

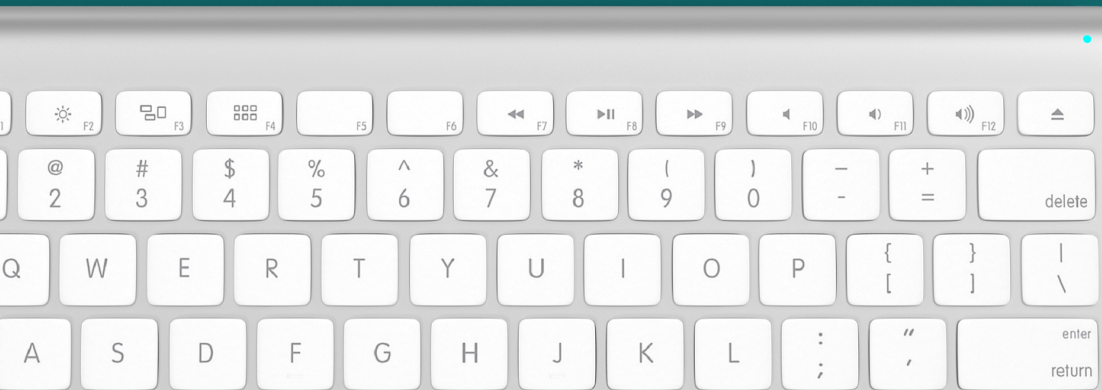
POWERED BY THE



**BII**

# RETURN OF THE PUB MEMBERS SURVEY

*July  
2020*



# Respondents' Location and Business Model

**88%**

Single site operators



**68%**

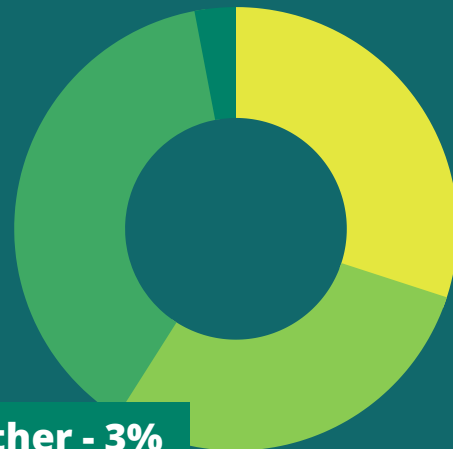
Edge of town or village locations

**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 over  
40%**

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

**For  
43%**

half don't  
serve food  
at all

food is less  
than 20%  
of their  
turnover

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

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



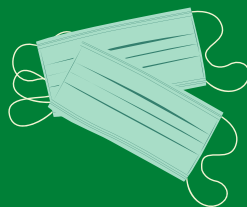
**57%**  
will / have  
registered for the  
Eat Out to Help  
Out scheme, but...

**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?

“ 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 ”

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





**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.”



# 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”

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