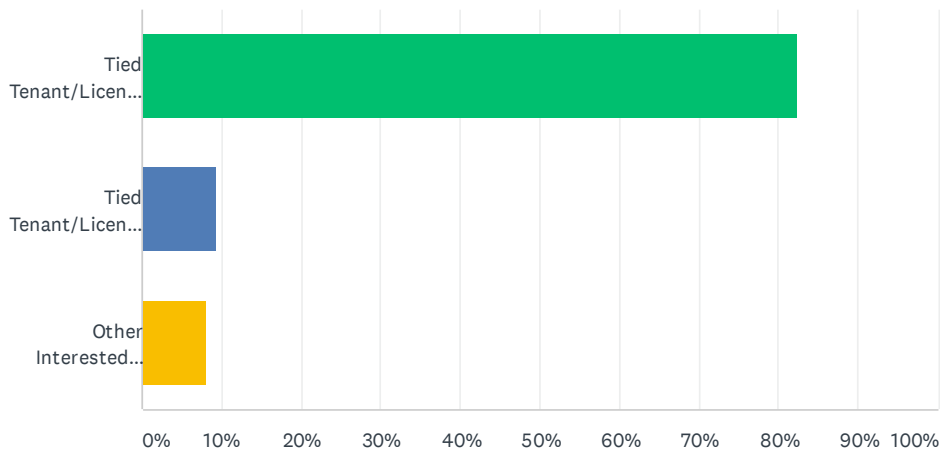


Q1 What type of stakeholder are you? Please confirm one of the following.

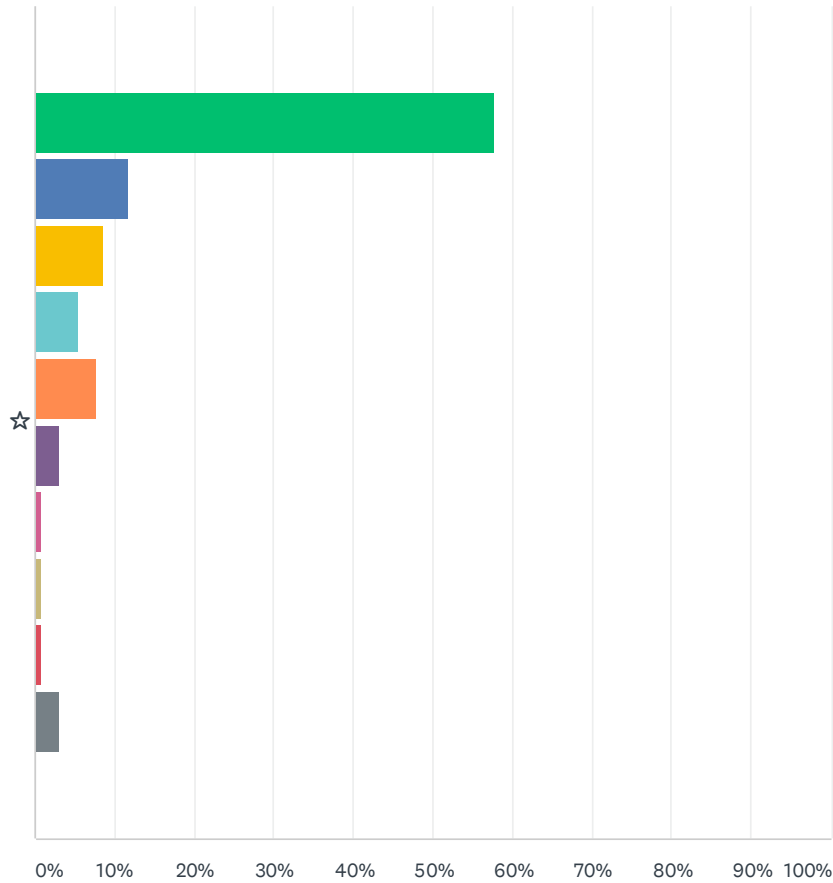
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
Tied Tenant/Licensee of Regulated Pub Company (Ei Group, Greene King, Punch Taverns, Admiral Taverns, Star Pubs & Bars, Marstons)	82.35%	140
Tied Tenant/Licensee of Non-Regulated Pub Company	9.41%	16
Other Interested Party (Often Frequent Pubs, Ex Tenant/Licensee and other pub interest group)	8.24%	14
Total Respondents: 170		

Q2 Based on your interaction with the Pubs Code Adjudicator, how would you rate the effectiveness of the PCA's current communication efforts? Do not answer if not applicable.

Answered: 128 Skipped: 42

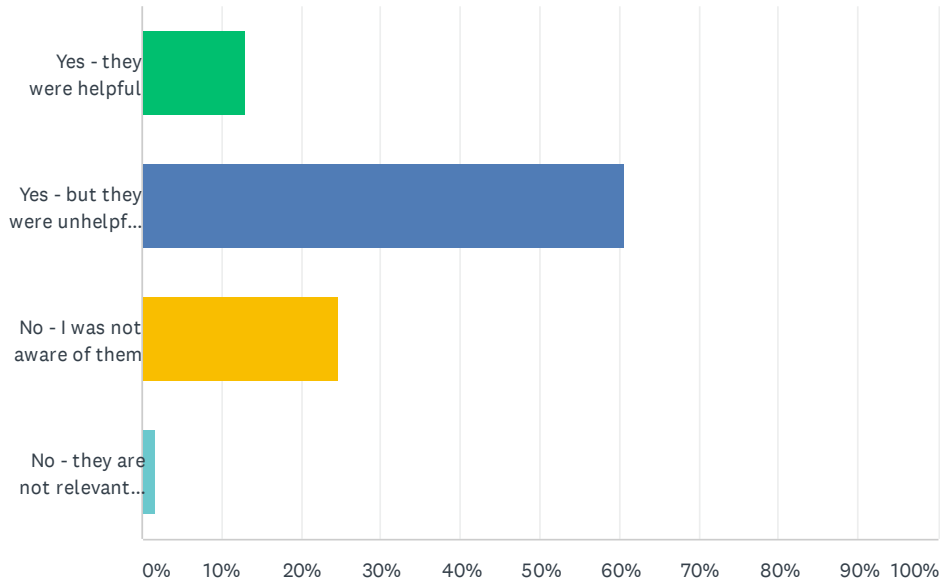


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 ■ High

	LOW	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	HIGH	TOTAL	WEIGHT AVERAGE
☆	57.81%	11.72%	8.59%	5.47%	7.81%	3.13%	0.78%	0.78%	0.78%	3.13%		128	
	74	15	11	7	10	4	1	1	1	4			

Q3 Have you read any of the Pubs Code official publications (arbitration awards, factsheets and other statements), if so, what were your thoughts?

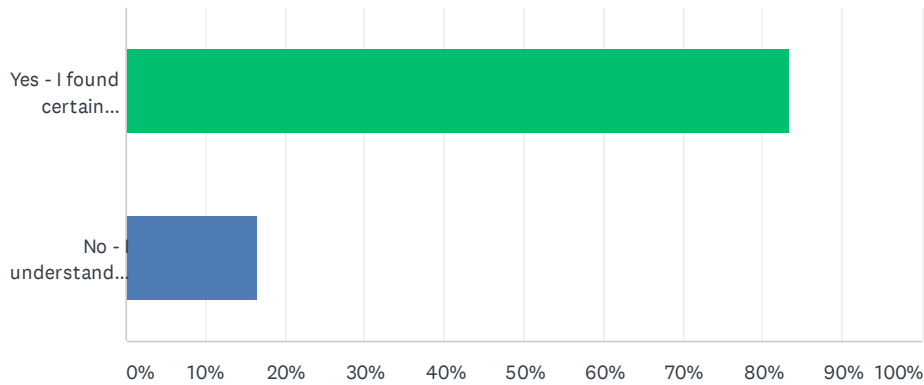
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes - they were helpful	12.94%	22
Yes - but they were unhelpful or confusing (I required further advice)	60.59%	103
No - I was not aware of them	24.71%	42
No - they are not relevant or applicable to me	1.76%	3
TOTAL		170

Q4 If you have read any official PCA publications and found them confusing, would you benefit from a written explanatory note detailing what it actually means for tenants/lessees in layman's terms? i.e explain the limits of the code and referrals.

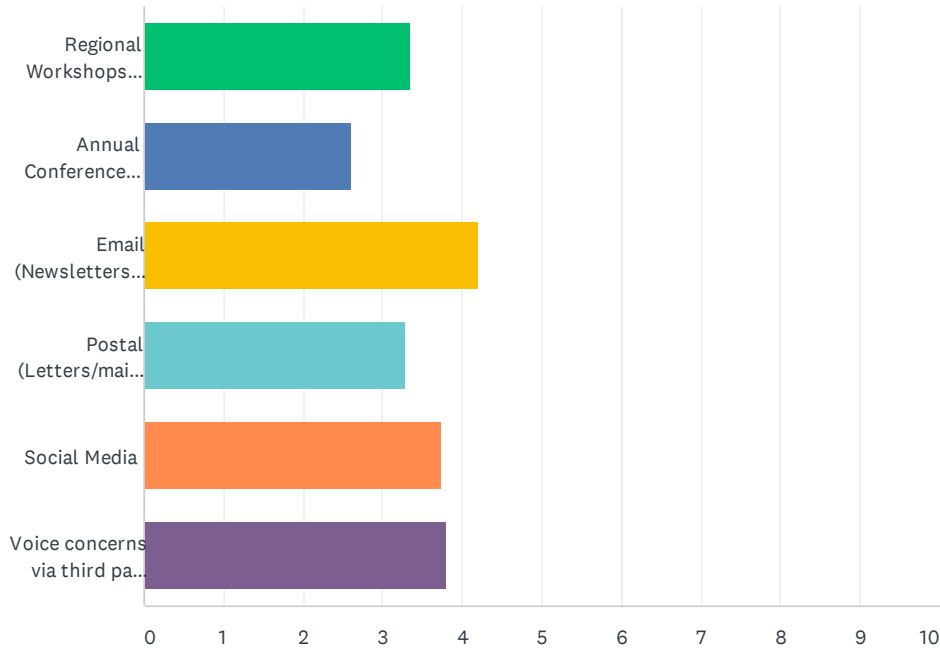
Answered: 170 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes - I found certain publications confusing and too legalise and I would benefit from a explanation on key documents	83.53% 142
No - I understand fully and do not require any written explanation of awards or any other publication	16.47% 28
TOTAL	170

Q5 Please rank the following methods of communication the PCA should look to undertake in order of effectiveness. 1 being the most effective and preferred method...

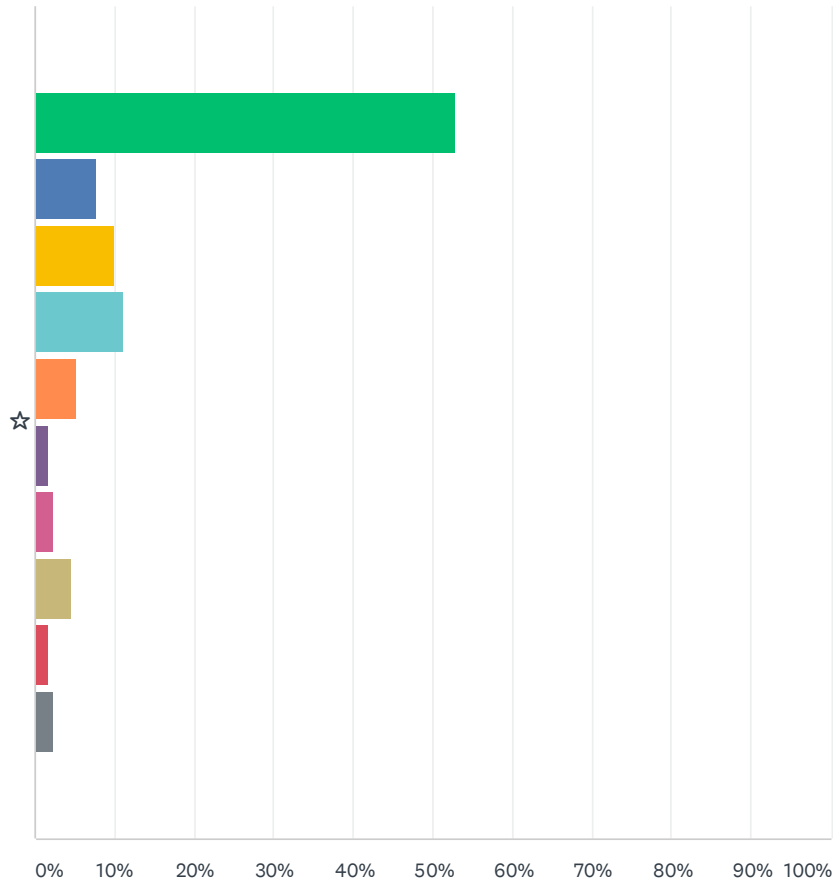
Answered: 170 Skipped: 0



	1	2	3	4	5	6	TOTAL	SCORE
Regional Workshops (Raise awareness and Q&A sessions)	10.59% 18	15.88% 27	17.06% 29	21.18% 36	24.12% 41	11.18% 19	170	3.34
Annual Conference (Online and in person)	6.47% 11	11.18% 19	10.59% 18	14.71% 25	22.35% 38	34.71% 59	170	2.61
Email (Newsletters and email alerts)	30.59% 52	18.24% 31	18.82% 32	13.53% 23	11.18% 19	7.65% 13	170	4.21
Postal (Letters/mail outs etc)	9.41% 16	17.06% 29	18.82% 32	18.24% 31	20.59% 35	15.88% 27	170	3.29
Social Media	15.29% 26	22.94% 39	21.18% 36	15.88% 27	11.18% 19	13.53% 23	170	3.75
Voice concerns via third party representative groups (British Pub Confederation, Forum of Private Business, Forum of British Pubs, Licensees Association, Pubs Advisory Service, Protect Pubs, Punch Tenant Network, Fair Pint Campaign, Licensees Supporting Licensees, Unite the Union, GMB etc)	27.65% 47	14.71% 25	13.53% 23	16.47% 28	10.59% 18	17.06% 29	170	3.81

Q6 How well would you rate the PCA's efforts in upholding the core principles of the act and tenanted reform - no worse off, transfer of profit, fair and lawful dealing.

Answered: 170 Skipped: 0



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 ■ High

	LOW	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	(NO LABEL)	HIGH	TOTAL	WEIGHT AVERAGE
☆	52.94%	7.65%	10.00%	11.18%	5.29%	1.76%	2.35%	4.71%	1.76%	2.35%		170	
	90	13	17	19	9	3	4	8	3	4			

Q7 Is there anything else that you think would improve PCA communications? Please add your further comments below.

Answered: 71 Skipped: 99