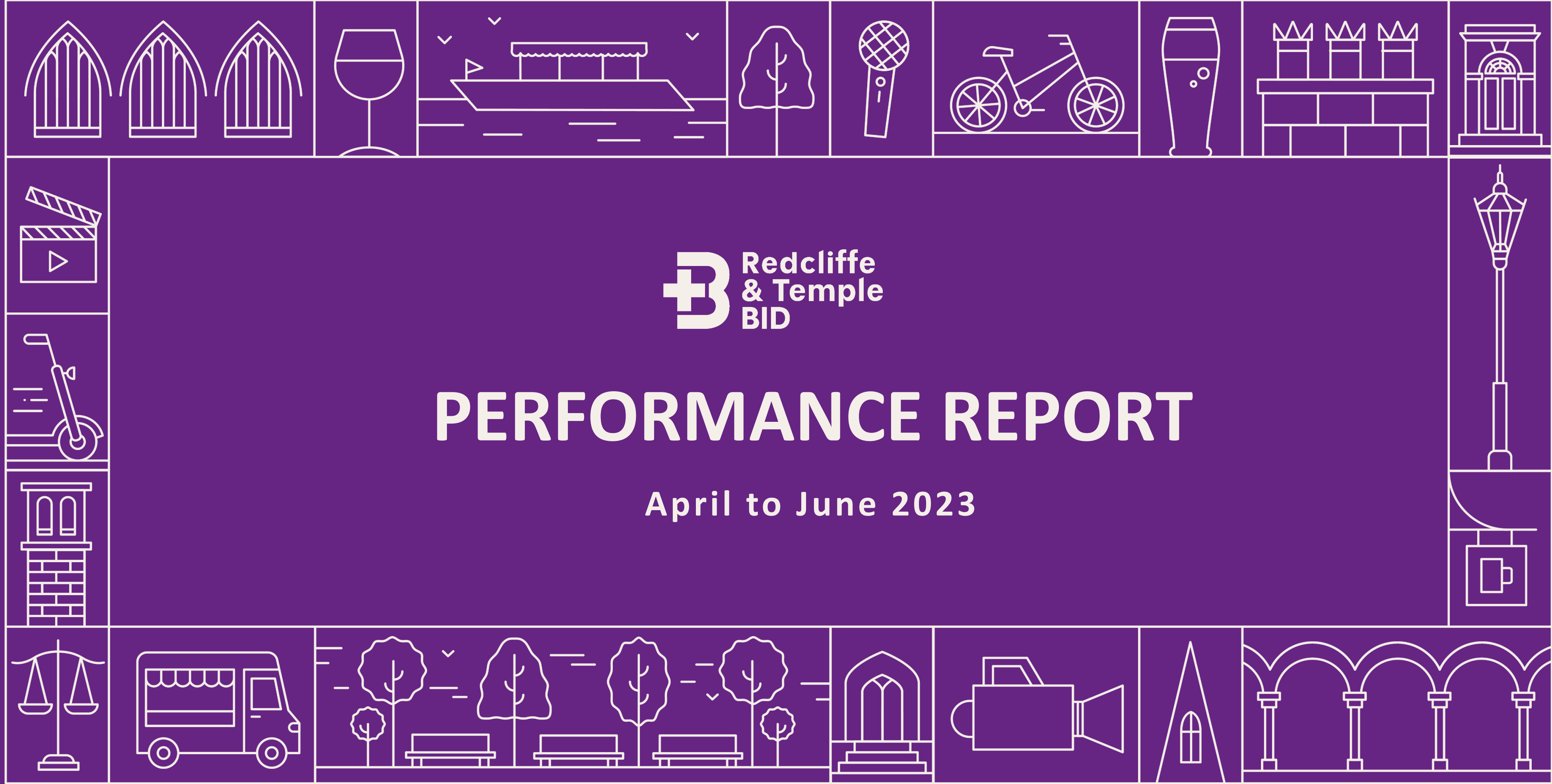




PERFORMANCE REPORT

April to June 2023

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CREATING AND MAINTAINING QUALITY SPACES

CLEANSING

April: The team deep cleaned busy commuter street Victoria Street and the Temple Way Underpass entrances.

May: As the sunshine and warmer weather arrives, the cleansing team were hard at work cleansing the outdoor areas within the BID to create welcoming spaces for all to enjoy.

June: Portwall Lane was the focus for this month, with chewing gum and stickers being removed. The team also watered our Love Bristol planters due to the lack of rain to help maintain our additional green spaces.

In this quarter the team removed a total of 330 items of graffiti in 275 different locations around the BID area.

“Since Richard and Martin from the Redcliffe & Temple BID cleansing team have removed graffiti off our building and applied the anti-graffiti coating, we have seen a huge reduction in the level of tagging. Our internal cleaning team are now able to easily remove most of the tags which do occur, and the presence of the coating and lack of tagging has acted as a deterrent for any would-be Banksy's. We have even had feedback from residents that the building looks so much better, and the area looks cleaner since the cleansing team completed the work.”

Georgie Crayston from Bevan Brittan LLP



PORTWALL GARDENS CIL

An application for CIL funding for Portwall Gardens has been submitted with BCC Parks responding with their support.

Thanks to Ridge for pulling the design together – [see here](#).

BCC have stated that we cannot use our funding to bring this work forward so (if successful with the CIL bid) work will start in Summer 24.

A date for our event with Wessex Water has been confirmed for 9 October at Osborne Clarke.

[Green-Infrastructure-Action-Plan-February-2023.pdf](#)



TEMPLE WAY UNDERPASS

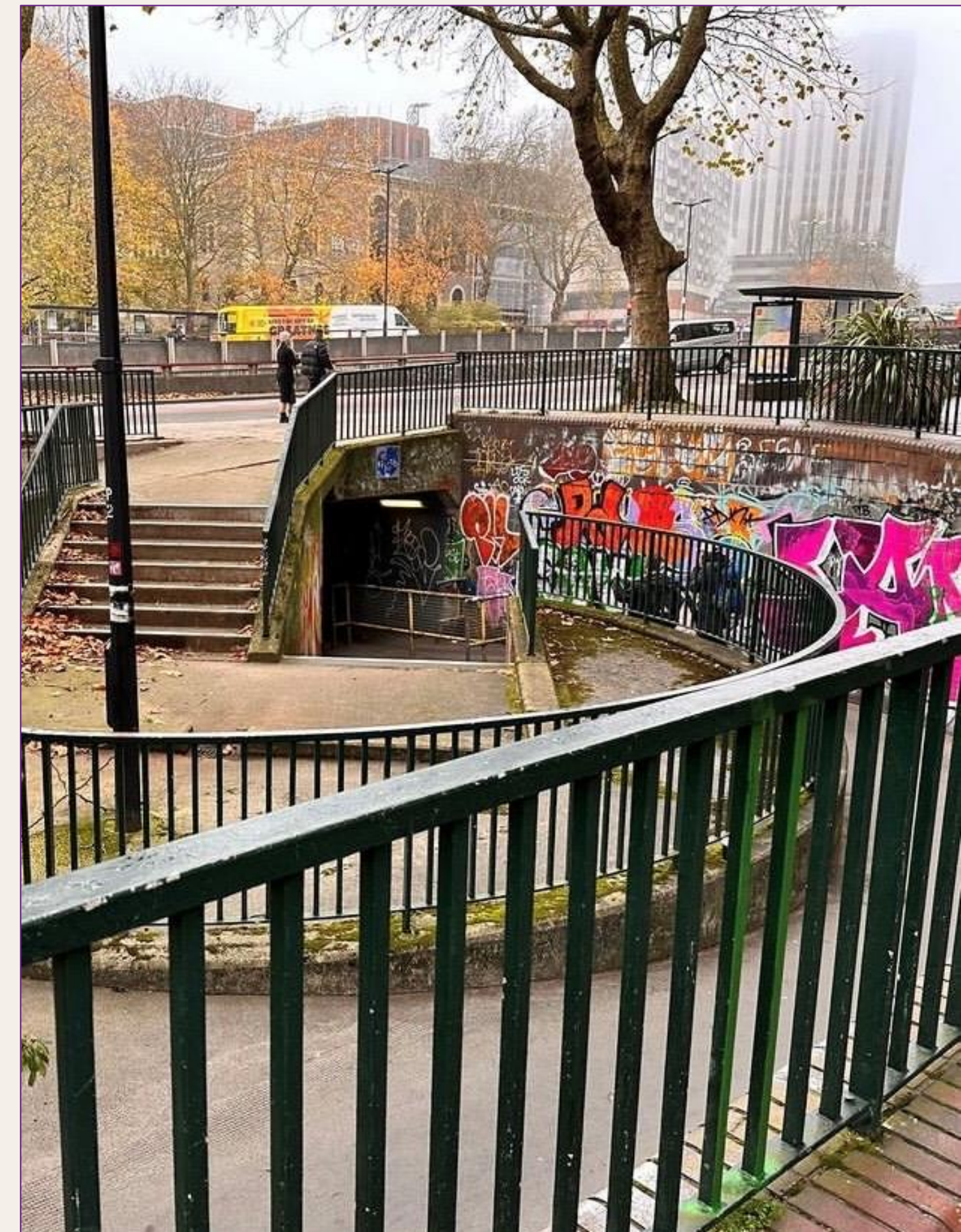
We are still waiting for BCC Highways to start engagement with us on this project.

We are aware that Mission Street, the developer of One Temple Way wish to start on their work to improve the western entrance to the subway in 2024 and currently the Eastern side doesn't yet have a design.

This could influence the synergy of design as well as the amount of time the subway is closed for the works.

We have contacted BCC to seek clarification.

[Redcliffe & Temple BID secures £300k funding for improvements to Temple Way Underpass](#)



ST MARY REDCLIFFE WILDFLOWER MEADOW

Our Wildflower Meadow sprung into life in April and May!

We're really pleased with how it looked, and it has received great feedback on social media and from passers-by.

We'll be adding a fifth flower bed in October and extending the beds slightly to increase the impact.

We installed a sign in June to explain what has been planted and why.



IMPROVING SUSTAINABILITY AND THE ENVIRONMENT

CLIMATE ACTION PLAN PARTNERSHIP

Our partnership with BGCP to engage businesses on their sustainability challenges continues to make progress.

Bex Shreeve, Engagement Officer, (part funded by the BID), has now met with 23 businesses to gather initial thoughts on how we can support them moving forward with their Climate Action Plans and share best practice.

Case studies with Left Handed Giant and Clarke Willmott due to be published.

Conducting a six-month review of progress and strategy in July.

We acknowledge need to provide solutions and opportunities to connect with others as well as hearing about the challenges.



CITY TO SEA COFFEE CUP REFILL SCHEME

We're pleased to be sponsoring this project which aims to reduce waste in the city centre. We've offered a small amount of funding, and our in-kind support.

The scheme allows customers to collect a refill cup from one coffee shop and return it later (to the same or a different shop) to be washed.

So far 12 coffee shops are on board including Small Goods and Baristas in R&T.

We're keen to link offices with this scheme, encouraging staff to participate and support the coffee shops taking part.



DR BIKE

Our Dr Bike service continues to be a great success and a key route to engage with levy payers, with 88 bikes serviced in Q2 of 2023

We continue to seek office buildings that want to host sessions for their tenants.

A survey asking for feedback will be sent out in July.

Dates and Locations

Second Tuesday of every month: Temple Quay

Last Wednesday of every month: Finzel's Reach

Book via our newsletter and website.

Dr Bike - Redcliffe & Temple BID



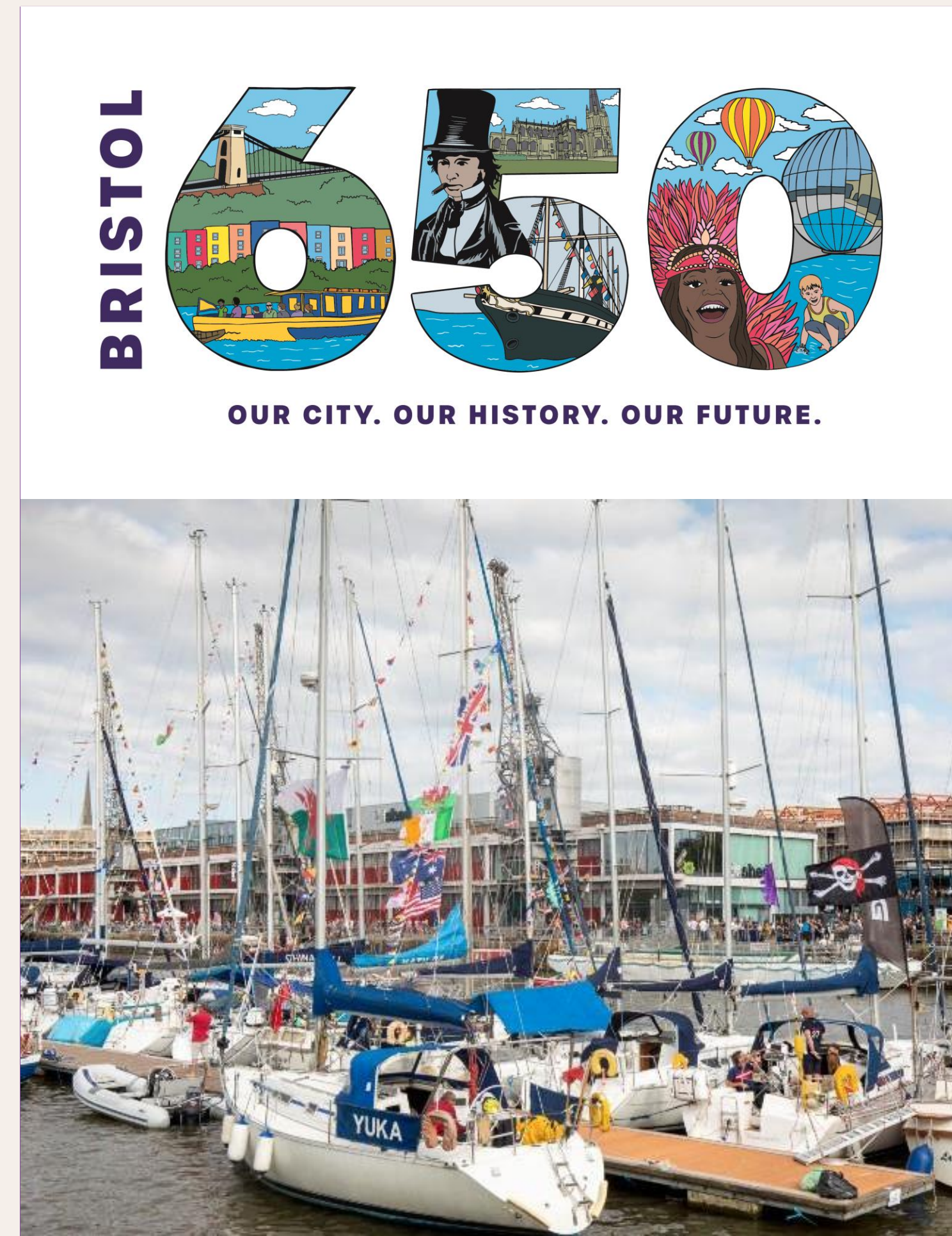
CREATING AND PROMOTING A VIBRANT PLACE

BRISTOL 650 SUPPORT

Bristol 650 is a year-long celebration of all things Bristol: who we are, where we come from, what we've done – and where we're going. It's a chance to tell untold histories, mark city anniversaries and welcome new arrivals.

Our investment includes:

- Headline sponsor acknowledgement on all Bristol 650 communications and branding
- Headline sponsor acknowledgement across Bristol 650 website and social media.
- Significant Bristol 650 events taking place with BID areas
- Full acknowledgement and engagement with high profile press, media and influencer activity taking place within BID areas
- Visible marketing and engagement campaign across BID areas with headline sponsor acknowledgement.
- Events specially designed for BID levy payers – exclusive walking tours, drinks receptions
- Free tickets for BID levy payers to all Festival of the Future City events (1 ticket per levy payer, per event)
- Sponsorship of 'New Bristol' stand at Festival of the Future City – exploring new developments and infrastructure in the city (notably Temple Quarter, Redcliff Quarter)



LOVE BRISTOL GIFT CARD

Easter, Father's Day and Teacher's Treats

This quarter the main selling periods for our Love Bristol Gift Card were Easter, Father's Day and the start of our Teacher's Treats campaign for school staff gifting at the end of term.

Onboarding has been another big focus, with new Redcliffe & Temple BID businesses such as Lamaya, Ruby Hue Chocolate Makers and Veenoo onboarding throughout this quarter.



LOVE BRISTOL GIFT CARD

Sales

Since the start of April, we have sold:

- £15,395 worth of physical gift cards
- £1,580 worth of digital gift cards

Since launching in June last year, we have sold £47,205 worth of Love Bristol Gift Cards:

- £38,180 worth of physical gift cards
- £9,025 worth of digital gift cards

Redemptions

Since the start of April, gift card owners have spent £5,744.01:

- £4,455.92 on physical gift cards
- £1,288.09 on digital gift cards

If you're not yet signed up to accept the card you can do so [here](#), or by contacting Izzy to run a test transaction for you in person.



UNICORNFEST

Unicornfest is here, running all summer until September. With nearly 60 unicorns all painted by local artists, this will be a trail to remember.

On the 30th June we celebrated the arrival of our co-sponsored uniron “Faces of the City” outside Desklodge together with members of the BID area. Jodie Hancock, the Project Manager of Unicornfest and Jasmine Thompson, the artist behind our unicorn, joined us and gave short speeches.

Everyone was astonished by Jasmine's design and there was lots of discussions and questions about her drawing technique and inspirations.



CONNECTING AND REPRESENTING BUSINESSES

TRANSPORT EVENT

On the 28th June we hosted a Central Bristol Transport Update and Networking Breakfast at Double Tree by Hilton Bristol City Centre.

The event consisted of a round table discussion led by Sarah Jones-Morris from Landsmith Associates and an update from Bristol City Council's Head of Transport Adam Crowther.

Adam shared details of planned transport changes in Bristol over the coming years and answered questions from the audience.

We'll use this session to understand the challenges of our levy payers which will act as a valuable resource for us to prioritise our future projects.

[Read about our transport priorities here.](#)



PSP COST SAVINGS PROGRAMME

In partnership with Bristol City Centre BID, we have engaged BID industry experts Place Support Partnership to work with levy payers to identify and realise cost savings when considering new contracts and choosing suppliers and they can also support them to navigate the current cost of living crisis and achieve the best value on services including electricity, gas, water and telecoms.

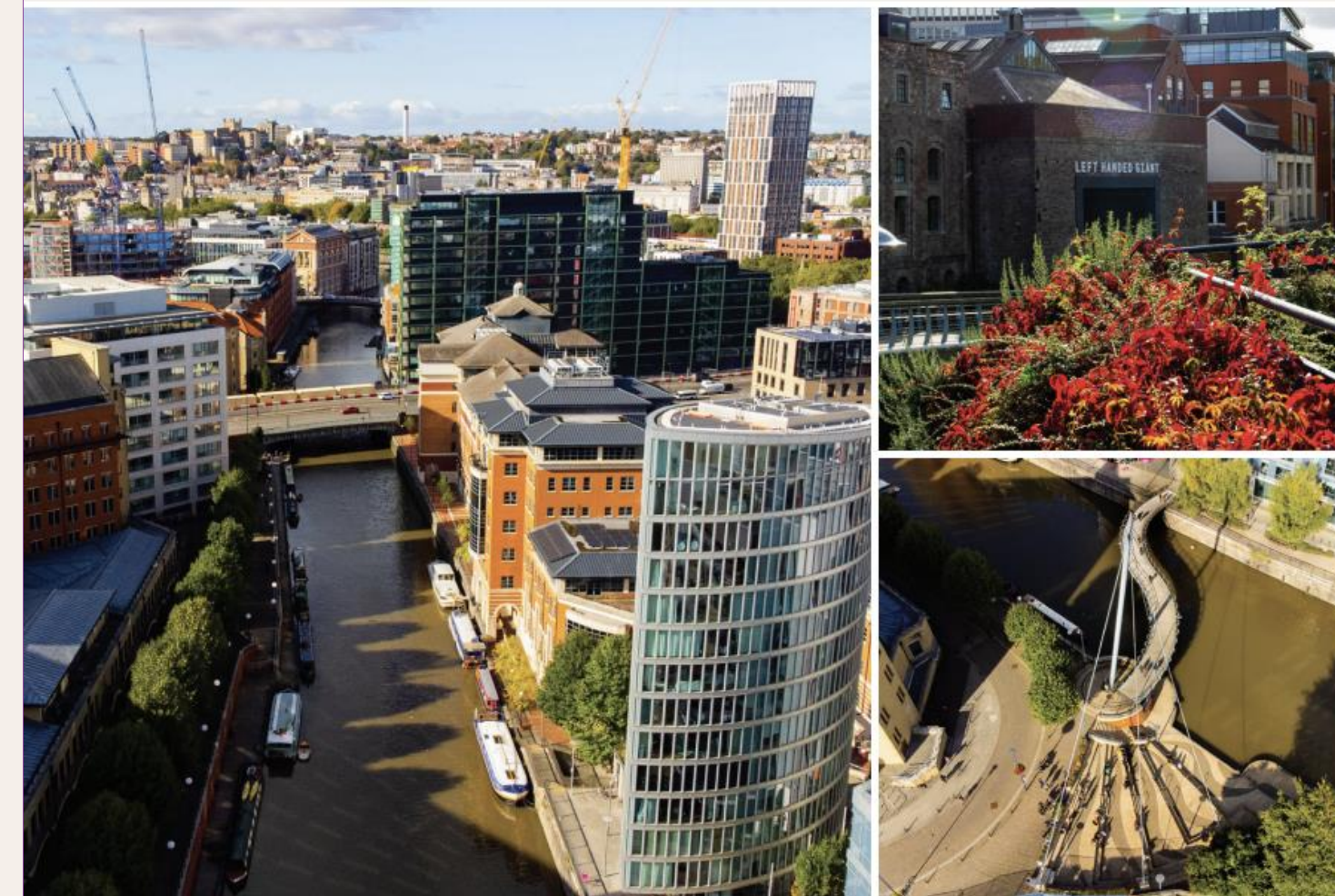
The service started on 3 October 2022, initially for a six-month trial period and has so far identified over £136,000 of savings for our combined levy payers to the end of June 2023 producing an ROI of 5:1.

We will continue this service through 2023 to generate even more operational cost savings and Broadmead BID have started the service from May 2023.

Visit our [Business Support and Cost Savings Hub here](#).



SUPPORTING BUSINESSES TO REDUCE COSTS



**FREE SERVICE TO REDCLIFFE & TEMPLE
BID LEVY PAYING BUSINESSES**

Brought to you as a partnership between



PLACE
SUPPORT
PARTNERSHIP



FREE TRAINING HUB

This quarter we upgraded our package with SeedL to receive full data on who is using the service. We have also changed how we talk about SeedL, now referring to it as our “Free Training Hub” so that it is more accessible.

Ken Kemka from Places for People was awarded with a trophy as the first quarter’s top learner:

“My experience of this program has been positive as I have enjoyed the interactive nature of it, with a variety of course options available throughout the day to accommodate my busy work schedule.”

12 businesses have been active

146 attendees on 17 different courses

Most popular course themes:

- Microlearning: 20-minute courses
- Office 365
- Managers and Leadership
- Wellbeing and Mental Health

Top users:

- DAS
- Ecosurety
- Burges Salmon
- Places for People



BUSINESS LIAISON

We directly liaised with by email, telephone or face to face meetings/workshops with 216 individuals across levy paying businesses and communicated to 1400 people signed up to our monthly newsletter.

Key themes discussed:

- Lunchtime events activity
- Road closures and city events
- Climate Action Plans with BGCP
- ASB and safety issues
- Cleansing and graffiti removal support



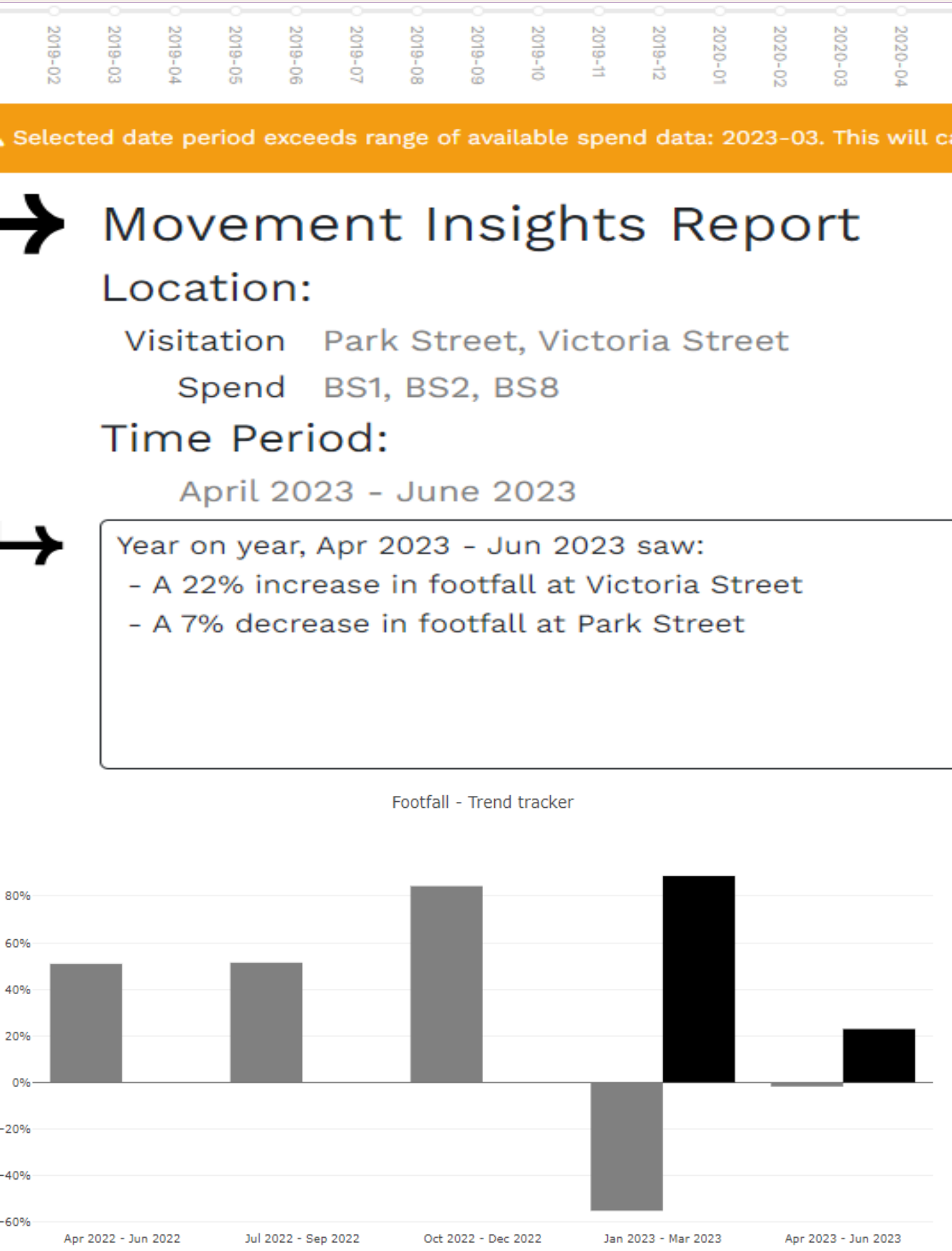
Q2 MOVEMENT & SPEND INSIGHTS

Q2 2023 Visa spend will be released at the end of July.

A new report is now available for levy payers to give an overview of current footfall, demographics and catchment area visitation.

An API link to the BID website is under development and will enable a weekly update of footfall from the Victoria Street and Park Street 02 Movement sensors.

The period Apr 2023-Jun 2023 saw a 22% Year on Year increase in footfall in Victoria Street; as well as a -1% decrease on the preceding period.



BUILDING A SAFE AND CARING COMMUNITY

TAP FOR BRISTOL

Q1 + Q2 total = £2,200

We've set a target of £6,000 for 2023 so are slightly behind target but hopefully with a busy summer and Christmas to come.

Spicer + Cole's TAP point will move from the window to the countertop in July, increasing the quantity donated from ~£9 a month to ~£50.

We are also going to offer TAP for Bristol to offices for drinks events etc.

Hosts: Spicer + Cole, Bocabar, Tesco, Small Goods, Left Handed Giant, Little Martha, Mokoko



LUNCHTIME EVENTS

To support our levy payers during Stress Awareness Month in April we curated a selection of events designed to help people relax, de-stress, and give priority to mental health and wellbeing.

In this quarter we had a total of 156 people register for our lunch time events.

- **April:** Yoga, Mindfulness Photography, Pilates
- **May:** Yoga x 2, Historic Walking Tour
- **June:** Yoga x 3



NEIGHBOURLY

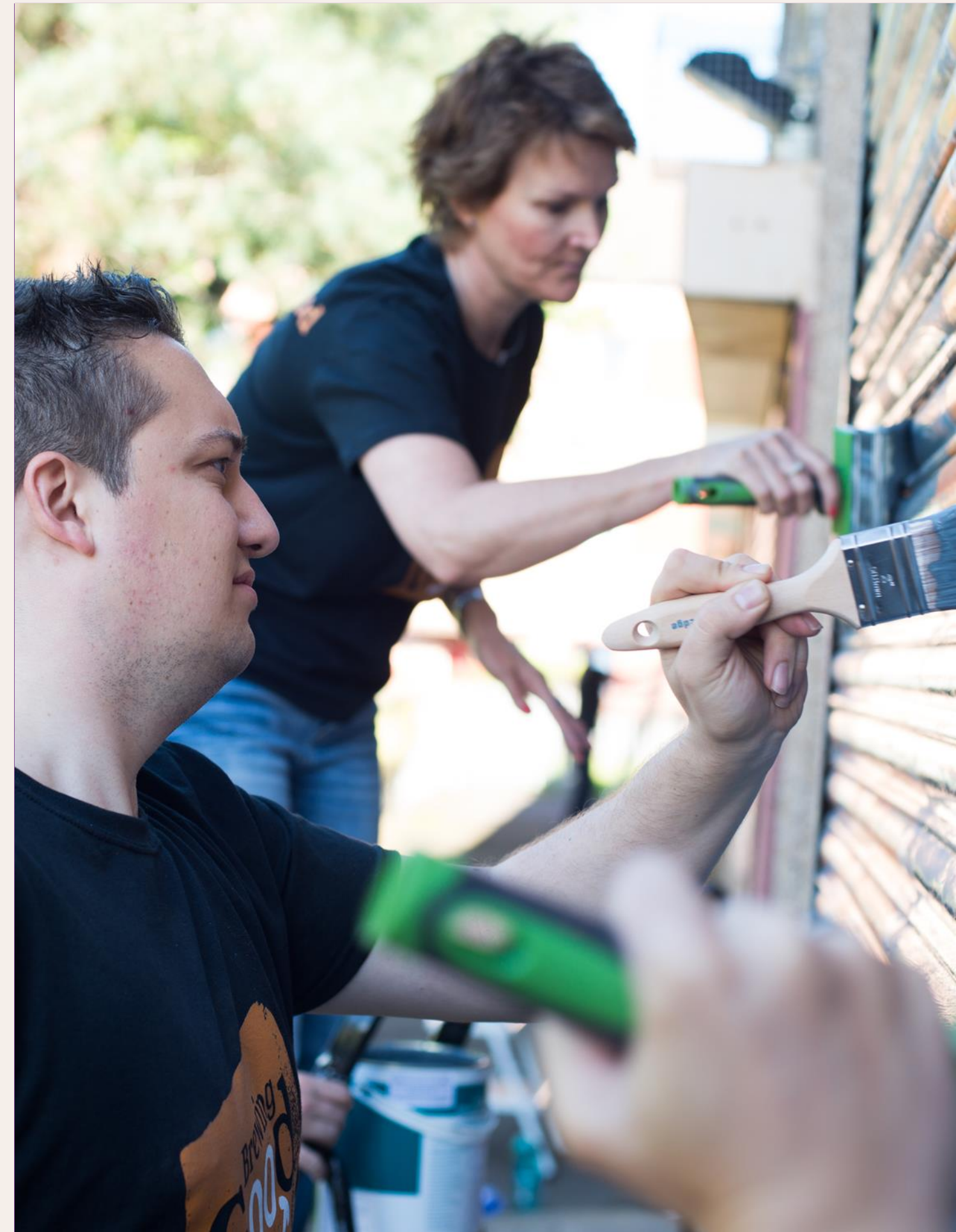
In April we launched the Neighbourly platform to our levy payers. This is a platform that brings charities, community groups and good causes together with businesses.

The ever-growing need for businesses to be aware of their corporate social responsibility, coupled with charities and community group's increasing need for support provides the ultimate pairing.

10 businesses are now linked into the Redcliffe & Temple BID campaign

5 events have been specifically created for the Redcliffe & Temple BID campaign covering; gardening, DIY, tech, children's education

This started as an initial 3-month trial and has been extended until 25th August 2023 to gather further traction.



LHG LUNCHTIME RUN CLUB

We have extended our trail with Left Handed Giant Run Club to offer the free lunchtime run for another 3 months until September.

We meet every Wednesday at midday, in the Left Handed Giant Brewpub at Finzel's Reach. Everyone is welcome and no registration needed.

We started seeing regulars as well as new people joining the run club, from businesses across the BID area. We organised a special Easter run and are planning on a unicorn run, taking people to unicorn sculptures.



CITY NATURE CHALLENGE

We co-sponsored City Nature Challenge (CNC) from 28 April - 1 May 2023, a global science project with over 400 cities around the world taking part to collect information about local wildlife.

Natural History Consortium organised 11 events, 16 nature walks and 7 activity hubs.

3 expert-led wildlife walks were organised especially for our levy payers on Queen Square and Castle Park. The aim of the events were to encourage people working within the BID areas to take part in recording wildlife, support local conservation efforts, and connect with nature. A total of 62 people attended these sold-out events.

On our BID walks 414 wildlife observations were uploaded to iNaturalist and 196 species were recorded.

Across the West of England project area, 374 participants of CNC made a total of 7,500 observations of 1297 species on iNaturalist. Making Bristol the 2nd highest in the UK for number of participants who made observations



FESTIVAL OF NATURE

Festival of Nature is the UK's largest free celebration of the natural world and celebrated its 20th anniversary this year. The festival took place from 9-18 June across Bristol and Bath.

We worked together with the organisers to create 6 lunchtime and after-work events designed for our levy payers. Our levy payers had priority access to 10 events with a total of 60 events taking place.

Festival data – at a glance

- Total number of people taking part across all 60 events: 16,519
- An estimated 12,000 people took part in the Wild Weekend on Millennium Square
- 60% of people rate the festival as excellent
- 84% of people who attended left feeling inspired to take action for nature
- 500 free fruit trees handed out for people to plant in their gardens
- £2,000+ raised for local wildlife and nature causes
- 1,500 seed packets handed out
- 2,000 litres of water handed out at the Bristol Water Bar saving a potential of 4,000 plastic bottles needing to be bought
- 532 bird feeders made and taken away



SAFETY PROJECT OVERVIEW

Water Safety

Bristol City Council have decided to embark on a swim pilot from the end of April until end of May. We were conscious that we have always discouraged swimming in the harbour so have worked closely with the Council and Fire Service to ensure that once the pilot starts we have a robust communications plan in place.

The Water Safety Partnership will continue to meet quarterly in 2023.

Radios

As part of the BCRP we offer free radios to all levy payers. These systems support the retail and hospitality businesses within each area and are in operation 24/7. Linking businesses, security teams and rangers with each other and the Operations Centre also helps to facilitate emergency links with the police. In the R&T area we currently have 5. Please get in touch if you are interested in having a radio.



SAFETY PROJECT CNTD.

Dedicated Streetwise officer

We have begun co-funding a dedicated Street Intervention Services officer, Lewis Monk (top right), who will be working across Redcliffe & Temple BID, Broadmead BID, Bristol City Centre BID. Lewis is part of Bristol City Council and Avon & Somerset Police's team of Street Intervention Services officers, an additional resource focusing solely on the three BID areas. He will be in Redcliffe & Temple one day a week.

Lewis can visit businesses to talk through the issues and options, provide support to identify the individual or individuals involved, liaise with other agencies like St Mungo's outreach team and the police, and even take enforcement action on our behalf when appropriate. If you want to get in touch with Lewis please contact Fran@bristolcitycentrebid.co.uk

Dedicated PCSO

Nat is a new dedicated PCSO to complement the existing team in helping to keep the city centre and Redcliffe & Temple streets safe and support businesses. Employed by Avon & Somerset Constabulary and funded by City Centre BID and Redcliffe & Temple BID, PCSO Nathaniel Naylor joined the City Centre Neighbourhood Team with over 5 years of experience in the industry. Nat works with our levy-paying businesses to reach improved outcomes in all aspects of crime and anti-social behaviour.



MARKETING

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Marketing Assistant

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Marketing

WEBSITE

Analytics

From Q1 2023 to Q2 2023, our website visits remained steady with a slight decrease of 6.8% from 2,863 to 2,668.

Most read pages

Following our Homepage and Events, the most read pages continue to feature Dr Bike and Yoga, with the addition of Festival of Nature.

Most read news

Our most viewed news was the LHG Run Club and Join the Bring Your Own Lunchbox movement.

Business Directory

If you would like your directory information to be updated, please email the team.

EVENTS

DISPLAY

SORT BY

SHOW ALL

DR BIKE

11 July 2023 9:00 am

26 July 2023 9:00 am

Glass Wharf

Fitzels Reach

Free bike safety check with Dr Bike.

FIND OUT MORE →

YOGA FLOW

11 July 2023 1:00 pm

27 July 2023 1:00 pm

Temple Gardens

Temple Gardens

Come along to our free 30 minute Yoga Flow session.

FIND OUT MORE →

NETWORKING FOR OFFICE, BUILDING AND FACILITIES MANAGERS

13 July 2023 5:00 pm

Veeno

Join us at the stunning outdoor area of Veeno for our annual summer networking event for Office, Building or Facilities Managers.

FIND OUT MORE →

HISTORIC WALKING TOUR: BRISTOL'S HIDDEN

Marketing

SOCIAL MEDIA & EMAIL

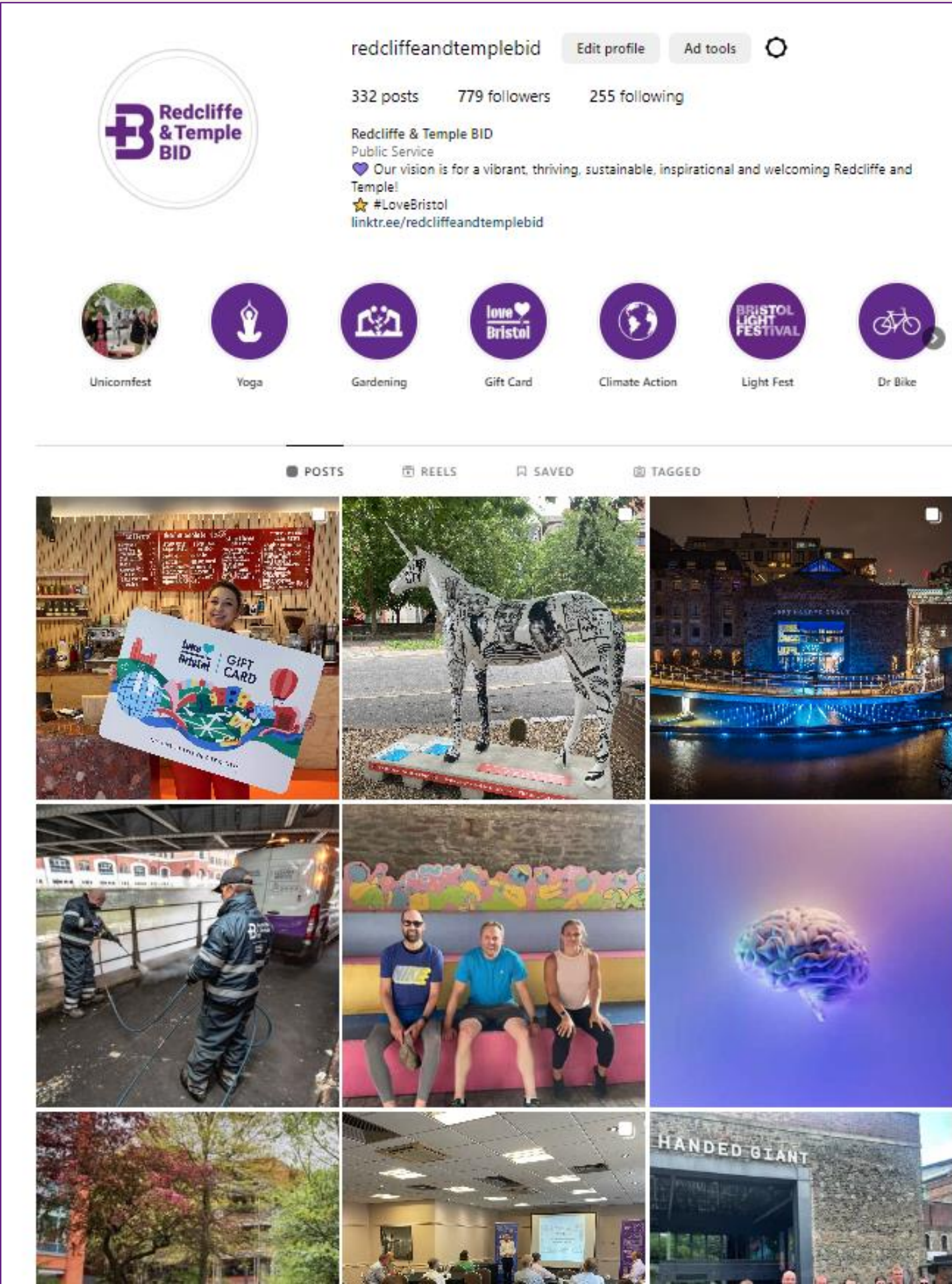
We are continuing to grow our social media channels in Q2 2023. Facebook is our highest growing channel this quarter with a 12.32% increase, closely followed by email with a 9.91% increase.

Our monthly newsletters and event emails have maintained unique open rates between 27-36%. The best open rate was for our May newsletter which highlighted the Festival of Nature, Climate Action Support in Redcliffe & Temple, Bristol 650 and more.

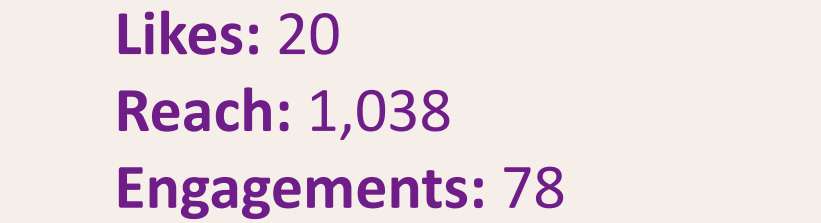
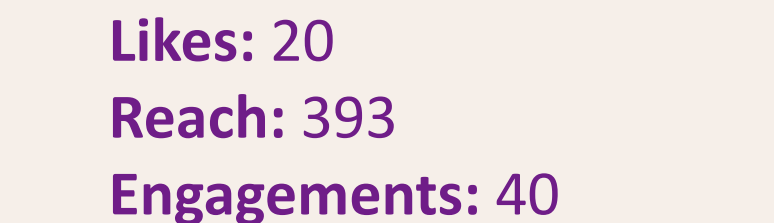
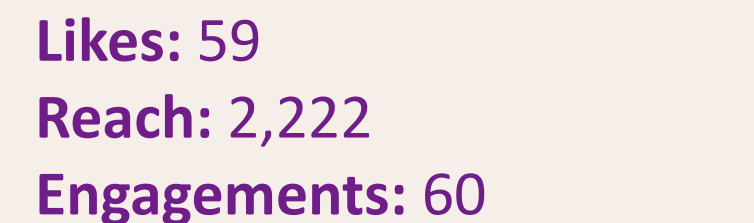
Total followers on 31 March vs 30 June 2023:

	Email	Facebook	Instagram	Twitter	LinkedIn
End of Q1 2023	1,281	81	714	717	1,072
End of Q2 2023	1,408	91	779	728	1,108
% Change	9.91%	12.32%	9.10%	1.53%	5.8%

Please continue to encourage your colleagues and employees to sign up to our newsletter to hear about exclusive levy payer events and news.



MOST LIKED POSTS



FINANCE

BUDGET UPDATE

	Project Spend		Year 3			
Redcliffe and Temple BID Financial Summary	Actual	Projected	Total	Budget 2022/3	Variance from Budget	Notes
Project Title	November 1 to May 31	June 1 to October 31	Forecast			
C/F from 2021/2	£108,244	£0	£108,244	£108,244	£0	phasing of yr 2 projects
Levy Income	£811,000	£5,000	£816,191	£812,000	£4,191	Assumed 92% collection rate of 2022 billed amount, actual levy includes amount recovered from prior year
Additional income (partnerships)	£1,620	£1,620	£3,240	£3,240	£0	
REVENUE	£920,864	£6,620	£927,484	£923,484	£4,191	
BID - Levy collection fee	£9,317	£0	£9,317	£9,317	£0	Fixed 50% less than 2021
Creating & maintaining quality spaces	£107,000	£99,000	£206,000	£205,000	-£1,000	incl cleansing fleet electrification + TQ event
Improving sustainability & the environment	£53,000	£72,000	£125,000	£126,000	£1,000	incl Public Realm projects + BGCP
Creating & promoting a vibrant place	£78,000	£65,500	£143,500	£150,000	£6,500	incl Bristol Light Festival & Unicorn Fest & Open Doors & Tree Lights
Connecting & representing businesses	£34,638	£42,500	£77,138	£62,000	-£15,138	Lunchtime and networking events + PSP Cost Savings + SeedL
Building a safe & caring community	£43,020	£98,000	£141,020	£122,000	-£19,020	inc GAP/Babbasa + BCRP radios & Streetwise/PCSO and Neighbourly platform
Contingency	£0	£30,000	£30,000	£50,000	£20,000	
Management & Overheads	£65,173	£37,058	£102,231	£130,000	£27,769	
Loan Repayment for BID set up	£59,163	£0	£59,163	£59,163	£0	Fixed and final payemnt
TOTAL EXPENDITURE	£449,312	£444,058	£893,370	£913,480	£20,110	
Carry forward to BID year 4			£34,114			

LEVY COLLECTION UPDATE:

Levy Collection Statistics to 1st June 2023

	% Collected	Outstanding
Year 1	97%	£9,611.00
Year 2	95%	£49,870.00
Year 3	91%	£73,228.00
	Total Outstanding	£132,709.00

