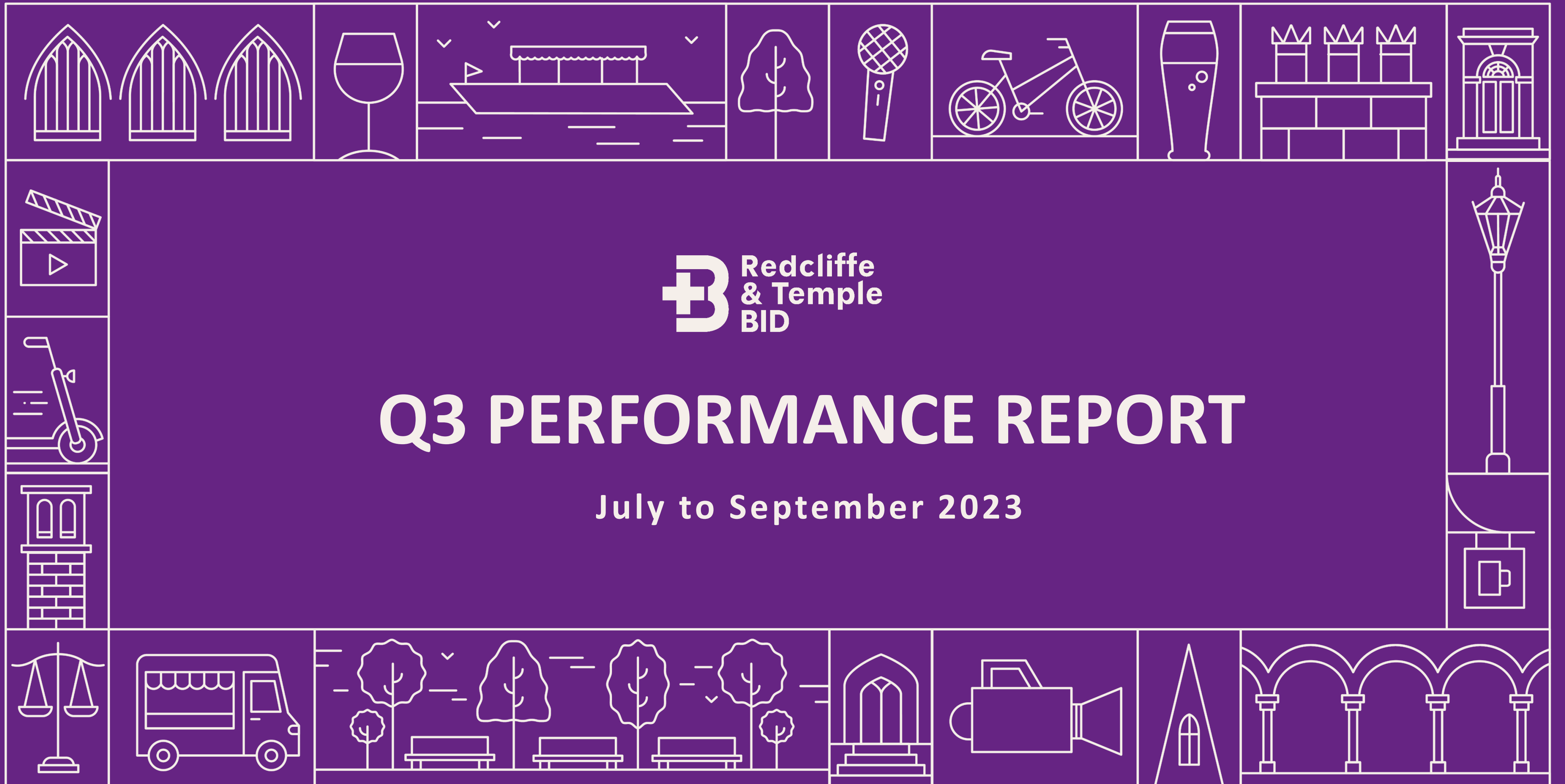




Q3 PERFORMANCE REPORT

July to September 2023

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CREATING AND MAINTAINING QUALITY SPACES

CLEANSING

July: The deep clean focuses this month were Portwall Lane and Redcliffe Way, one of the busiest routes for commuters on their way to and from work and for visitors arriving and leaving Bristol via Temple Meads Station.

August: Whilst also completing their core work, our cleansing team with their green fingers, help to look after our new planters at our Summer on the Quay outdoor furniture, keeping the area surrounding the games and outdoor furniture clean for all to use.

September: Temple Way was the focus for this month, with chewing gum and stickers being removed as well as the pavement being deep cleaned.

In this quarter the team removed a total of 386 items of graffiti in 292 different locations around the BID area.



WINTER LIGHTS

We have extended our popular Winter Lights project to include an additional two sites; Portwall Lane and Jacob Street.

This project received great feedback last winter giving us the confidence to expand it too two new locations.

The lights will be on from 1 October to 31 March providing a visual welcome to these darker streets.

The lights will remain in situ for years to come and cost ~£4.50 per day to power the low-energy LED bulbs in each location.



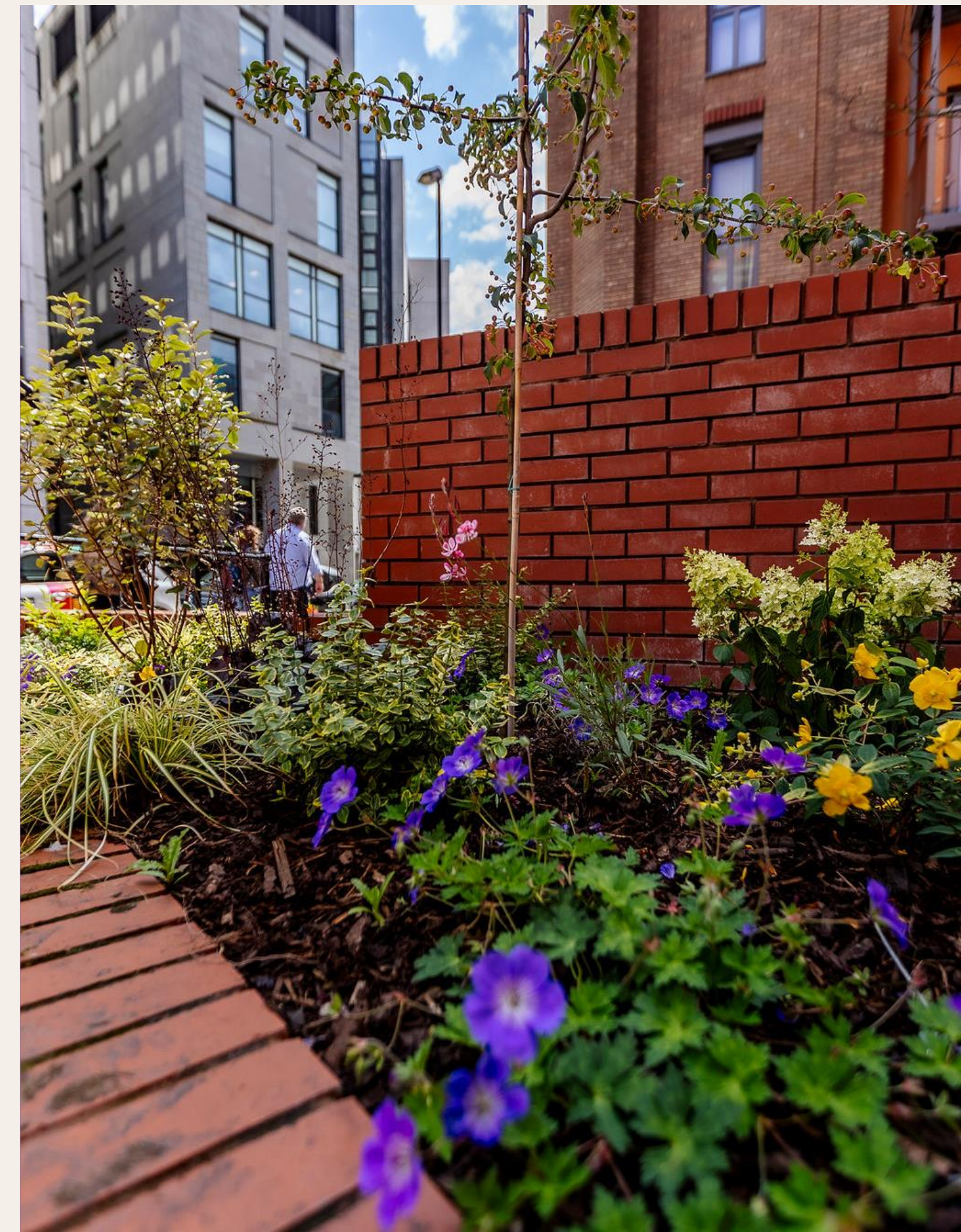
GREEN INFRASTRUCTURE ACTION PLAN

An 18-month review of our work so far on Green Infrastructure helped us understand the progress made and current gaps in our work. We plan to re-launch our Public Realm Working Group in Q1 to help guide our work in 2024.

Delivery on the ground in Q3 saw an area full of weeds at our home at Runway East replanted with a range of colourful plants.

We also managed to secure an agreement from the One Redcliffe Street building for the installation of seating outside the building and permission to extend the mural on the Soil Association.

Portwall Lane CIL decision due 26 October



GREEN INFRASTRUCTURE ACTION PLAN

A range of events are being hosted this Autumn to communicate the challenges we face and solutions available:

- 9 October – Capturing Rainwater – event at Halo with Wessex Water, Osborne Clarke and Arup
- 11 and 19 October – Exploratory Walks on Redcliff St and Avon St to discuss ideas for improving these streets
- 17 October – Wildflower Meadow Creation – St Mary Redcliffe Church
- 7 November – Wildflower Bulb Planting – Portwall Gardens



IMPROVING SUSTAINABILITY AND THE ENVIRONMENT

CLIMATE ACTION PLAN CASE STUDIES

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 over 50 businesses to gather initial thoughts on how we can support them moving forward with their Climate Action Plans and share best practice.

Two blogs have been shared on both the BID and BGCP websites featuring good news stories from our levy payers.

WBD have joined the BGCP Climate Leaders Group following introductions made by the BID.

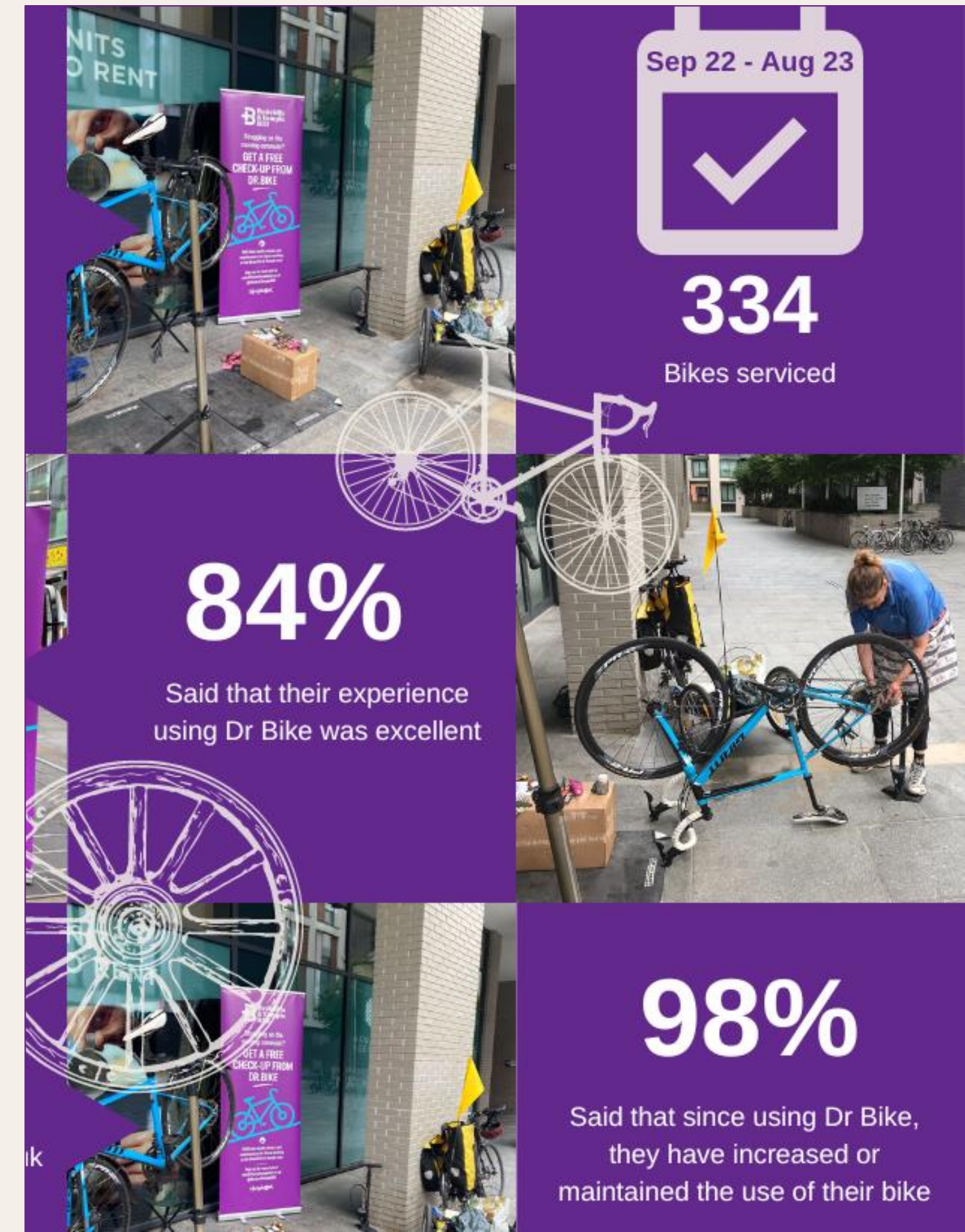


DR BIKE

Our Dr Bike service continues to be a great success and a key route to engage with levy payers, with over 650 bikes maintained since July 2021.

Our annual Dr Bike survey found that :

- 100% of respondents would recommend the service to a friend or colleague
- 40% of respondents increased the use of their bike following the service.
- Over 1/4 respondents also stated that they booked the service to help enable them to cycle to work, demonstrating the role of the service in helping people choose an active, zero emission commute.



CITY TO SEA COFFEE CUP REFILL SCHEME

This pilot scheme ended on 30 September with the team now pausing to review success.

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

The team are happy with take-up from coffee shops but more needs to be done to encourage the public to take up the scheme.



SUSTAINABILTY COMMITMENT

Our work on this theme is guided by this commitment and as a result we have linked all the relevant pages of the website to the SDG most aligned to this project.

Our Sustainability Commitment was presented at the City Nation Place Conference in Sheffield.

We will review progress of this piece of work at the end of the year to set the focus for 2024.



CREATING AND PROMOTING A VIBRANT PLACE

LOVE BRISTOL GIFT CARD

This quarter we experienced heightened orders and redemptions, with the total sales for July reaching £13,010, with a further £8,759.74 spent in gift card businesses.

To leverage this success, we did some comms which included comments from our businesses. We spoke to newly opened restaurant Lamaya in Finzels Reach.

“The Love Bristol Gift Card is an absolutely fantastic idea, and we were happy to join the program and accept the card. Bringing in new customers is absolutely important, and even though we haven’t done much advertising we’ve been fortunate to have had huge support from locals since opening. Being a part of the gift card brings increased awareness of our brand, so we can share our passion for Lebanese food and build our reputation in Bristol.”



LOVE BRISTOL GIFT CARD

Sales

Since the start of July, we have sold:

- £17,730 worth of physical gift cards
- £1,840 worth of digital gift cards

Since launching in June last year, we have sold £66,775 worth of Love Bristol Gift Cards:

- £55,910 worth of physical gift cards
- £10,865 worth of digital gift cards

Redemptions

Since the start of July, gift card owners have spent £20,431.64:

- £19,155.94 on physical gift cards
- £1,275.70 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 took place in Bristol from 1 July – 3 September 2023, as part of the 650th anniversary celebrations for Bristol. 60 unicorns were painted by local artists, creating a family-friendly art trail in aid of Leukaemia Care. The official Unicornfest app was downloaded 30,000 times.

In collaboration with DeskLodge, we sponsored artist Jasmine Thompson, whose unicorn creation “Faces of the City” was in front of the DeskLodge office. Jasmine’s design for the unicorn was centred around stories of people and places within Bristol, with a specific emphasis on the Redcliffe area.

On the 30th June we celebrated the arrival of our co-sponsored unicorn together with members of the BID area. We also organised a historic walking tour at lunchtime for our levy payers explaining the link between Bristol and unicorns. Our final unicorn themed event was a drag queen charity pub quiz where we together raised £255 for Leukaemia Care.



SUMMER ON THE QUAY

Summer on the Quay, an outdoor area in Temple Quay for the city's office workers and visitors to enjoy, was in place from 13 July to 2 October. It consisted of casual meeting spaces, outdoor seating surrounded by plants, a selection of outdoor games and beautifully decorated flower benches creating awareness of and raising money for four local charities.

During summer we also organised "Sweet Mondays" between 31 July – 21 August. We invited 4 local bakeries; Harts Bakery, Small Goods, Double Puc and Mokoko to the Summer on the Quay installation to hand out their baked goods for free, courtesy of the BID. The idea was to create awareness of the outdoor furniture, support local bakeries and encourage office workers to attend their office on a Monday.

Sweet Mondays was a great success with long queues of office workers and all the 200+ baked goods were gone in less than 30 minutes every week



CONNECTING AND REPRESENTING BUSINESSES

NETWORKING EVENT – BUILDING, FACILITIES & OFFICE MANAGERS

On Thursday 13 July, we extended a special invitation to all Office, Building, or Facilities Managers to connect with like-minded peers who shared common interests and challenges.

This event also presented an excellent opportunity to learn more about Redcliffe & Temple BID and engage with other influential stakeholders within the local business community.

This event has now become an annual occurrence and is very popular with over 30 attendees.



PSP COST SAVINGS PROGRAMME

The free to businesses cost savings programme continued in July and September this quarter and savings identified for businesses have now grown to £57,000 in the Redcliffe & Temple BID area and £167,000 across the city centre.

We work with Rishi Sood, MD at Place Support Partnership as our trusted advisor and will continue to offer this valuable cost saving service through the BID term.

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



FREE TRAINING HUB

Over the last quarter, use of our free Training Hub, in partnership with SeedL, has continued to grow. It is likely that changing the name from SeedL to Training Hub has supported this.

Feedback following courses have shown that 85% of people believe the courses to be either “Very Good” or “Excellent”.

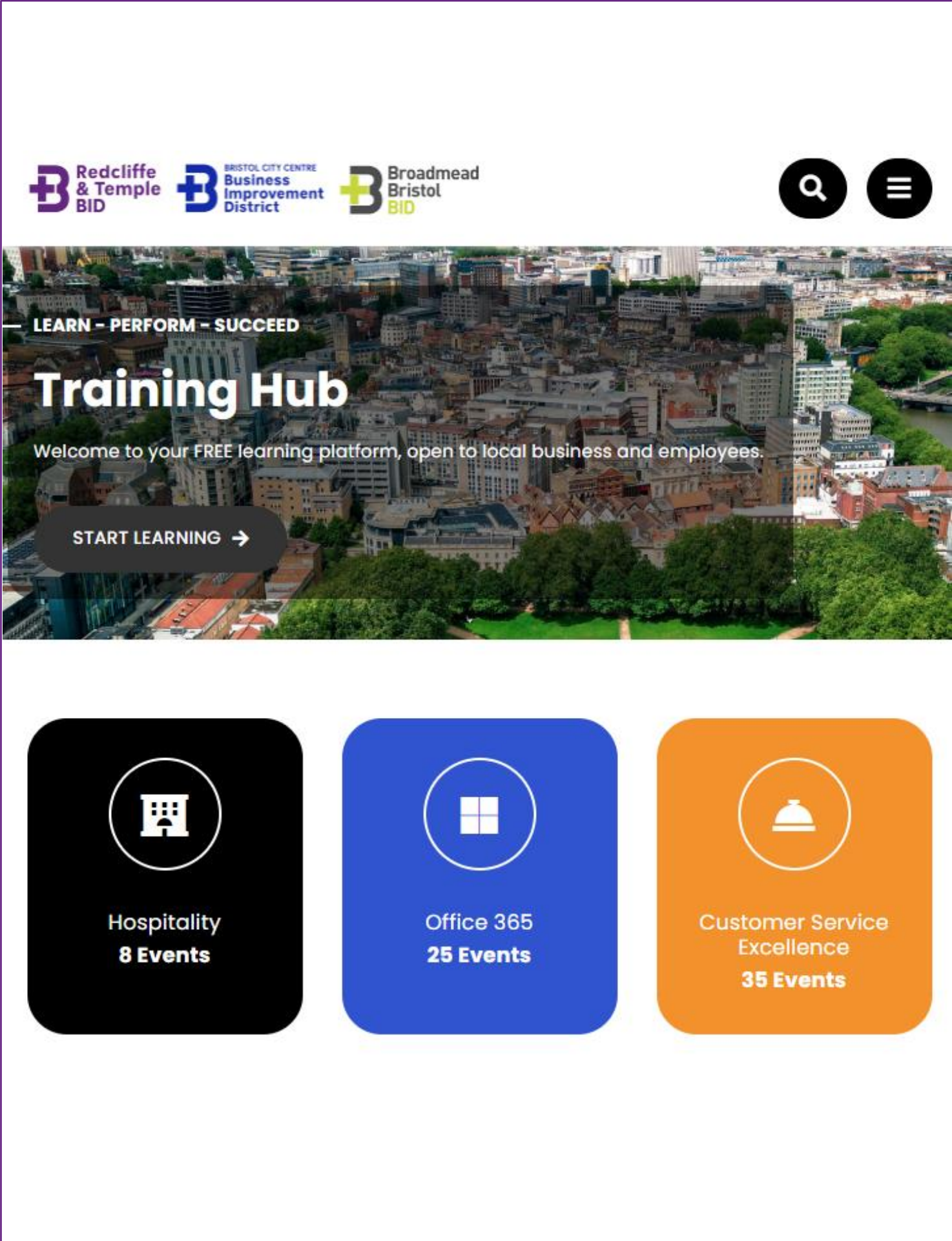
Total learning hours: 173.4

Top business users:

- DAS
- Arcadis
- Burges Salmon

Most popular course themes:

- Leadership
- Microlearning (20-minute courses)
- Communication skills



BUSINESS LIAISON

In Q3 we directly liaised with by email, telephone or face to face meetings/workshops with 173 individuals across levy paying businesses and communicated to over 1,400 people who have signed up to our monthly newsletters.

Key themes discussed:

- BID events and activity
- Climate Action Plans with BGCP
- Unicornfest
- ASB and safety issues
- Cleansing and graffiti removal support



MOVEMENT & SPEND INSIGHTS

Q2 2023 Visa spend was released at the end of July.

A [news piece](#) on the BID website highlighted the results with Bristol City Centre spend and footfall both on the up. Visitors to our vibrant retail and leisure high street, Park Street, were up by almost 40% in April – June in comparison to Q1, and spending in our first-class hospitality venues increased by 14% on January – March figures.

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

The API link to the BID website is now live and enables a weekly view of footfall from the Victoria Street and Park Street 02 Movement sensors.



DEVELOPMENT AND DELIVERY PLAN (DDP) CONSULTATION

We have responded to the City Centre DDP on behalf of the three Visit West BIDs.

The document sets out expectations for the way the city centre will change in the next 20 years.

Overall, we support many of the proposals with the document although feel it is a missed opportunity to put forward proposals for St James's Barton.

We note that many of the transport proposals will need further discussion with bus providers and consideration regarding car parking and servicing.



BUILDING A SAFE AND CARING COMMUNITY

TAP FOR BRISTOL

Launched in September 2019, the initiative aims to make Bristol the city that solves homelessness and has since raised **£25,000 per year on average** through its contactless donation points, [JustGiving Page](#) and donations.

TAP for Bristol has helped those at risk of homelessness by providing emergency grants via local charities, in addition to enabling Caring in Bristol to continue its vital homelessness prevention projects.

Our businesses have been keen to continue the support they have given to TAP since 2022, so we have recently increased our investment and commitment to this hugely impactful initiative. We feel there are even more opportunities for local businesses to get involved by considering TAP as their nominated workplace charity.

Hosts in Redcliffe & Temple BID area are Spicer + Cole, Bocabar, Tesco, Small Goods, Left-Handed Giant, Little Martha and Mokoko.



PARTNERSHIP WITH BABBASA

In September 2023, we teamed up with Babbasa, the award-winning social enterprise based in Bristol for an exciting collaboration to promote equity, diversity and inclusion (EDI) in Bristol's business community.

Our ongoing partnership will facilitate opportunities for businesses to engage with Babbasa, enabling them to identify and address their EDI needs.

This approach involves assessing existing practices, processes, policies, and systems, as well as crafting tailor-made EDI development plans, which may also include support for the recruitment of underrepresented young talent.

To mark the beginning of this impactful partnership, we hosted two 'Creating Inclusive Workspaces' events in September and October.



LUNCHTIME EVENTS

During the summer months many businesses enjoyed our outdoor yoga session at Temple Gardens. We also organised a walking tour with our historic tour guide Liz, explaining the link between unicorns and Bristol, to get people even more excited about Unicornfest.

In this quarter we had a total of 154 people register for our lunch time events.

- **July:** Yoga x 2, Historic Unicorn Walking Tour
- **August:** Yoga x 2
- **September:** Yoga x 2, Historic Slave Trade Walking Tour



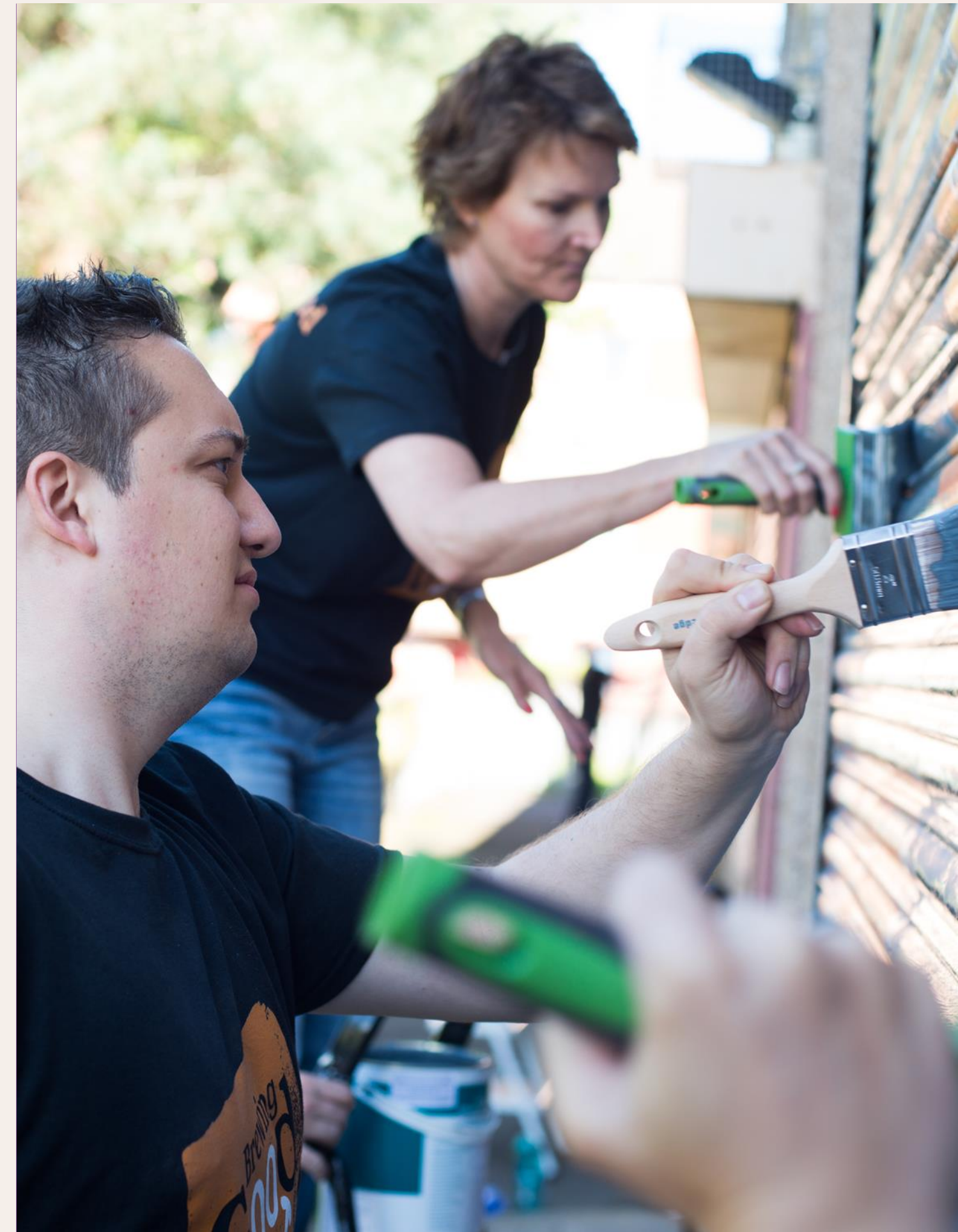
NEIGHBOURLY

Over the last quarter we have worked closely with Neighbourly to improve the functionality of their website so that employees of the levy paying businesses can access volunteering opportunities efficiently. There has been a gradual growth in interest in the opportunities available.

There are 41 Bristol specific good causes associated with our campaign covering a variety of opportunities:

- Hands on construction and gardening
- Children's education
- Charity event support
- Pro bono advice in professional services

There are 12 businesses registered on to the campaign and there have been expressions of interest from multiple employees on different volunteering opportunities.



SAFETY AND STRATEGIC PARTNERSHIPS

Our Senior Project Manager Fran, leads the BIDs strategic partnerships on safety and place management at a local and national level with the support of Louisa our Project Executive.

BUSINESS CRIME REDUCTION PARTNERSHIP

The Business Crime Reduction Partnership (BCRP) is supported by the three city centre BIDs, The Galleries and Cabot Circus. It includes senior police officers, BCC officers and local business representatives who collaborate and implement initiatives to reduce the impact and instances of crime and ASB in the city centre.

CITY PARTNERSHIP MEETINGS

The monthly city centre place management and tasking meetings involving key stakeholders across BCC, Bristol Waste and the police. They aim to identify and resolve key issues that impact on the quality of the place for workers visitors and residents of the city centre.

NATIONAL INFLUENCE

Fran advises on several national boards and groups to influence policy and strategy within the crime and safety arena including the Independent Advisory Group for Counter Terrorism, National Business Crime Association, Crimestoppers and the Water Safety Board.



BID SAFETY SUPPORT

To deliver on the ground support, we invest in a Dedicated Streetwise officer, Lewis who supports the three City Centre BIDs

Key issues identified in Q3 being dealt with through partnership working and where required, enforcement action:

- Rough Sleeping in parks and public spaces
- Begging outside shops and premises
- Public drug taking

We also invest in a dedicated PCSO, Nat who supports the existing neighbourhood police team in helping to keep the city centre and Redcliffe & Temple streets safe and support businesses. Nat works with our levy-paying businesses to reach improved outcomes in all aspects of crime and anti-social behaviour.



MARKETING

JENNI TAMLIN Marketing Manager jenni@bristolcitycentrebid.co.uk	GRACE BERNARD Marketing Executive grace@bristolcitycentrebid.co.uk	IZZY WOOD Marketing Assistant izzy@bristolcitycentrebid.co.uk
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Marketing

WEBSITE

Analytics

From Q2 2023 to Q3 2023, our website visits have increased by 56% from 2,668 to 4,712.

Most read pages

Our most read pages continue to feature Yoga Flow and Dr Bike, with the addition of our 'Sweet Summer Mondays' event to celebrate Summer on the Quay.

Most read news

Our most read news was the launch of Summer on the Quay, closely followed by our roundup of Christmas party options in Redcliffe and Temple.

Business Directory

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

21/08/2023 12:00 pm

Sweet Mondays at Summer on the Quay

3 Glass Wharf, Temple Quay

Join us every Monday lunchtime between 31 July and 21 August to enjoy free sweet treats from local bakeries and cafes whilst enjoying our outside seating and games at Temple Quay.



Enjoy our [Summer on the Quay](#) outside furniture and games whilst indulging in free delicious locally baked goods from four Redcliffe & Temple businesses.

Harts Bakery, Small Goods, Double Puc and Mokoko will be offering out free baked goods in their pop ups next to the outdoor furniture on Glass Wharf.

31 July [Harts Bakery 12pm](#)

7 August [Small Goods 10:30am](#)

14 August [Double Puc 12pm](#)

21 August [Mokoko 12pm](#)

Gluten free and vegan options will be provided and baked goods will be handed out on a first come, first serve basis whilst stock lasts.

Follow us on [social media](#) to keep up to date!

Dates & Information

Date & Time

Every Monday from 31 July to 21 August.

Location

3 Glass Wharf, Temple Quay

[See Map](#)

Additional Information

Free baked goods will be available until stocks last.



31 July Harts Bakery



7 August Small Goods



14 August Double Puc



SOCIAL MEDIA & EMAIL

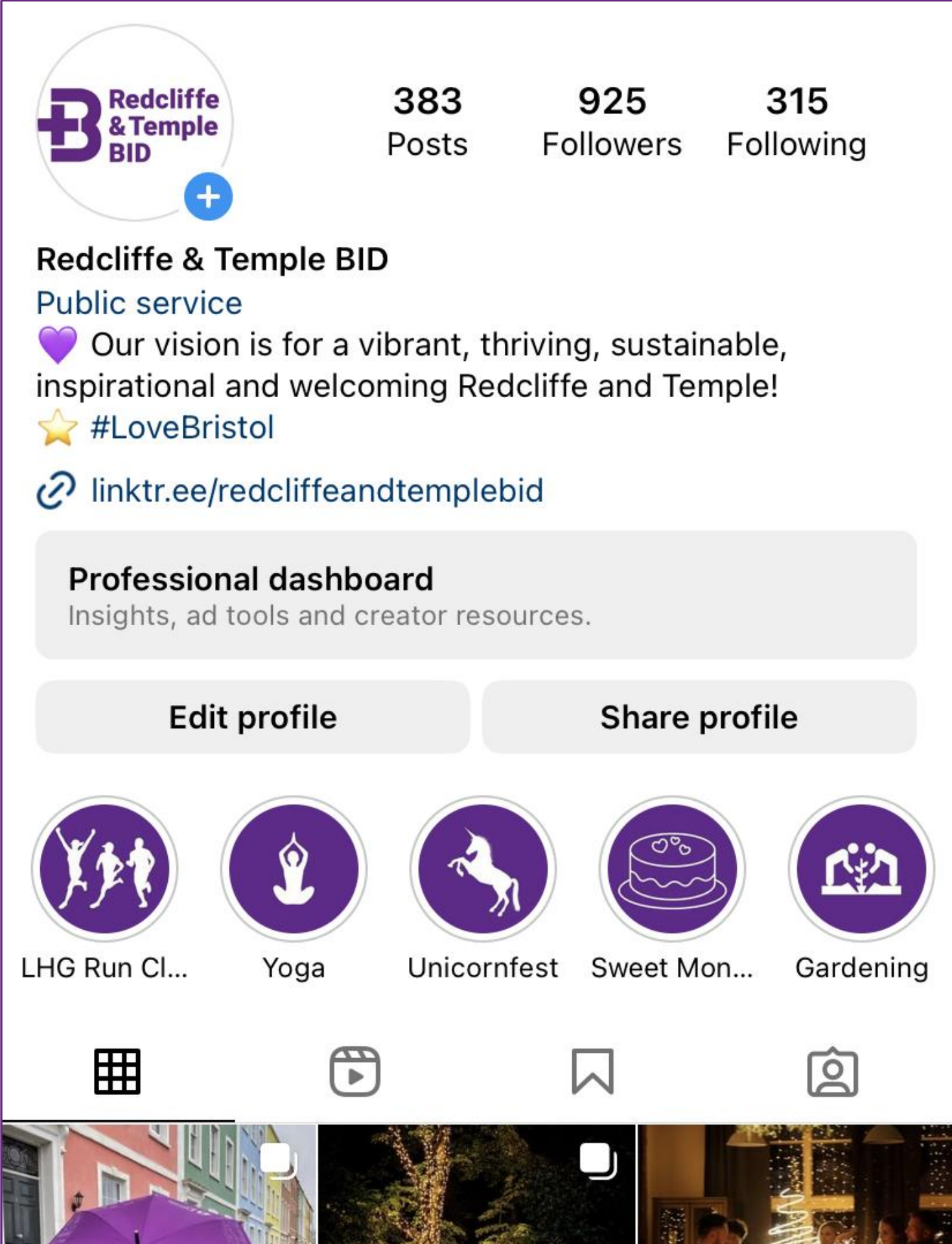
We are continuing to grow our social media channels in Q3 2023. Instagram is our highest growing channel this quarter with a 18,87% increase, closely followed by Facebook with a 16.48% increase.

Our monthly newsletters and event emails have maintained unique open rates between 32-41%. The best open rate was for our August newsletter which featured Sweet Mondays, Christmas Party Planning, Neighbourly, PSP and more.

Total followers on 1 July vs 30 September 2023:

	Facebook	Instagram	Twitter	LinkedIn
End of Q2 2023	91	779	728	1,108
End of Q3 2023	106	926	732	1,191
% Change	16.48%	18.87%	0.55%	7.49%

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



Redcliffe & Temple BID

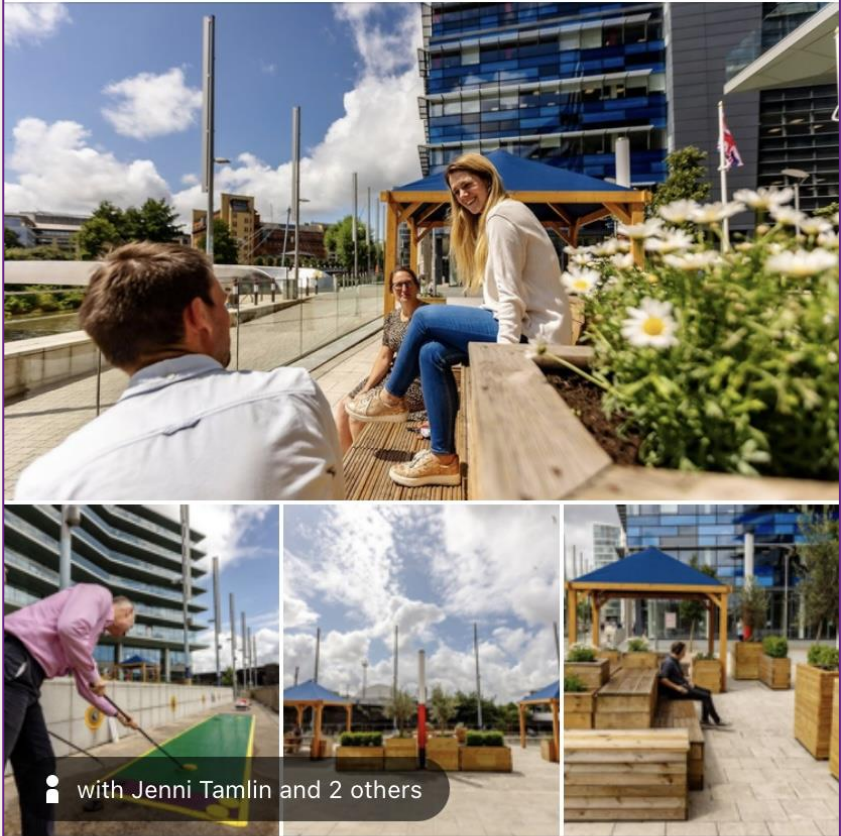
1,192 followers

2mo · 🌐

...

🌞 Introducing Summer on the Quay 🌞

...see more



with Jenni Tamlin and 2 others

 Louisa Briggs and 60 others

11 comments

 Like

 Comment

 Repost

Likes: 61
Reach: 2,798



Redcliffe & Temple BID

Published by Izzy Wood · July 25 · 🌐

...

Get into a positive groove by getting outside to move! 🏃

This is your weekly reminder to pack your running gear and join us tomorrow lunchtime for our weekly lunchtime run around the harbour with [LHG RUN CLUB](#) 🐦

Get the endorphins and good vibes flowing, whilst enjoying fresh air and meeting new people on your lunch break!... [See more](#)



Redcliffe & Temple BID

The BID exists to improve and enhance the Redcliffe and Temple ...

[See insights and ads](#)

Boost again

 44

3

Likes: 44
Reach: 8,528



Redcliffe & Temple BID

1,192 followers

3mo · 🌐

...

Huge thanks to everyone who joined us last Friday for our special preview and meet the artist event

...see more



with Sabrina Shutter and 5 others

 42

2 comments · 2 reposts

Likes: 42
Reach: 619



Redcliffe & Temple BID

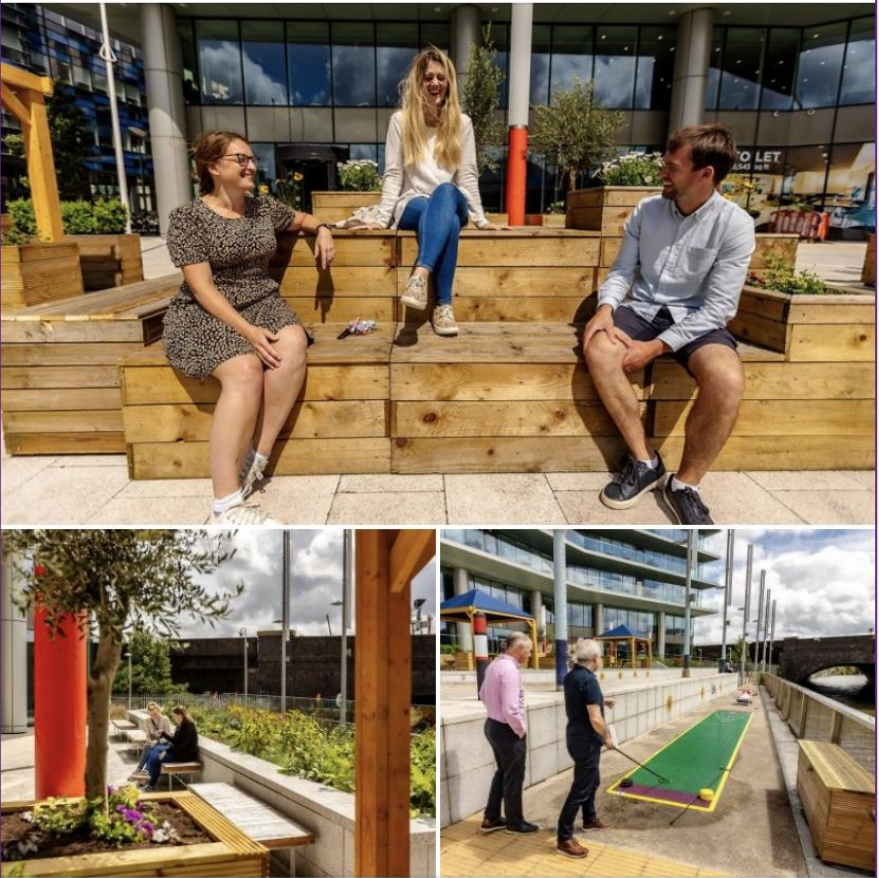
1,192 followers

2mo · 🌐

...

Mondays just got sweeter....🍰

...see more



Francesca Inman and 39 others

 Francesca Inman and 39 others

5 reposts

 Like

 Comment

 Repost

Likes: 40
Reach: 690

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 August 31	September 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	£890,528	£0	£890,528	£812,566	£77,962	Levy collection has recovered to over 96% following summons action
Additional income (partnerships)	£1,620	£3,042	£4,662	£3,240	£-1,422	Travel West Grants for Dr Bike
REVENUE	£1,000,392	£3,042	£1,003,434	£924,050	£76,540	
BID - Levy collection fee	£9,317	£0	£9,317	£9,317	£0	Fixed 50% less than 2021
Creating & maintaining quality spaces	£154,000	£34,000	£188,000	£205,000	£17,000	incl cleansing fleet electrification + TQ event
Improving sustainability & the environment	£80,300	£28,000	£108,300	£126,000	£17,700	incl Public Realm projects + BGCP
Creating & promoting a vibrant place	£126,000	£24,000	£150,000	£150,000	£0	incl Bristol Light Festival & Unicorn Fest & Open Doors & Tree Lights
Connecting & representing businesses	£64,265	£13,900	£78,165	£62,000	£-16,165	Lunchtime and networking events + PSP Cost Savings + SeedL LB Gift card
Building a safe & caring community	£99,896	£40,500	£140,396	£122,000	£-18,396	inc GAP/Babbasa + BCRP radios & Streetwise/PCSO and Neighbourly platform
Contingency	£0	£30,000	£30,000	£50,000	£20,000	
Management & Overheads	£99,963	£11,100	£111,063	£130,000	£18,937	
Loan Repayment for BID set up	£59,163	£0	£59,163	£59,163	£0	Fixed and final payemnt
TOTAL EXPENDITURE	£692,905	£181,500	£874,405	£913,480	£39,075	
Carry forward to BID year 4			£129,029			

LEVY COLLECTION UPDATE:

Levy Collection Statistics to August 1 2023

	% Collected	Outstanding
Year 1	98%	£5,853.00
Year 2	96%	£34,235.00
Year 3	96%	£31,194.00
	Total Outstanding	£71,282.00



THANK YOU