



United Kingdom Crowd Management Association Members Poll - Results

In October 2021 we polled our members regarding their main concerns around staffing issues and supply chain shortages. We repeated this poll during our AGM on 17th February 2022, with the addition of two new finance questions.

The results are as follows:

1. Is the situation with staff shortages:

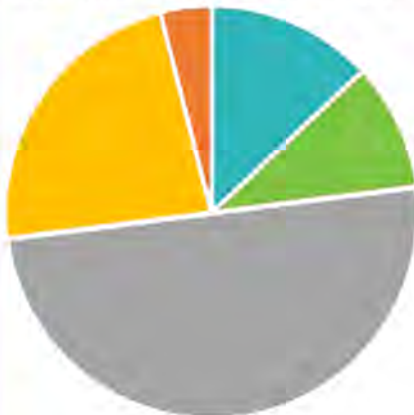
February 2022 October 2021



● About the same as 3 months ago	49% (18/37)	19%
● Improving	22% (8/37)	25%
● Getting worse	30% (11/37)	56%
● I haven't experienced any issues	0% (0/37)	0%

100% of our members have been experiencing issues with staff shortages. Roughly half of our members felt the situation was getting worse in October 2021. When asked the same question in February 2022, a similar number felt the situation had remained the same.

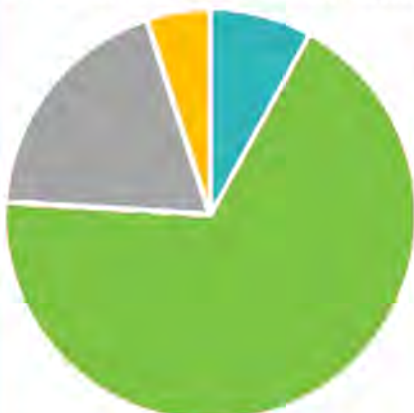
2. To ensure you meet requirements on site what percentage are you overbooking staff? (This question was not relevant to all participants and answers have been amended accordingly).



● 40% over	13.33% (4/30)	7%
● 30% over	10% (3/30)	19%
● 20% over	50% (15/30)	37%
● 10% over	23.33% (7/30)	30%
● Not overbooking	3.33% (1/30)	7%

In both polls, the majority of our members had been overbooking staff at a rate of 20%. The minority of UKCMA members who have not been overbooking has fallen from 7% to 3.33%.

3. In the last three months how often have you had to operate without the required number of staff?



● Never	8% (3/37)	4%
● Minority of events	65% (25/37)	40%
● Majority of events	19% (7/37)	52%
● All events	5% (2/37)	4%

It continues to be a challenge for UKCMA members to source adequate numbers of personnel. All but 8% have experienced operating with staff shortages.

4. What is your biggest concern regarding staff currently?

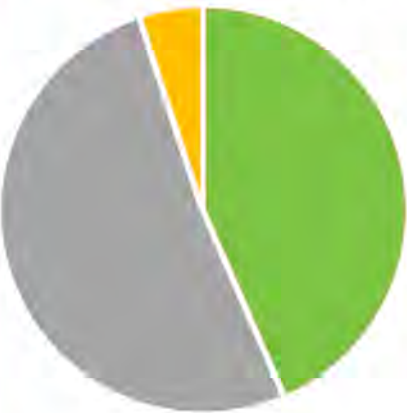


- New staff
- Recruitment
- Client expectations
- Turnover
- Rates of pay

70% (26/37)	Respondents were
73% (27/37)	only allowed to
32% (12/37)	select one answer
19% (7/37)	
51% (9/37)	

In the poll from February 2022, the majority of members' biggest concerns were new staff and recruitment. In both polls members noted that the challenges were multifaceted.

5. How do you feel about staffing levels?

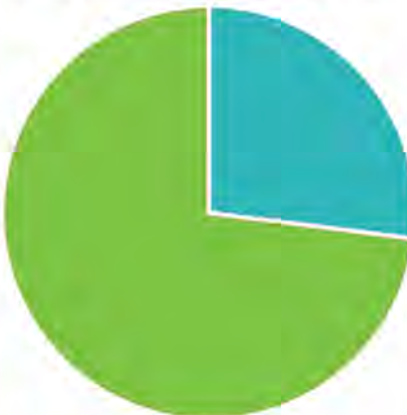


- I'm not worried
- I have some concerns
- I'm extremely worried
- I'm not sure

0% (0/37)	4%
43% (16/37)	26%
51% (19/37)	56%
5% (2/37)	14%

In both polls, the majority of UKCMA members felt extremely worried about staffing levels. In October 2021, 96% of our members shared this concern. By February 2022 this number had risen to 100%.

6. Is cashflow an issue for you?



- Yes
- No

27% (10/37)
65% (24/37)

Over a quarter of UKCMA members are experiencing cashflow issues.

7. Would a CBIL (pt 2) be helpful for your business?



- Yes
- No

35% (13/37)
73% (27/37)

Roughly a third of UKCMA members felt they would benefit from the introduction of a Coronavirus Business Interruption Loan Scheme (CBIL (pt2)).

From additional member feedback we can conclude that the required solutions are far wider than finance alone.