



Report of UKH industry information-gathering meeting January 5th, 2022 (3pm)

Ben Newby *TEGMJR (Tramshed, Globe and other locations)*

[REDACTED]

Gary Lulham *MD Sin City, Swansea and Chair of Swansea Licensees Association*

[REDACTED]

Ian Edwards *Chief Executive Celtic Collection*

“It is incredibly serious. [REDACTED]
[REDACTED] Every business event over
thirty people has been taken out.
It is a disproportionate action based on the mitigations that are now in place.”

Jon Dale *Strategic Corporate Affairs Lead Punch Taverns UK*

Some stats **(in confidence)** which you might find helpful.

- At Punch Pubs & Co, we have 1,300 pubs across the UK incl. almost 40 in Wales.

[REDACTED]

- Younger guests migrating over the border to England where restrictions are less severe – we have a few pubs around the Chester region or opting for house parties.

[REDACTED]

An outstanding question:

- How quickly will impacted businesses be allocated their grant monies?
- No representation/catch up calls to our pubs from local authorities since new restriction

Gary Roberts *Operations Director Amber Taverns UK*

Amber operate 9 wet-led pubs in Wales under an Operator Agreement.

[REDACTED]

Compliance from customers is more difficult and causing more altercations and verbal abuse.

Financial support from Government negligible.

[REDACTED]

Greg Sage *Corporate Affairs Director Greene King UK*

[REDACTED]

Wales was slightly ahead for a couple of months in the run up to December.

[REDACTED]

The atmosphere in our pubs is like that of the previous lockdown [REDACTED]

[REDACTED]

[REDACTED]

Nick Newman Cardiff Licensing Forum

Creative HG (Peppermint, Bambu etc) – on WG restrictions and ‘support’ package

From the period that apparently the support package covers (9 weeks apparently) we had budgeted:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I don't want any grants! I want the ability to earn a living and provide jobs and an income for our working family

It's doing untold damage in so many ways

[REDACTED]

- Our teams have families and financial commitments
- We've had a staffing crisis, we've stopped the team development, lost a ton of talent and had to go back, train and develop from scratch.

[REDACTED]

- We've had supply disruption. This is likely to happen again in some format.
- We're exhausted. We're upset. We're gobsmacked by how unloved we feel as a sector and in how much contempt we seem to be held by Welsh Govt who takes action that makes no sense, ignores a lot of our advice, then fails to give us the evidence to support the action then decides to support us with token gestures when we have huge financial commitments

[REDACTED]

There are other businesses in a significantly worst position

- Started trading recently and now they don't qualify for any support
- Traded below 2019's numbers and have recently started to repay the debt accumulated in 2020

Jon Bassett – Wales Online

Saying January would be "even more concerning" for businesses, Mr Bassett said the industry was being hit with several issues at once.

"You have got people going off sick. Many of our staff are younger and even though they're not getting sick they're having to self-isolate.

"When we reopened wage costs increased too because it costs you more to operate with the Covid rules. Getting someone to check Track and Trace, all those things cost money.

"We have had some issues with the supply chains, like in every industry. We have had problems with delivery drivers."

He said all this had been made worse by the fact that businesses have to prove they are losing a certain amount of money before being eligible for the £120m financial support package

"You must have had a 60% drop in trade to qualify – it's baffling," he said. "The margins in this industry aren't big. If your takings are down just 20% you're probably losing money. If I was losing 60% I would be applying for bankruptcy, not a grant."

Croeso Pubs

[REDACTED] Grant available £30k and this is to cover the whole of January and 2 weeks of Feb

PRISM

[REDACTED]

Berin Jones *Chair Llandudno Hospitality Association and Guest House owner*

As requested the figures for our area are as follows from talking to as many of our 134 members as I could in the time available:

[REDACTED]

The possible funding support businesses can expect to get comes nowhere near this.

[REDACTED]

The situation in our industry is even more desperate now than it was last year.

Bounce back loans and CBIL's are now adding to the penalty we face [REDACTED]

It's not just about keeping our vital team members healthy mentally and physically, it's also about the 1,00's of Hospitality business owners who are now facing losing their homes and livelihoods and closing businesses that have been there for generations.

The mental stress on Business owners seems to be completely ignored by WG.

Karen Matthews *Cardiff Hospitality Association (38 city based hotels with significant employee numbers)*

[REDACTED]

Hotel payrolls are equal to 75-80 per cent of revenue. [REDACTED]

Mike Morgan *Marketing Director Welsh Rarebits Group*

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] It is heartbreaking to see such a lack of leadership for the industry. The support is embarrassing small. [REDACTED]
[REDACTED]

Andrew Evans *St Brides Spa Hotel Saundersfoot*

I'd echo all that has been said. This is destroying the village, something that we have worked very hard to create and to sustain until now. We had made it a year round resort. [REDACTED]
breaking our hearts to see it. The ERF grants are hopelessly small and shouldn't be available to those like Air B and B, who pay nothing back into the economy and even pay cash in hand. [REDACTED]
[REDACTED]

Anthony Rosser *Chair UKHospitality Cymru and General Manager Lake Vyrnwy Hotel and Spa*

I have participated as UKHC Chair in 42 Ministerial meetings before it was all change. The mood of those meetings was always constructive, even when the worst times were on us. This meeting is dramatically different. It is a seismic shift and one that is not good as it indicates a breakdown in relationships between the industry and government.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] and if we are unable to move more rooms over the next week or so we are considering [REDACTED]
[REDACTED] This should give us the best chance of maintaining the integrity of the business [REDACTED] if the market doesn't pick up later in the spring.
[REDACTED]

Regulars at my local pub hired a bus to go over the border on new years eve to allow the business to run food and maximise what meagre revenue that could make under social distancing.

Elyse Waddy MD Empire Hotel Llandudno

[REDACTED]

How long will restrictions last? How come England can ride it out and we are shut down? We need to be able to promote the end and WG need to put out positive messages.

I think WG are over estimating how much business can endure [REDACTED]

Justin Baird Murray Managing Director Metropole Hotel Llandrindod Wells

[REDACTED]

The loss of business in January and February is harder to quantify at this stage but the example I highlighted about [REDACTED]

[REDACTED]

I thought the issue of the mental health of owner operators raised by Berin is one that needs to be seriously marked up. Those whose livelihoods and pensions are not reliant on the success of their business, in other words everyone in WG, simply have no idea of the pressure owner operators are under to perform on a daily basis. Satisfying Customers, satisfying staff, satisfying the bank, satisfying ERF post completion monitoring, satisfying suppliers... the list is endless.

Glen Evans Royal Oak Hotel, Betws-Y-Coed

[REDACTED]

David Chapman UKHC Director-Additional points

The industry has spoken directly above. I have around another 70 individual and group members who are in touch regularly and who are saying exactly the same thing about their financial position and the package of measures to support restricted businesses.

UKHC prides itself in trying to support and work in partnership with Government objectives. Anthony Rosser's point is very valid and is sad to see. I am sure it is backed up by Steffan and other's postbags.

A few additional points I raised in the meeting. William Griffiths of the Angel Hotel in Abergavenny couldn't attend today but reported to me that four coaches left Abergavenny for Hereford on New Year Eve. This, on health terms, has to be a crazy situation - one where local people are prevented from meeting in a small market town with an award-winning premises that are carefully and expensively controlled locally to go far and wide to a bigger town with a very transmissible disease generally prevalent. I have many reports of members, especially north (Wrexham-Chester for instance) of the same happening.

Welsh Government's valuable assistance in helping us to recruit staff- and our continued and positive working together to keep this action going in 2022- is endangered by the imposition of restrictions that could see staff leaving for one reason or another (job security, better financial offers etc) in the next few weeks.

Finally, a quick overview. The industry in Wales is now on its knees. If businesses survive, they are likely to be curtailed or slimmed down unless we have further help. We will begin again at a considerably uncompetitive level with our near neighbour businesses in England because of this enforced financial position.

Welsh Government has consistency- and rightly- sought a year-on-year improvement of the offer across Wales to attract more visitors and more visitors of value. [REDACTED] direct competitors in England and have nothing to put forward to rebuild and improve this industry. Where does this leave Let's Shape the Future and Welcome to Wales, plans with high aims for a sustainable and ambitious tourism and hospitality industry- something that we all worked so very hard to design and to looked forward to delivering?