



STATE OF THE INDUSTRY

KBB Installer survey: January 2023

Overview

In December 2022, the British Institute of Kitchen, Bedroom & Bathroom Installation (BiKBBI) launched its annual 'State of the Industry' survey, inviting UK-based KBB installers and installation businesses to share their views on a number of key topics relating to their business, the economy, the environment and the KBB sector generally.

The survey was open to both BiKBBI members and non-members and respondents were invited to participate via a number of platforms including the BiKBBI website and social media platforms, email marketing to both the BiKBBI member database and The Installer Magazine circulation list and BiKBBI stakeholder/third-party digital platforms.

The full results of the survey are published in this document for the first time.



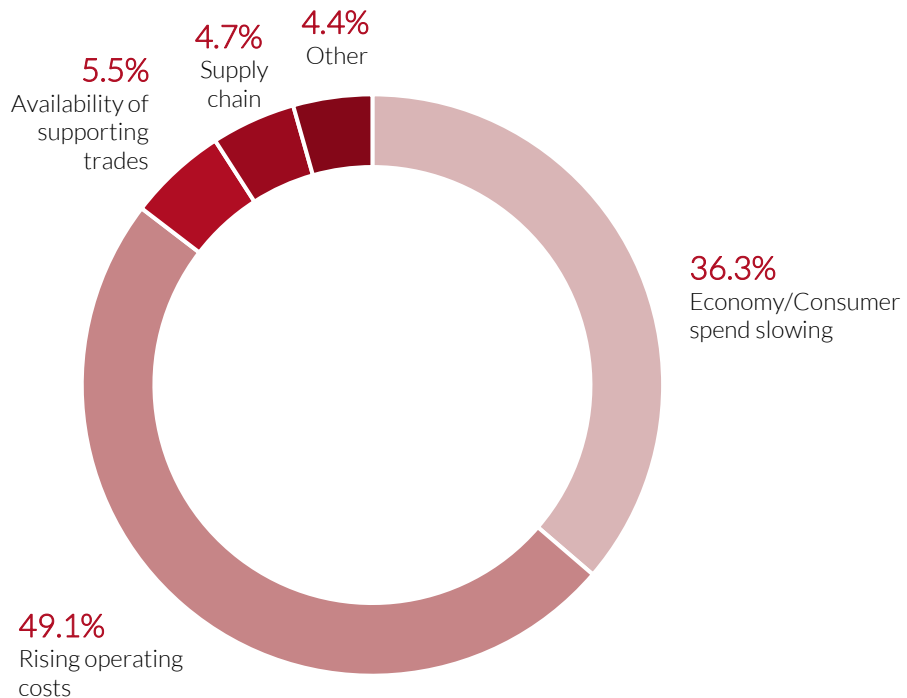
What is your biggest commercial concern in relation to the next 12 months?

49%

of installers surveyed cited rising operating costs as their biggest concern for 2023

1/3

of respondents are most concerned about the economy and slowing consumer spending



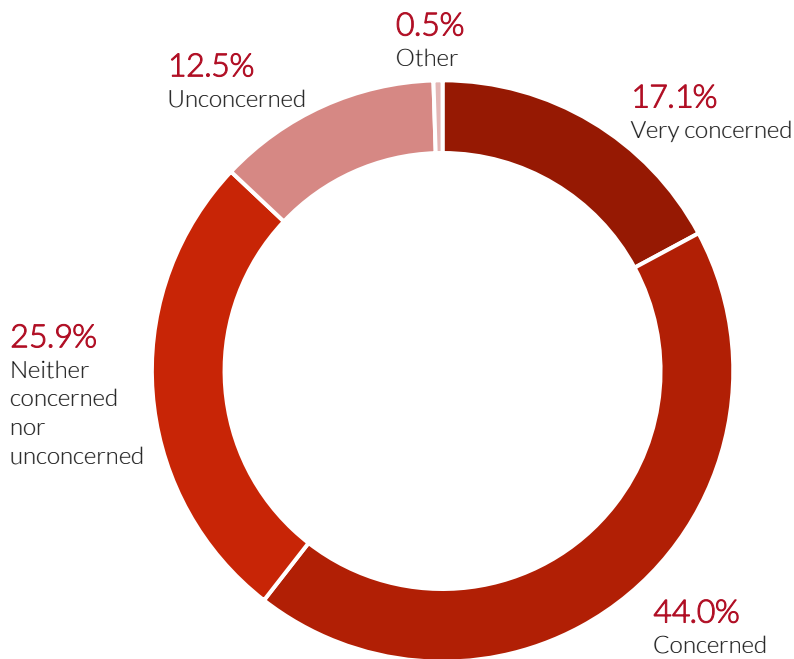
How concerned are you about your business and the next 12 months?

44%

of respondents are concerned about the next 12 months

2/3

of installers surveyed are either very concerned or concerned about their business in 2023



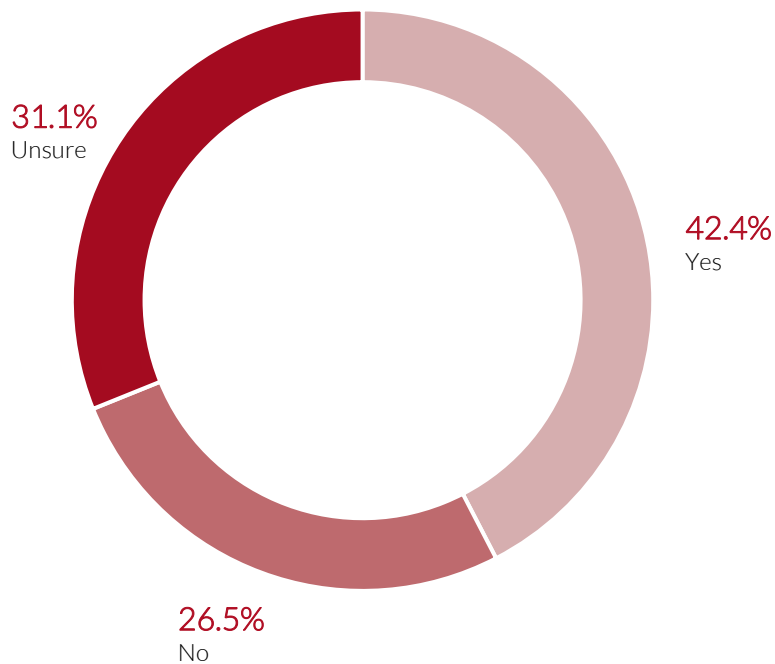
Do you think your work stream will reduce in 2023?

43%

of respondents think their workload will reduce in the next 12 months

1/3

of installers surveyed are unsure of the impact that uncertainty in 2023 will have on them



If you haven't taken on an apprentice, what's stopping you?

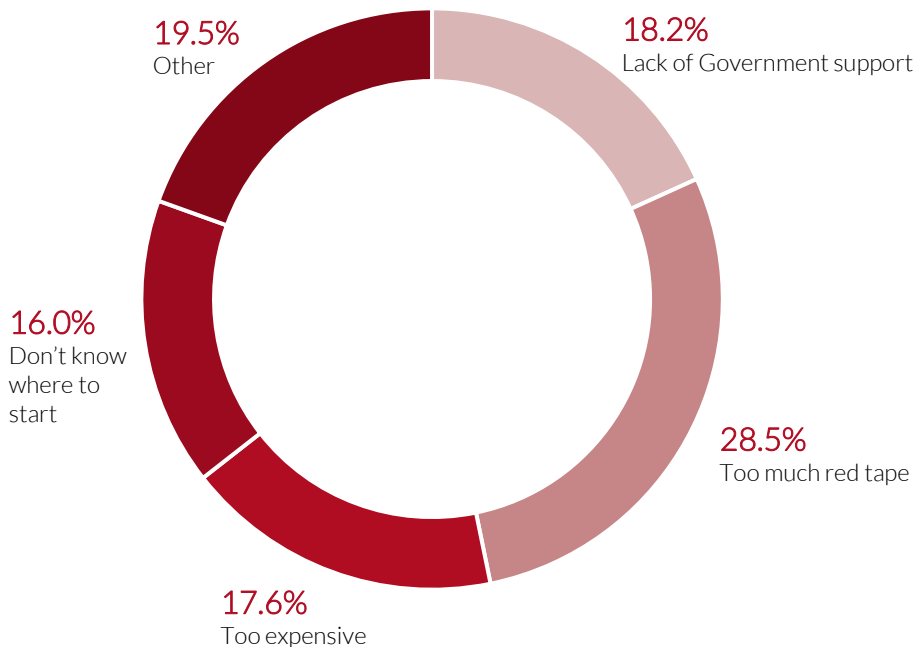
16%

Don't know where to start when taking on an apprentice

Almost

1/5

think there is a lack of government support to take on an apprentice



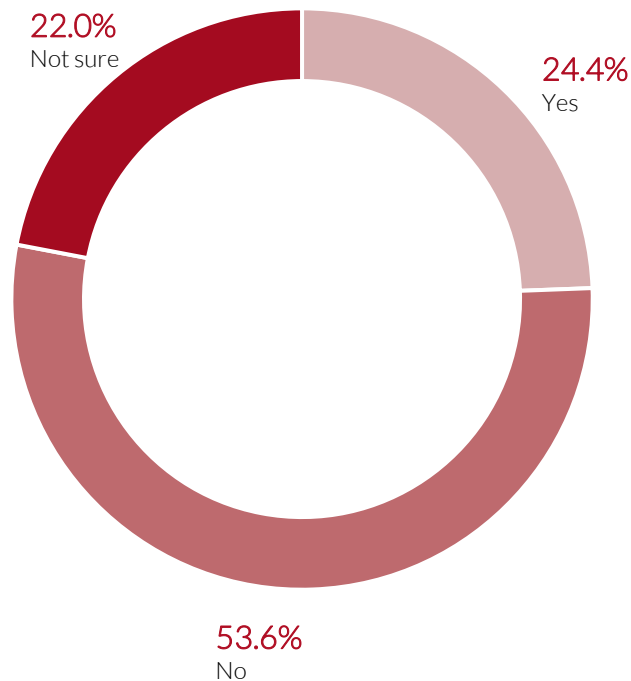
Do you think the industry does enough in supporting you to take on an apprentice?

53%

Don't think the industry is doing enough to support them to employ an apprentice

1/4

of respondents feel that the industry is supporting them to take on an apprentice



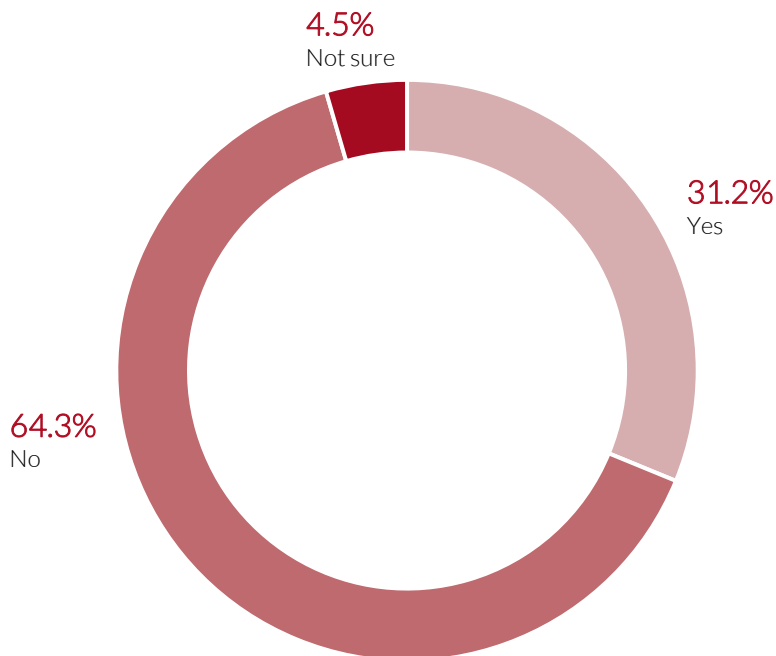
Have you seen an increase in the number of customers asking questions around environmentally-friendly solutions/products?

64%

have not seen an increase in enquiries around environmentally friendly solutions

1/3

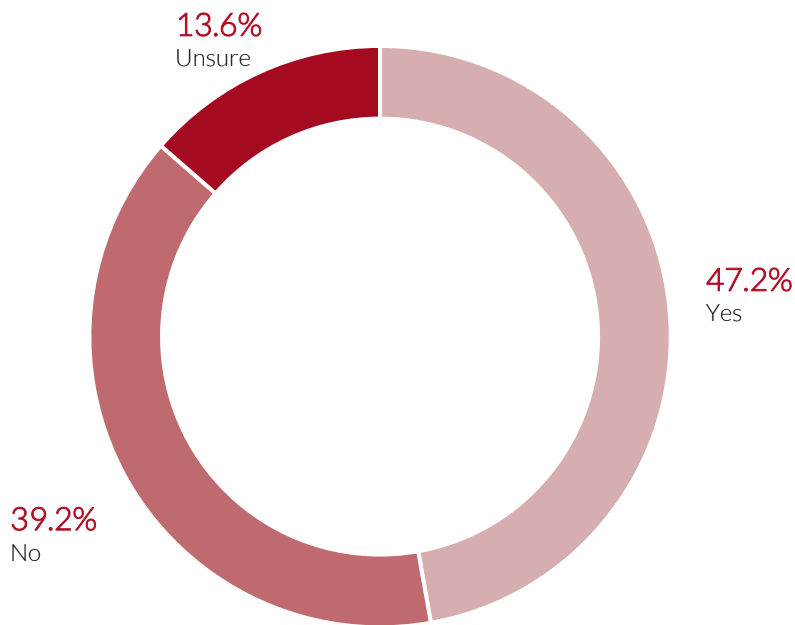
noticed an increase in customers asking questions about environmentally-friendly solutions



Do you feel that the industry does enough to support a reduction in its environmental impact?

Almost
50%
think the industry is
doing enough to reduce
environmental impact

More than
1/3
think there is more to be
done to reduce
environmental impact



Would you be tempted to take your skills in to another industry?

Almost

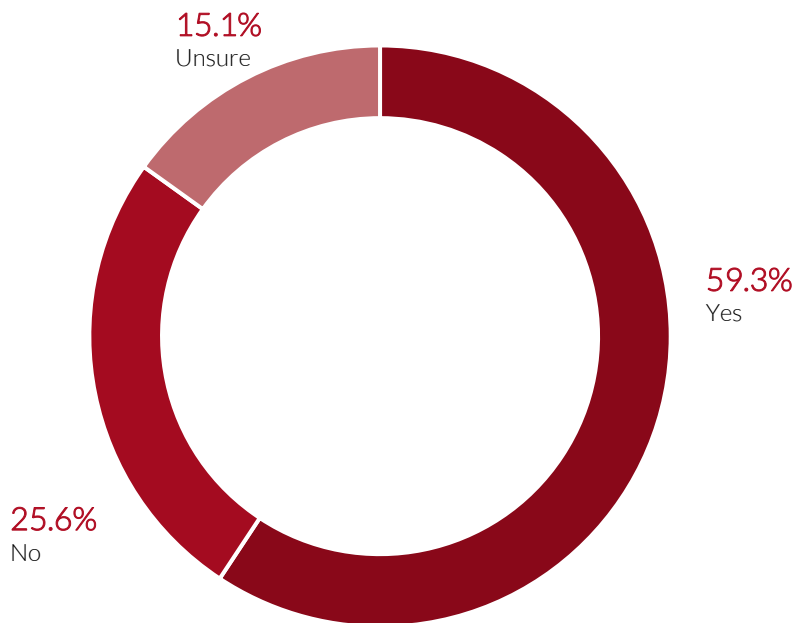
60%

of those surveyed
would take their skills in
to another industry

Just

1/4

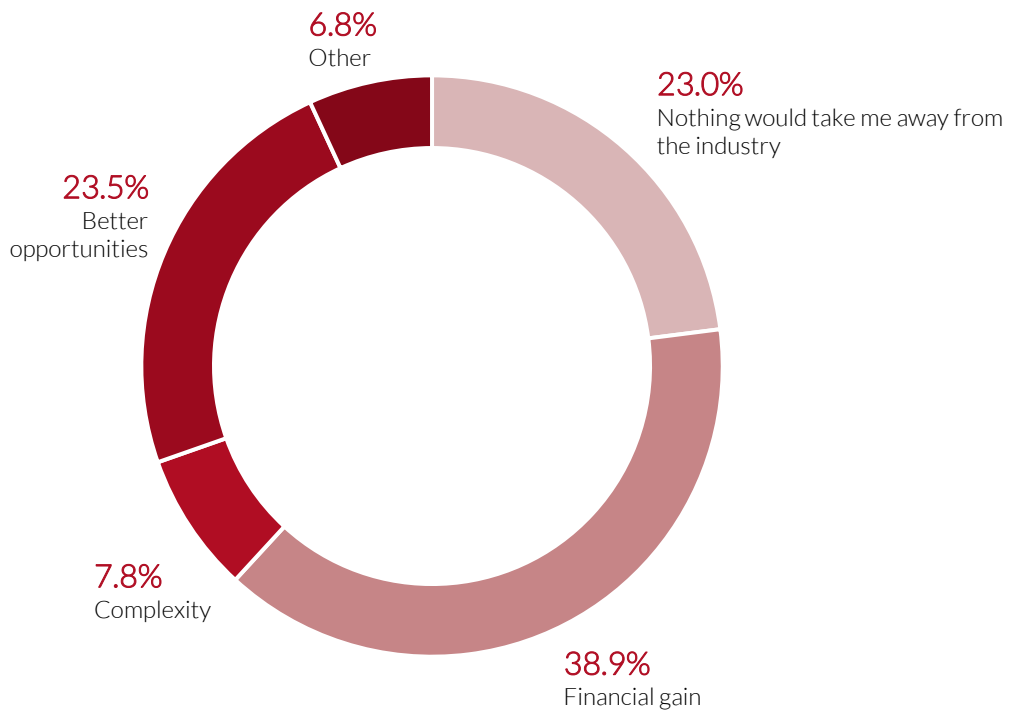
would not be tempted to
move to another industry
in the right circumstances



If you were to take your skills elsewhere, what would be the main reason?

Almost
40%
would leave the industry to earn more elsewhere

1/4
Would be tempted away from KBB by better opportunities



Is the current government doing enough to support small businesses like yours?

80%

of respondents believe that the government is not doing enough to support them

Just

1/10

think the government are doing enough to support them

