheme, but...

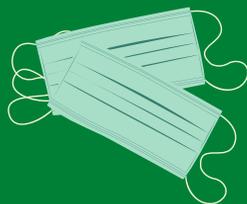
64%

think that Eat Out to Help Out will not encourage people to come to the pub more.

Consumer Confidence



Biggest concerns were from older customers who are not ready to return for fear of exposure



85%

said that their customers who had returned, were happy or somewhat happy and felt safe and pleased to return, despite the changes



Biggest complaints were from people who wanted to be able to drink at the bar and feel less restricted in their movement around the pub.



Most are happy to comply with new rules, but don't like the different atmosphere as much...

Biggest Challenges



Profitability - 83%

Consumer Confidence - 66%

Staffing - 38%

“ Weather is good at the moment. What happens when furlough goes, everyone has to sit inside and we are at 25% capacity? ”

“ How will we repay our debts when we are not even trading at normal levels now, let alone when the summer is over? ”

“ Suppliers all want paying up front for stock ”

“ Rent arrears ”



“ Seriously worried about November when the furlough has ended, our rent is back to 100% and no one is out and about. This will be the real 'make or break' when everyone forgets about the need to support small pubs ”

“ Policing rules within the pub in regard to social distancing measures and people's contempt for them ”

The Survival of Pubs

What is needed from Government?

76%

Business Rate Relief extended to April 2022

71%

VAT reduction for a whole year

66%

Long term reform of Business Rates

63%

Further grant support needed

46%

Government support on rent

“ Get insurance companies to pay out for businesses that had business interruption cover. Then we wouldn't need grants. We paid for insurance and loss of food and drink and can't get a single penny back, it's wrong... ”

“ Anything that could help with the running costs of the business and grants for pubs with a rateable value of over 51K aimed at the small one owner/leasee pubs, I feel these pubs have the biggest struggle ”

“ VAT relief on alcoholic drinks. Wet led pubs have not gained anything from VAT reduction ”

“ Changing of VAT permanently to 5% for hospitality in line with most other European countries now that we are out of the EU ”

“ Support for pubs whose business is dissipated due to being music / performance venues ”





98%

... would recommend BII membership to licensed trade professionals

“ “
I think every publican should be a member. The services you offer are incomparable.

“ “
We require more clarity to safe trading, as this varies from area to area.

A proud member of BII, it's comforting to have support from such a body. Having been in hospitality over 40 years never have I needed support more than now.

“ “
We would like to thank you for all your help and support. It felt overwhelming at times and being able to access guidance from you was invaluable.

Some would like a survey in the future on how they are feeling. This continues to be a very stressful time.



BII Membership

We asked our members what support they have found useful and what more they need

“ “
The helplines, especially at the moment, are worth every penny of membership fees