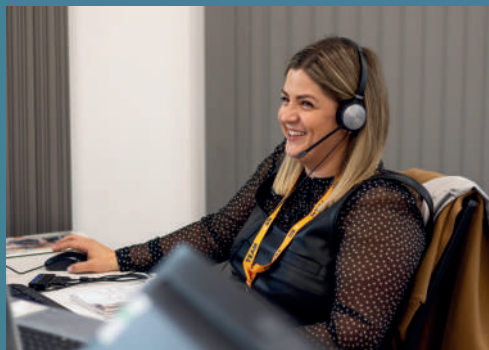




SUPPORT GUIDE



Introduction

The BII exists to support the licensed trade in running successful businesses, and keeping the hospitality industry thriving.

With so much to consider when running a pub, a little bit of support in the right areas can go a long way. This guide gives an overview of the types of support available to BII members.

Included in this guide:



Support Guides

A selection of support guides by your BII Team, covering all areas of your business.



BII Helplines

Get instant advice and solutions from our expert helpline providers and BII Helpdesk.



Personal Support

When life outside of work gets tough, there's help available to get you through.



Business Support

Help in the day to day running of your business.

SUPPORT GUIDES

Your BII Team have created a whole host of easy-to-read guides on everything from cyber security to running your own fundraising event.



View our latest Support Guides

www.bii.org



BII HELPLINES



Two telephone numbers, one common goal:
To create the best plan of action for your business.



Your BII Helpdesk:
01276 684 449

Your BII Helpdesk team are on hand to support you and can also give you a helpful run through of all your member benefits too!

Landlord & Pubco Relationship:
01276 684 449

We can assist you to create a plan of action that could help you manage your relationship with your landlord or pub company.

Our team of advisors are on hand during office hours to offer expert advice with a tailored approach to each query.

With industry professionals ranging from compliance and licensing law, to landlord and pubco. relationship, you will have access to the right help and support at every stage.

WHO TO CALL: 

HR & Employment:
0330 058 3878 (Option 1)

Legal support tailored to your individual queries surrounding HR & employment, including grievance procedures, contract issues, and employment disputes.



Legal:
0330 058 3878 (Option 2)

Available to provide guidance on a wide range of professional and personal queries, John Gaunt & Partners are on hand to advise and support you with anything you need.

BII HELPLINES

Licensing Law

0330 058 3878 (Option 2)

On the other end of the phone in case you need to discuss urgent licensing matters, such as your premises being put under threat of closure, or arranging to extend your operating hours.



Health, Safety & Fire Compliance

0330 058 3878 (Option 3)

Helping you deal with queries such as correspondence with Environmental Health Officers, food standards and fire safety.

Business Rates

0330 058 3878 (Option 4)

Whether you're looking to alter your Business Rates for a specific period or closure, or would like them to be reassessed alongside your new methods of operating, Harris Lamb are available to talk you through the process.



Tax

0330 058 3878 (Option 5)

Clear guidance to help you move forward with any employment tax queries, including national insurance deduction, business expenses, employee benefits and termination/redundancy payments.

LTC

BII Industry Friends and Partners, **Licensed Trade Charity (LTC)** help pubs, bar and brewery people when they are in need of help.

They supported over 73,000 people facing a crisis with practical, emotional and financial support during 2020.

The LTC offer support in 6 key areas:



Money



Mental Wellbeing



Housing



Health



Education



Employment Support



LICENSED
TRADE
CHARITY

Call the free 24/7 helpline:
0330 058 3878 (Option 6)

Best Bar None



*Click to visit
their website*



Best Bar None helps customers to identify well-run pubs, bars, clubs and other businesses that serve alcohol.

Accreditation lasts for a year, and the assessment is regularly updated to ensure current priorities such as the safety of women and girls are included.

The accreditation assesses against four themes:

Venue management:

Assesses security measures and steps taken to reduce noise, litter and other effects the business may have.

Staff training and care:

Considers how staff are supported by the business to perform their role, develop and grow, and to protect their wellbeing.

Customer safety and welfare:

Reviews how well the venue takes care of its customers including preventing alcohol being sold to those under 18.

Customer service and community:

Recognises that businesses work hard to provide a warm welcome to their customers and the communities they are part of.

Every accredited business receives a personalised report with advice and ideas about how to provide an even safer and more welcoming place for customers to have fun and socialise.

Pub Watch



National Pubwatch is an entirely voluntary organisation set up to support existing Pubwatches.

What is a Pubwatch?

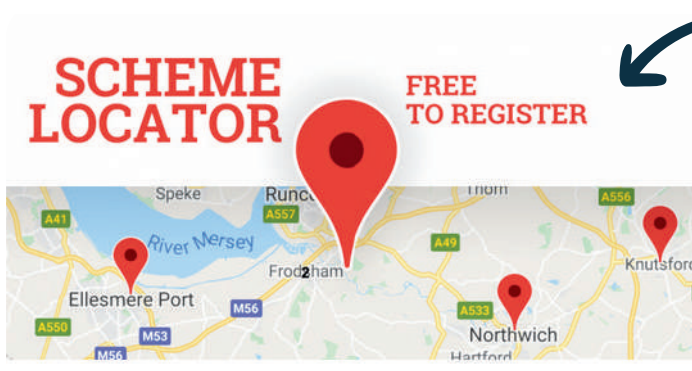
Pubwatch schemes are local, independent groups formed of people working in licensed premises.

Their goal is to improve communication and information sharing between local licensees, and reduce the risk of criminal activity, and promote safe drinking environments for customers.



How can National Pubwatch help?

- Advice and guidance on a range of Pubwatch issues through a number of different channels.
- Their **Good Practice Guide** - widely seen as a trusted source of reference for many of the issues affecting Pubwatch schemes.
- Informative website, as well as a bi-monthly **E.Newsletter**.
- A number of experienced volunteer **Regional Representatives** to give personal support.
- Local schemes are given access to start up materials; such as free **window stickers** and **posters**.



Click to find
pubwatch schemes





BRITISH INSTITUTE OF INNKEEPING

Get in touch to find out more about how we can support you.



@BIIandBIIAB



@britishinstituteofinnkeeping



@BIIandBIIAB



@britishinstituteofinnkeeping

CONTACT US:



01276 684 449



www.bii.org



membership@bii.org