

## 1 FROM DISCOUNTS TO ADVICE – SOMEBODY IS THERE WITH YOU

SHARON HOOKINGS MBII  
THE RED HART INN, BLAISDON, GLOS

The support during lockdown was fantastic. Before that we used the discount on insurance through BII Trusted Partners and legal support. It's useful to keep up with new developments. I've looked at articles on how to do social media, for example, and laws that are changing – even before lockdown there were always changes, such as the rules on allergens. I have been so impressed with how the BII handled lockdown. It was so nice to feel that somebody was there with you, with information and campaigning. It was so easy to pick up a template to write to my MP, which I probably wouldn't have done otherwise. I would recommend anybody in the industry to join.



## 2 HELP AT HAND

JAMES BAINBRIDGE MBII  
THE TILBURY,  
DATCHWORTH, HERTS

It's the fact that there's always help and advice when you need it – a platform you know is there to support you. Particularly in the last year, the BII has been great at getting information across to the licensed trade and making sure we all know what we need to know. It provides peace of mind too. The helpline for contract law is probably what I've used most in the past, and the BII events are also great for networking. I've been to a couple of great events. It's good to get to know what other people in the trade are doing and measure ourselves against them – sharing best practice, etc. It's invaluable.



*James & Tom  
Bainbridge MBII were  
finalists in LOYA 2019*

# TEN to ONE

## 'What is the biggest benefit of being a BII member?'

THE BII IS CELEBRATING ITS 40<sup>TH</sup> ANNIVERSARY THIS YEAR, A GOOD TIME, WE THOUGHT, TO ASK MEMBERS ABOUT THE SERVICES AND SUPPORT THEY'VE FOUND MOST USEFUL OVER THE YEARS. NIGEL HUDDLESTON REPORTS



3 lobbying the BII has done to try and get Government support for the hospitality industry. It's also a very easy place to go to for good advice, when you need it, about what's going on in the industry. BII has been invaluable to us, especially with all the changes over the past year. Obviously, when things happen in your own business you tend to rely on more support, and I think that aspect has become more prevalent recently. The support has also helped me refocus my own business. Being up-to-date on the changes has helped me with planning and then putting any new requirements into practice.

*Daniel Pilley MBII (pictured left) and his son James Pilley MBII were featured as a Meet The Member in BII News, Summer 2020*

### GETTING SUPPORT FOR PUBS

DANIEL PILLEY MBII  
NINE JARS, HAVERHILL,  
SUFFOLK

I've been a member for four years. The main things for me are the updates and access to industry knowledge, and over the last 12-months, the

### 4 FREE HELPLINES

DAVID HAGE FBII  
THE PLOUGH,  
NORMANTON-ON-THE-WOLDS, NOTTS

Definitely the biggest benefits are some of the legal and HR support, which we get free access to with a phone call. BII is really beneficial to members who may not have that insight into HR law and legal policies. To get something like free contracts of employment that you know are up-to-date with the latest legislation is invaluable. I think what has been really helpful during the pandemic is the insight into the latest Government information and the interpretation of how it would affect us. Last autumn, when you had one Government initiative with drinks only with food, to the next one with a 10 o'clock curfew, to the next one of tiers, it was changing week-by-week. But, I knew if I dropped on to the BII website the latest changes and what they meant for us would all be there. The BII has been really good in pointing the press to us when they need a pub to talk to, which has got us some really good publicity.

*David Hage FBII and Mark Osborne were BII LOYA winners in 2019*





## 5 IT'S A BOOST

**VIKKI HUNT FBII**  
THE LODGE,  
NORTH TUDDENHAM, NORFOLK

The legal helpline provides a nice reassurance. It's so hard to keep on top of legislation, so I often make a quick phone call to check, before I decide to do anything.

*BII News* is really useful, just reading about other publicans and the things that worked for them. We always keep an eye on what's going on locally, but the BII gives you a snapshot of what's going on across the country. The awards are fab too. When we made it to the finals of the BII Licensee of the Year Awards (LOYA) it was one of the highlights of my career. We made great friendships... and you feel like you're doing 'allright'. As an independent without head office back-up, having BII is a big boost.

*Vikki & Gavin Hunt were LOYA finalists in 2019*

## 6 MY 'GO-TO' PLACE FOR ADVICE

**BUDDY LOVE FBII**  
THE FLYING FISH, ASHILL, SOMERSET

The camaraderie, mutual support and networking. I get advice and guidance from more experienced operators than me. You can pick up new ideas and a fresh way of looking at things. You're not really reinventing the wheel because it has already been done. That's the biggest benefit I get. I use the advice helplines and directories all the time. The advice you can get is invaluable. I use the contract builder for all my staff now and I've used all of the Covid-19 reopening posters.

Everyone I meet who's new to the trade, I always recommend them to use the BII. It's my go-to place for anything within the industry.

*Buddy Love FBII was featured as a Meet The Member in BII News, Spring 2019*

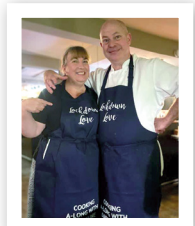


## 7 TAKING PRIDE

**DARRAN LINGLEY CBII**  
ST ARNOLD GROUP, ESSEX

Originally, being in the BII Licensee of the Year Awards (LOYA) was the biggest bonus of membership, because it was a virtually free review of the business. I think now the greatest thing is BII's alliance with UKHospitality and the British Beer & Pub Association, which has become something to be proud of. Together they are all fighting the cause for us, as opposed to being single voices in the background. This unity is one of the greatest things to come out of Covid-19. It has also been good to see how well other people in the industry are doing. I keep in touch with some LOYA winners and it's helpful to see how people are dealing with what's going on.

*Darran and Caroline Lingley CBII won LOYA in 2011 - find out more by reading pages 42-43*



## 8 A ONE-STOP-SHOP FOR THE TRADE

**ADAM PRESTAGE MBII**  
THE WITTON CHIMES,  
NORTHWICH, CHESHIRE

The BII has been superb. It's an ideal one-stop shop for the licensed trade. Being a publican is a very busy job, so if you get a problem you can go online and find an easy solution. It saves a lot of time.

There are loads of things I've got help with, including HR issues, and I've used the supplier directories as well. Several years ago, we did a cask masterclass, which prompted me to look for cellar management help through the BII. That led to us getting Cask Marque and then Beer Marque status and we've got a good reputation for our ales as a result.



## 9 BEING PART OF A COMMUNITY

**RICHARD EDWARDS MBII**  
POTTERS ARMS, WINCHMORE HILL, BUCKS

It's the advice and support you can get from the BII helplines. That's the biggest benefit for me. We do all of our staff contracts online on the BII portal, as an example. I've certainly been a member for nine or 10 years - but it may have been longer - and it's almost like a community where you can get help and advice about the industry when you need it, and that's definitely been true throughout Covid times. It has been good to have a flick through some of the articles to see what you can and can't do, and to read about how other people are coping and what ideas they've had to deal with what has been happening.

*Richard Edwards MBII was featured as a Meet The Member and on the front cover of our BII News, Spring 2021 - <https://bit.ly/3w6FpOh>*



## 10 YOU'RE NOT ALONE IN ALL THIS TURMOIL

**ANDY COLEMAN MBII**  
THE HOUSE GROUP, ESSEX

I've been a member for probably 15 years and the legal advice has been absolutely paramount. Employees sometimes have a better understanding of what they're entitled to [in terms of] employment law than the employer. Also it is great to have good, solid, back-office advice to lean on. We've grown the company from one pub to five and the more you grow, the more people you have, and the more you learn. So, the BII has been really good in helping with that process.

The second big benefit is the comforting feeling of knowing we're all in the same boat, which has become more acute with Covid. When you receive *BII News*, or an email, you see stories about like-minded people experiencing the same things, and it makes you feel like you're not alone in all this turmoil... otherwise it can sometimes feel like you're flying solo.

*Andy Coleman MBII was featured as a Meet The Member in our BII News, Spring 2020 edition*