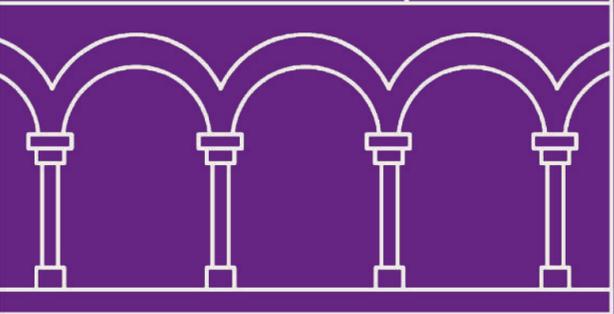
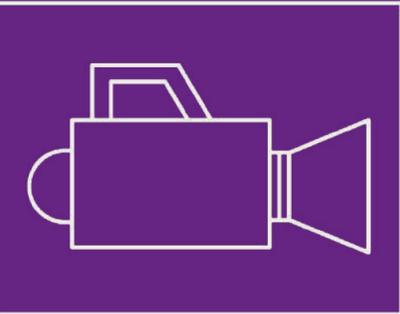
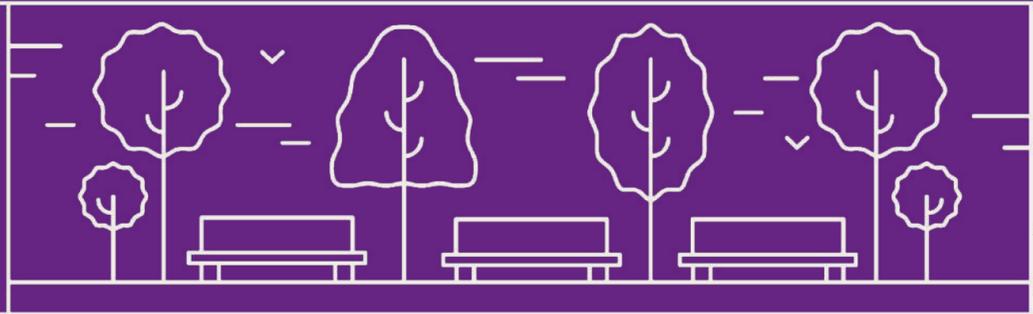
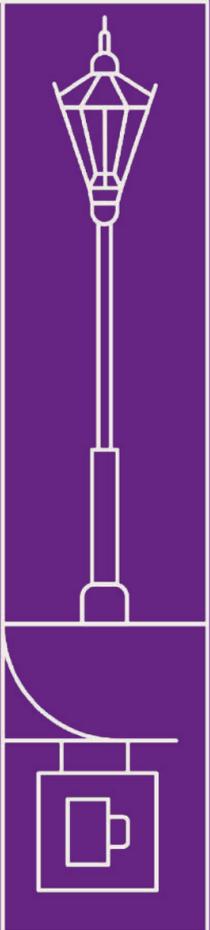




Redcliffe
& Temple
BID

PERFORMANCE REPORT

July to September 2022



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CREATING AND MAINTAINING QUALITY SPACES

CLEANSING

This quarter was a busy time for our cleansing team with an increase in people enjoying themselves and spending time outdoors due to the warmer weather as well as an increase in people visiting the city.

The team focused on busy locations and deep cleaned outside several hotels and hospitality businesses to ensure the area is welcoming to those working in and visiting the city.

In addition to their core work, the team also stepped in to help water our Love Bristol planters, as they were in need of some additional watering during the heatwave.

Chris Falcus, General Manager, Mercure Holland House Hotel Bristol said: “The Redcliffe & Temple BID cleansing team have worked very hard to clean the area around Mercure Holland House. The hard work has much improved the area and our customers and hotel team are noticing this investment and attention to the area.”



GRAFFITI REMOVAL

Certain hotspots saw an increase in the amount of unwanted graffiti. Our brilliant cleansing team removed a total of 496 items of graffiti in 349 different locations this quarter and used a cherry picker to help reach unwanted graffiti up to 12 metres high.

July: 180 individual items of graffiti were removed from 120 locations

August: 141 individual items of graffiti were removed from 98 locations

September: 175 individual items of graffiti were removed from 131 locations

Ben Allen, Managing Director, Gardiner Haskins said: “The cleansing team is very efficient, pro-active and responsive. We often have unwanted graffiti on our shutters and outside walls and their work improves the look of our business. I recommend other levy paying businesses to take advantage of this free service.”



WINTER TREE LIGHTS

Following on from the success of the winter tree light installation in 2021 on Victoria Street we have now added tree lights in Temple Gardens to 15 trees.

The lights will operate from October to March each year and have been purchased by the BID fully installed at a cost of £17,300. The lights are low energy LED and the whole scheme cost 65p per day to run.

As our main green space in the BID area we are delighted to add vibrancy and improve safety in this key space and we look forward to working with English Heritage in the future to do further enhancements.



IMPROVING SUSTAINABILITY AND THE ENVIRONMENT

GREEN INFRASTRUCTURE ACTION PLAN

Work continues on our Public Realm projects with discussions ongoing with Temple Quay regarding some semi-permanent seating and planting for Rivergate.

Unfortunately we weren't successful with our CIL funding bid for Portwall Lane – we are currently exploring other options to progress this idea and discussions are ongoing with Bristol City Council regarding Temple Quay Underpass following our CIL application for that area.

We're working with English Heritage to help strengthen their case for Heritage Lottery Funding for the redevelopment of Temple Gardens. The BID also intends to provide funding and project work in support.

Our first working group met in July, with the next meeting on 19 October.



THE BID & BRISTOL GREEN CAPITAL PARTNERSHIP

In line with our business plan objective to fund the expertise required to help BID businesses become more sustainable and reduce their carbon footprint, we will work with BGCP to help us deliver initiatives that encourage a responsible business community.

- Provide organisations in Redcliffe and Temple with information and tools, whatever their starting point to enable them to take climate action, fostering a sense of community in the local area
- Build on learning of existing Climate Leaders
- Integrate our Sustainability Charter (to be published November 2022) with work on our Green Infrastructure Action Plan
- Promote best practice, case studies, and celebrate successes, to acknowledge the efforts organisations are making and showcase the trajectory of the city to inspire others to act



DR BIKE

Our Dr Bike service continues to be a great success and a key route to engage with levy payers, with 345 Bikes serviced since July 2021.

Year 1 Survey results (July 2022)

68 responses:

- 78% rated the service as Excellent, 22% rated it as Good
- 100% would recommend to a friend
- 32% have increased use of their bike since their service, 68% stayed the same
- 43% had not heard of the BID before the service

Dates and Locations

Second Tuesday of every month: Temple Quay

Last Wednesday of every month: Finzels Reach

Book via our newsletter and website.



CYCLE SEPTEMBER

We sponsored the Love To Ride 'Cycle September' challenge by gifting of four £50 Love Bristol Gift Cards.

- 20 Levy paying businesses took part in the challenge
- 97 Staff in Redcliffe and Temple took part
- 12,361 miles were cycled by staff in Redcliffe and Temple

The winners of our Love Bristol prizes will be announced w/c 10 October.

CYCLE SEPTEMBER
THE GLOBAL BIKE CHALLENGE

lovetoride.net/bristol

- WIN GREAT PRIZES
- RIDE ANYWHERE ANY TIME
- FUN, FRIENDLY, AND FREE TO TAKE PART IN

LOVE TO RIDE BRISTOL

BRISTOL CITY COUNCIL

B Redcliffe & Temple BID

BETTER BY BIKE

CREATING AND PROMOTING A VIBRANT PLACE

LOVE BRISTOL GIFT CARD

Sales

There are currently 132 venues signed up to accept the Love Bristol Gift Card with 25 of those being Redcliffe and Temple businesses.

Sales up to September were £4,730 with £4,125.00 being physical gift cards and £605.00 being digital sales.

Christmas

Around 50% of gift cards are sold in November and December for Christmas. We are planning a campaign to advertise the card to both consumers and corporates, including launching a Night Out gift card which highlights the night-time venues the card can be used at. Look out for this launching soon, and if you're a venue that wants to be able to accept the card but doesn't already, please [get in touch with Izzy](#).



UNICORNFEST JULY 2023

Unicornfest 2023 will be a magical, high profile public art event featuring a giant herd of supersized Unicorn sculptures displayed across Bristol and the surrounding region from 1 July to 3 September to celebrate Bristol's 650th anniversary and raise funds for Leukaemia Care.

The trail will feature over 50 supersized unicorns decorated by talented local artists and displayed in prime locations across the city. There will also be smaller unicorn foals for schools and charities. Hundreds of thousands of people of all ages are expected to take part in the event and will be following their printed trail maps or the interactive Unicornfest app on a journey of discovery around the city, tracking down the magical herd.

The BID will sponsor a unicorn and hope to place it at St Mary Redcliffe Church at a cost of £6000.



BID PODCAST PILOT

The pilot episode of a podcast to be launched in November: The pilot is free to the BID and sponsored by the creators, DBS Pro, a levy paying business.

Core aims

To increase the reach of the BID's audience and engagement and to promote the BID's work and impact.

The podcast will share further insight into key BID business news and stories affecting the local area, offering accessible and digestible content in a digital form.

Target audience

Over 25,000 office workers and commuters to the area, students and local residents. Stakeholders in the Redcliffe and Temple community.



CONNECTING AND REPRESENTING BUSINESSES

BUILDING MANAGERS NETWORKING EVENT

30 June at Bocabar, 5 - 8pm

On Thursday 30 June we welcomed 30 Building, Facilities and Estate Managers from across the Redcliffe and Temple area to network, mingle, and discuss all things BID, from the Love Bristol Gift Card to our lunchtime events and sustainability initiatives.

We had excellent conversations about how we can increase engagement with the tenants and teams of our levy payers and the type of initiatives and events that would be most popular as we progress through the BID term.



BRISTOL HEAT NETWORKS & NET ZERO NETWORKING EVENT

7 July at Burges Salmon 5pm - 8pm

We collaborated with the Bristol Property Agents Association to hold a networking and learning event about the decarbonisation of Bristol.

We welcomed over 50 attendees who heard from Jon Sankey from Bristol Heat Networks and Councillor Kye Dudd from Bristol City Council giving fascinating updates on the progress and next steps of the Bristol City Leap Energy Programme and Bristol Heat Networks.

Steve Bluff updated the attendees on our recently released Green Infrastructure Action Plan.



Q2 VISA SPEND PRESS RELEASE

The three Visit West BIDs issued a [joint press release](#) highlighting Visa spend by sector and the encouraging increases over Q1 and YOY 2021. The night time economy success, hotel spend and the return of the international visitors to the city centre were all very positive.

The growth seen in Q2 was caveated by the fact that the city centre sales are still circa £50M behind 2019 and that we are expecting results to worsen in Q3 due to the cost of living crisis impacting business's costs and also consumers discretionary spend and sentiment.

The press release hit 10 local and national publications and a piece on BBC Points West.



BUSINESS SOS NATIONAL BID CAMPAIGN

The three Visit West BIDs have joined a national BID campaign coordinated by Croydon BID to call on Government for business support with the cost of living crisis by reducing VAT, implement 100% Business rate relief and discount energy bills. [Read the article here.](#)

The campaign voices support for over 150,000 businesses in the UK with a focus on saving our high streets.

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

BUSINESS
SOS
... - - - ...

BUSINESS
SOS
... - - - ...

Calling on Government to save our high streets before it's too late.

#CostOfLivingCrisis

BUSINESS RATES
100% RATE RELIEF
UNTIL 31ST
MARCH 2023

BUSINESS
SOS
... - - - ...

Calling on Government to save our high streets before it's too late.

#CostOfLivingCrisis

ENERGY RATE RELIEF
DISCOUNTED RATE
ON ALL BUSINESS
ENERGY BILLS

COST SAVINGS

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 will start on 3 October for a six month trial and will be reviewed based on the value it adds to levy payers' operations.

To book an initial call with the team to start saving please contact support@redcliffeandtemplebid.co.uk.

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



BUSINESS LIAISON

We directly liaised with by email, telephone or face to face meetings/workshops with 302 individuals across levy paying businesses and communicated to over 980 people signed up to our monthly newsletter.

Key themes discussed:

- Love Bristol Gift Card onboarding
- Lunchtime events activity
- ASB and safety issues
- Cleansing and graffiti removal support
- Marketing and social media support



BUILDING A SAFE AND CARING COMMUNITY

TAP FOR BRISTOL

Our fundraising through TAP for Bristol continues to raise valuable funds. We will be continuing to work to increase the profile of TAP in the city and encourage TAP point hosts to promote the initiative, especially around the key Christmas period.

Redcliffe & Temple total = £4,119

(£339 in August by way of example)

Permanent hosts: Spicer + Cole, Bocabar, Tesco, Small Goods, Left Handed Giant, Little Martha

Rotating TAP point: Totos (June - September)



LUNCHTIME EVENTS

Throughout 2021-22 we offered a range of free lunchtime events for employees of levy paying businesses. We have loved connecting so many great people that work in the local business community through our events, seeing many smiling faces and receiving so much praise.

Q3 Event Attendee Survey Results:

- 74% rated the event they attended as very good
- 100% said they would attend a similar event again
- 100% felt the event they attended had a positive impact on their wellbeing

In this quarter we had a total of 136 people register for our lunch time events.

- **July:** 2 x yoga in the park sessions, fitness in the park and mindfulness photography
- **August:** 2 x yoga in the park sessions
- **September:** 2 x yoga in the park sessions, gardening session, LGBTQ+ Historic Walking Tour



GRASSROOT ACTIVATORS PROGRAMME

The first cohort of young people have begun their journey on the Grassroots Activators Programme which the BID has sponsored and will mentor one individual to participate in the year long course where they will gain valuable skills including:

- Leadership and mentoring
- Community development and innovation
- Community and environmental social action
- Entrepreneurship and social enterprise
- Business work experience
- Nature connection and community food growing
- Wellbeing



MARKETING

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IZZY WOOD

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Marketing

WEBSITE

Analytics

This year we predicted increases in website traffic due to the new website launching in December 2021. From Q2 to Q3 2022, our website visits have increased by 14.43%, even over the quieter summer period for the business district.

Most read pages

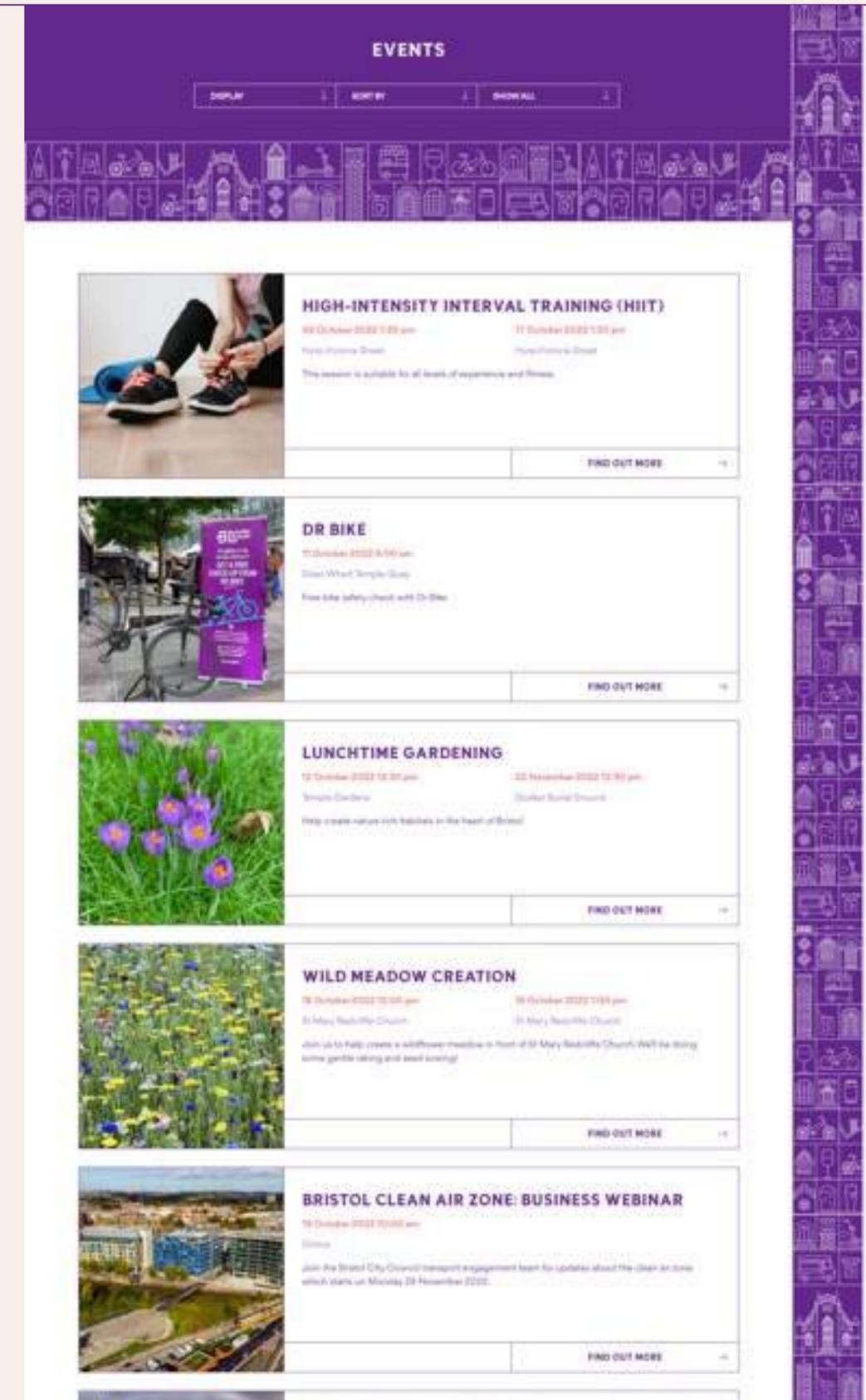
Interestingly in Q3, our Events page has overtaken the home page in terms of number of visits, with Dr Bike and Yoga being the most popular events to visit.

Most read news

We did a press release about our [Movement and Spend Insights](#) which is our top read article for the quarter. We'll be following up with more on this subject in Q4. We also hosted a [spotlight interview](#) with vvast which is our second most read piece. If you'd like a spotlight article about your business, please get in touch.

Business Directory

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



Marketing

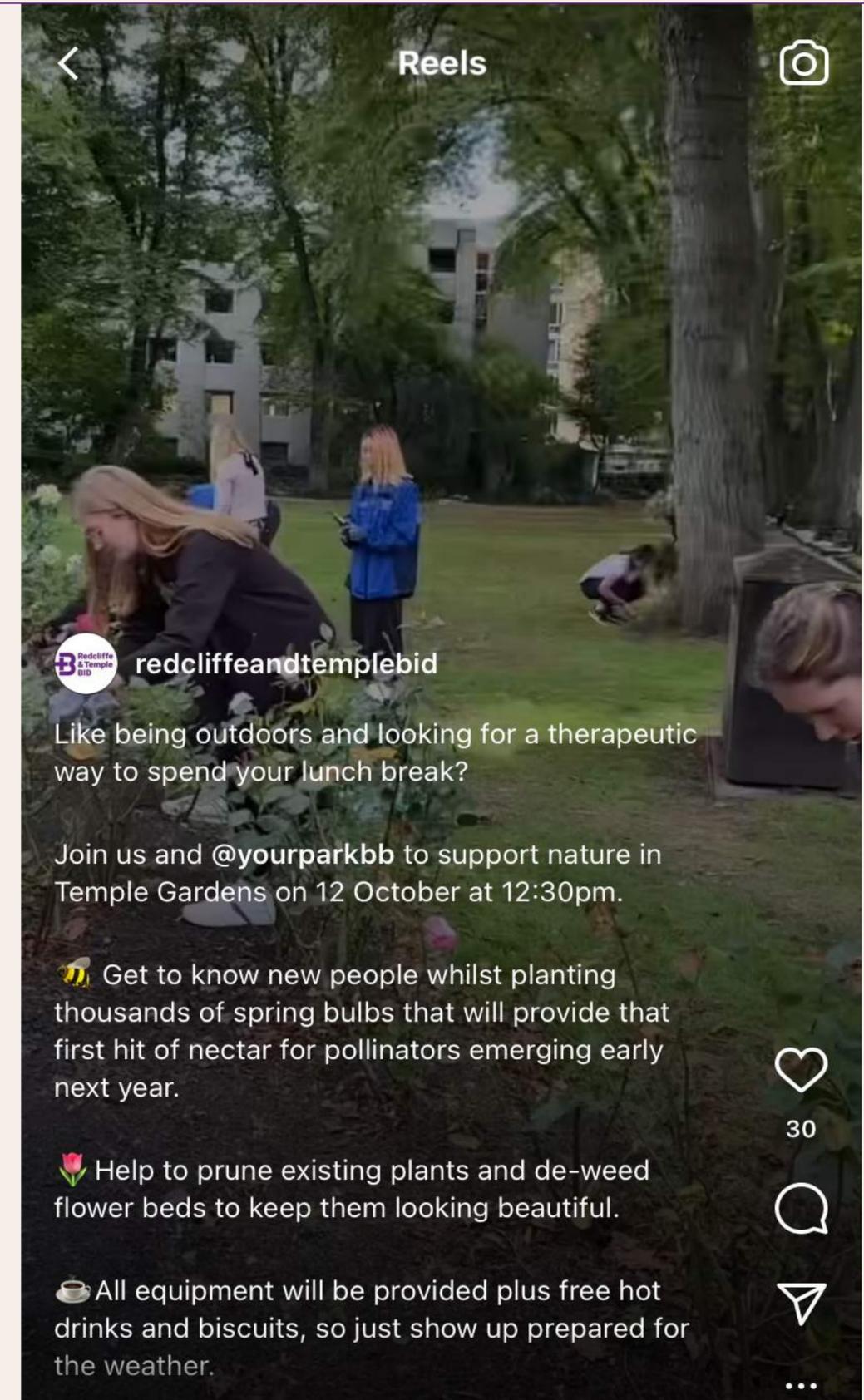
SOCIAL MEDIA & EMAIL

We are continuing to grow our social media channels, with more positive increases in Q3 compared to Q2. Email followers has seen the largest increase as a result of our summer events sign ups. Our gardening event with Your Park Bristol had a great turn out with our round up reel gaining 5,614 impressions, the highest impressions of any post this year so far.

Total followers on 30 June 2022 vs 30 September 2022:

	Email	Facebook	Instagram	Twitter	LinkedIn
End of Q2	889	52	584	669	690
End of Q3	987	53	607	684	760
% Change	11.02%	1.92%	3.94%	2.24%	10.14%

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



FINANCE

BILLING LEAFLET

As we approach the end of the BID year on 31 October a BID billing leaflet is prepared for all levy payers.

The objective of the billing leaflet is to outline a summary of how the BID levy has been spent by theme in the current year , an overview of key activities and events and looking ahead how the levy is planned to be spent in the upcoming 202/23 BID year .

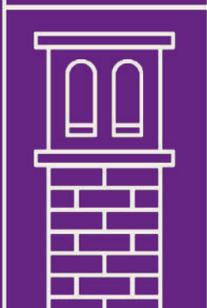
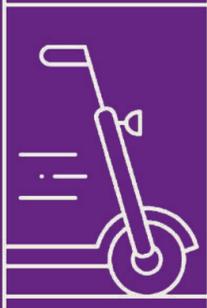
Also included are contact details for the BID billing service at Bristol City Council for payment queries and signposting to our websites and business plan.

You should receive your billing leaflet in the post. You can also view it [here](#).



FINANCIAL SUMMARY

Project Title	Project Spend		Year 2 Total Forecast	Budget 2021/22	Variance from Budget	Notes
	Actual 1 November 1 - 30 September	Projected 1 - 31 October				
Levy Income	£792,285	£0	£792,285	£822,718		Levy collection 89% Yr 1 82% Yr 2
Additional income (partnerships)	£8,041	£0	£8,041	£0	-£8,041	
TOTAL INCOME	£800,326	£0	£800,326	£822,718	£30,433	Billed amount less deductions/assumed collection rate
BID - Levy collection fee	£18,570		£18,570	£18,570	£0	Fixed cost from BCC reducing in Yr 3
Marketing and promotion	£89,500	£14,650	£104,150	£104,150	£0	Branding + Website + Social + Gift card launch
Events	£74,500	£6,500	£81,000	£81,000	£0	Inc Winter lights in Temple Gardens / Victoria St
Bristol Light Festival	£86,000	£0	£86,000	£86,000	£0	
Improving Sustainability projects	£85,315	£8,200	£93,515	£93,515	£0	GIAP and Sustainability charter & CIL projects
Cleansing and Waste contract management	£115,400	£10,900	£126,300	£126,300	£0	staff and equipment via BWC
TAP for Bristol and BCRP & safety initiatives	£14,000	£4,825	£18,825	£18,825	£0	
Benefits for Business and Networking	£25,000	£6,000	£31,000	£31,000	£0	Inc. Movement and Spend sensor
Management and Overheads	£132,518	£11,869	£144,387	£144,387	£0	17.5% of annual levy billed
Loan Repayment for BID set up	£65,670	£0	£65,670	£65,670	£0	Year 2 of 3 BID development costs
TOTAL EXPENDITURE	£706,474	£62,944	£769,418	£769,418	£0	
Contingency to carry forward to BID year 3			£30,908			



THANK YOU

