



Bognor Regis BID Team Update: June 2023, covering activity in period:

10th June – 19th July 2023

Please note that this update reports progress to the BID Board of Directors and wider Membership at regular intervals. It follows the format of BID Objectives for 2023-24 published on the BID’s website: <https://www.brbid.org/objectives>

WELL KNOWN TOWN

	Delivery Activity	Delivery Updates
<i>Commitment</i>	1 x BID delivered event per annum, (TBC) including all engagement opportunities and promotion: TASTE!	EVENT LOGISTICS <ul style="list-style-type: none"> • Final Event application including trader details and changed toilet arrangements submitted by event delivery partners and progressing with ADC. Formal decision anticipated by 28.07.23 • A total of 19 BID Area businesses committed to activity aligned with TASTE! The majority were for hosting posters / fliers and committing to sharing on social media. • Only two businesses committed to developing special offers in conjunction with the event, so additional promotion of businesses with V2 is no longer VFM. These businesses will receive additional promotion through LBR. • Event dates: 19th & 20th August 2023. • Subject to written permission and terms, ADC Property & Estates have agreed in principle for BR BID Team to utilise unit on PSM as BID Base for the weekend. • ADC Cleansing have agreed Public toilets extended opening on Saturday 19th August. HA consulting with Biffa regards additional toilet cleaning services during event days. • HA met with JS of VAAC on 19.06.23 to discuss voucher delivery approach • Requests from community groups to have information pitches – cannot accommodate on PSM due to space limitations but will offer pitch at General Market (with WSCC events licence) at no charge.

EVENT PROMOTION

- Third party appointed to deliver TASTE! social media promotion through LBR social. Strategy is to post reflectively until such time as event is formally signed off
- TASTE! Event page created on Love Bognor Regis:
<https://lovebognorregis.co.uk/taste/>

Event also listed (free) at:

- Visit Southeast England: <https://www.visitsoutheastengland.com/events/taste-bognor-regis-street-food-weekend-p2231781>
- WSCC: <https://www.westsussex.gov.uk/leisure-recreation-and-community/events-activities-and-venues/events-clubs-and-societies/events-in-west-sussex/>
- Experience West Sussex: <https://www.experiencewestsussex.com/taste-bognor-regis-street-food-weekend/>
- ADC: <https://www1.arun.gov.uk/cgi-bin/events.pl>

- Physical advertising collateral (posters, fliers) have been produced and will be distributed to engaging businesses wef 21.07.23
- Booking of BRTC poster sites in seafront shelters from 01.08.23
- Full page advert for TASTE! plus full page editorial for TASTE! AND BRTC summer events in Observer summer pull out section, issued 29th June 2023. Also available online here: <https://www.sussexexpress.co.uk/whats-on/things-to-do/weve-got-you-covered-this-season-in-chichester-with-our-here-comes-summer-emag-4213944>
- V2 radio advert script written and ad produced. Advert starts airing 8x per day from 24th July to midday on Sunday 20th August.
- Absolutely Sussex full page advertisement and 2 x editorials submitted for August publication

<i>Extra project</i>	Christmas activity	<ul style="list-style-type: none"> • £10k budget allocation approved by Directors 04.05.23. This will need to be reviewed at Directors' meeting 10.08.23 in light of current challenges to BID budget • Christmas planning mtg with businesses 16.06.23 – three business representatives attended – very positive and productive meeting, with excellent suggestions • HA has not yet collated or circulated notes of business suggestions – this will be done in time for Directors' Meeting 10.08.23 • Preliminary booking of stage cancelled in light of feedback from businesses • £2k contribution to enhance and extend BRTC Light Switch on to be confirmed in writing following Directors' Meeting 10.08.23
<i>Commitment</i>	Support & funding for high-quality third-party events which significantly increase footfall to the BID Area (eg: Southdowns Music Festival, BRTC Lights Switch On)	<ul style="list-style-type: none"> • BID staffing support for BRSFL Illuminate lantern making activity at The TRack 12.08.23 • Advised by RN that Southdowns Music will need to relocate from Waterloo Square to Place St Maur due to electrical supply issues. • See note above re BRTC Christmas Light Switch on. • HA time supporting multiple partners in development of "End of Summer Jam" street dance event at PSM on 2nd September 2023.
<i>Commitment</i>	365 Delivery of the Love Bognor Regis destination website and associated social media channels	<ul style="list-style-type: none"> • Investment in LBR to develop new "landing pages" for all food & drink and see & do listings. • Investment in trackable QR codes from bespoke signage installed at Brewers Fayre: 2 to food & drink landing pages, 1 to LBR Homepage. • Since installation on 26.06.23, the QR codes have generated 59 links to the LBR site from 25 unique users. This is a really useful reference point when considering the appeal of and engagement with QR Codes in future installations. • Quotation sought for adding additional menu layer featuring icons for weather, Bognor.Today webcam, water quality and tide time widgets. This will improve visibility when accessing the LBR site via smartphones in portrait mode. • Charging policy agreed by Directors 04.05.23 developed into advertising page: https://lovebognorregis.co.uk/advertising/ • Email system developed for businesses to submit listings information. • Quotation requested providing facility for submitting listings information through a form embedded in the LBR site

		<ul style="list-style-type: none"> • All nominal codes and tracking codes set up on Xero for invoicing. • Since 10.06.23: 11 promotions TASTE!, 10 posts promoting other BR events (2 x BRTC Funshine days, 2 x Coastal Arts Trail, 1 x BRTC Drive Thru Time, 1 x Magic of Books Day, 1 x BRTC Proms in Park, 1 x Rotary Club Music in Park, 1 x Illuminate, 1 x Uni Chi Fine Arts) • LBR Socials 10.06.23 – 19.07.23 • Facebook, 24 posts, with a reach of 34,667 • Insta: 3,108 reach • All levy paying F&D , activity and retail business listings checked & updated against BID records – value of listing = £125 + VAT per business. • Aim to have all BID “services” levy paying business listings rewritten and published by end September 2023. • Quote requested for landing pages for all non-F&D and retail businesses. • Aim to have directory style pages for all business types by end December 2023
<i>Commitment</i>	Management and development of the Bognor Regis General Market, plus speciality markets (subject to commercial interest)	<ul style="list-style-type: none"> • Market trading back to Tuesdays and Saturdays • Steady number of committed regular traders • Offers will be made to community groups that have requested presence at TASTE! to locate on London Road as part of BID General Market 19.08.23
<i>Commitment</i>	UKSPF Funded: Initiate 24 month perception campaign	<ul style="list-style-type: none"> • Confirmation that Y2 UKSPF funding has now been received by ADC • BR BID has appointed third party services to deliver 4 x micro-influencer visits over summer. • First micro influencer visited 08.07.23 • HA developing full brief, including rationale and content overview including micro-influencers, 500 word articles, additional photography and development of “STORIES” celebrating People, places and progress. Plan is to start developing / collating content now, with delivery commencing Q4 of 2023-24 Financial year, with ongoing delivery through 24-25. • Quote requested to develop STORIES landing page and format. • Quote requested to develop RESOURCE hosting – images / key documents / collateral etc for access by press, businesses, community events organisers etc.

<p><i>Extra</i></p>	<p>UKSPF Funded: Initiate installation of 3 x footfall attracting “Insta” sites at key locations</p>	<ul style="list-style-type: none"> • HA has been working with artist on really interesting AR project with potential to attract significant media attention and footfall for Bognor Regis. Funding application currently with Arts Council England; outcome anticipated w/c 24.07.23. • If successful, AR project will establish theme for other installations successfully funded through UKSPF application (identified as priority by multiple stakeholders via BR Town Centre Forum). • Project initiation scheduled for Q4 of 2023-24, with delivery through 24-25 • PDF overview emailed to BRTC to share with all councillors 27.06.23 • Artist invited to present to BRTC P&R Committee on 31.07.23. NB: There is no physical installation on BRTC leased decking – this is subject to planning permission to erect on ADC land. • HA will work with artist to submit Planning Application subject to ACE funding outcome. If funding application is unsuccessful, agreement with artist that project will not be pursued further.
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WELCOMING TOWN

	Delivery Activity	Delivery Update
<i>Extra project</i>	UKSPF: Support BRRB with development of wayfaring design with businesses and wider community	<ul style="list-style-type: none"> • UKSPF Project lead is BRRB. BR BID providing support, and delivery of emerging elements throughout the BID area. • HA submitted request to BRTC for permission to utilise BRTC catenary wires from Q4 of 23-24 to installation of Christmas Lights for Christmas 2024 to host flags featuring wayfaring design. • HA attended EP&L Committee Meeting 17.07.23. Councillors agreed to officers from BRBID and BRTC to pursue enquiries as to wind loadings / appropriate materials etc. • Preliminary quotations / estimates suggest cost for project delivery will be in region of £12.5k for eight months of high impact visual enhancements. • BRTC to consider appropriate charging structure for BR BID's use of catenary wires to enhance areas of the town. • Unfortunately first planned workshop with Regis School had to be postponed – this has been rescheduled for 29th September 2023. • Wayfaring engagement opportunity at PSM on 20.08.23
<i>Commitment</i>	Ongoing partnership working to ensure delivery of a “big” destination event for Bognor Regis, launching 2025	<ul style="list-style-type: none"> • On hold pending timeline for development activity impacting delivery – Premier Inn, Alexandra Theatre, Esplanade developments - plus additional workload for all in delivering UKSPF projects. • Subject to all partners' agreement , may be prudent to move to 2026
<i>Commitment</i>	In-person support and engagement, plus ongoing provision of the tools needed to share business crime information through a data compliant platform, at no extra charge to levy paying businesses	<ul style="list-style-type: none"> • HA facilitated in person BCR Meeting to discuss changes to BID's delivery of Business Crime Reduction Services 05.07.23 – three business representatives attended. • Letter to all businesses published in two places in DOCUMENTS section on DISC, signposted via an alert on DISC, published to BID website Resources page, as a blog post on BID website homepage and sent as a Mailchimp to all on database. • Key contacts at all BCR Member businesses identified. HA emailed letter to all key contacts including NBCS agreement for their signature and return to NBCS 19.07.23

		<ul style="list-style-type: none"> • 50 additional warden hours requested over summer holiday period – exact dates and times TBC, as subject to additional warden availability, but will include weekend of TASTE! event on 19th & 20th August in light of anticipated footfall increase. • BR BID assumed ownership and day to day management of the Shopwatch radio scheme on 26.06.23. • All payments to Sussex Communication have now been made. HA has requested contact lists for national chains for invoicing purposes. • Invoicing patterns identified. • Nominal codes and tracking set up on Xero, for invoicing and auditing purposes. • Some invoices for 01.07.23 outstanding as require details from Sussex Communications. • Radio hire agreement for BRBID adapted following model kindly shared by CHiBac, reflecting BID specific information, branding and charges. • Average monthly reporting via DISC from businesses remains inconsistent with anecdotal reports of crime and anti-social behaviour. Total of 56 reports in all of May, only 46 reports for all of June. • BCR Engagement Officer JU continues to offer excellent in-person support to businesses, acting as a bridge between Police & businesses for reporting and evidencing crime. • JU recorded 53 in-person interactions with 32 businesses in June 2023
<i>Extra project</i>	Explore potential for District-wide BCRP with partners	<ul style="list-style-type: none"> • HA submitted written proposal to ADC Communities (DO) Sussex Police (Insp CN) and PCC representative (AL) 05.07.23, based on meeting with DO exploring potential approaches 16.06.23. • Will need support and funding from ADC and local partners in LA and BR. • Subject to consideration and support, earliest start would be 2024-25 financial year
<i>Commitment</i>	Ongoing provision of 7/7 Community Warden with financial support from BRTC and SSF4	<ul style="list-style-type: none"> • 7/7 funded through award of £50k from Safer Streets Fund to 31.08.23. • Ongoing 7/7 provision funded by £21k grant from BRTC to 31.03.24 • HA continues to provide monthly in-person feedback on project progress to Police Crime Commissioner officer and quarterly financial returns. • 5/7 Community Warden JC now well established, with excellent relationships with businesses and delivering positive outcomes. 2/7 Community Warden now appointed and has started in post.

		<ul style="list-style-type: none"> • In June 2023, JC recorded 725 in-person interactions with 44 businesses. • Additional 50 warden hours provisionally booked for summer holidays – subject to availability. • Due to a period of sickness from 5/7 warden, slight issue with access to BID hub to collect uniform on weekend of 15th July. Unfortunately HA was out of the area and could not assist.
<i>Extra project</i>	Potential relocation of bench used for ASB in High Street (East)	<ul style="list-style-type: none"> • Following consultation with and feedback from businesses in eastern end of High Street, 50/50 split on business appetite to remove or leave the bench. • At Directors' Meeting 04.05.23, BID Team directed to continue monitoring the situation, and be led by evidence. • All businesses advised by letter, hand delivered 28.06.23 • DISC reporting updated to enable quick reporting as Public Realm incident, with direct email generated to BR BID COO. Since the letter was shared with businesses, there have now been 7 reports of ASB at the bench at the eastern end of High Street from one reporter, between 30.06.23. • Evidence will be presented to BR BID Directors at meeting 10.08.23
<i>Commitment</i>	Funding the ongoing maintenance and monitoring costs for enhanced CCTV provision, plus delivery of service	<ul style="list-style-type: none"> • CCTV has not been connected since relocation from The Arcade on 31.03.23. • Reinstatement of CCTV viewing platform dependent on BID securing permanent accommodation. • Potential to explore arrangement with The Track, in line with renewed efforts to design out crime at Station Square. • BID continues to pay monthly contract fees in meantime.
<i>Commitment</i>	Welcoming Town - general	<ul style="list-style-type: none"> • HA tour of BID Area with Biffa 18.07.23 to identify priorities for extra cleaning. Rather than focusing on one specific area, HA has requested a focus on specific task, that being pavement weeding. Particular attention will be paid to ivy at West Street, where this is covering pavement. • HA to attempt to contact landowner with responsibility for ivy / hedge overgrowth at West Street • HA requested Parks & Greenspace / Tivoli cut back shrubs and weeds growing through fencing from bowling green onto Waterloo Square • HA thanked ADC Parks & Greenspace for cutting back planting at Station Square – this has a significant impact on visibility.

<i>Commitment</i>	Funding the ongoing maintenance, electrical and insurance costs for the festoon lighting at York Road, Old Town, Station Square, and Bedford Street	<ul style="list-style-type: none"> • HA has been unable to identify vehicle responsible for pulling down catenary wire at Old Town. • Cost to install replacement catenary, stress test and reattach (working) festoon lighting quoted at between £1,000 - £1,200 for one off visit • Cost reduced significantly to @£300 if reinstatement delayed till end August when it can be carried out with West Street installation. • HA has contacted insurer to see if claim can be made and subsequent impact on annual premium. • Ongoing issues with timer for York Street installation - This has been addressed on three occasions since April. Ideally will be able to replace with timer identified for auto switch on / time switch off as per plan for all BRSFL seafront lights. • HA monitoring situation at Station, but won't be able to confirm until work is completed – anticipate end July / early August.
<i>Extra project</i>	UKSPF Funded: New lighting installation at West Street	<ul style="list-style-type: none"> • In partnership with BRSFL, as per arrangements for Gloucester Rd lighting in 2018 • Funding confirmed, quotes and preferred supplier identified • Application approved by WSCC / SSE 12.07.23 • Timeline is to complete installation by mid / end August 2023. • Slight delay in securing timers to BRSFL specification – being actively pursued.
<i>Extra project</i>	UKSPF Funded: Enhanced technology to enable extended 365 seafront lighting	<ul style="list-style-type: none"> • In partnership with BRSFL • Replacing all existing timers to one consistent model that operates from dusk and switch off at specific time, 365 days of year. • Subject to identification of appropriate timers – BRSFL are leading on research and selection • Subject to type of timer selected, may need to review budget and seek partnership support
<i>Commitment</i>	Design, production & installation costs for 1 x seasonal banner change: London Road & High Street, plus new installations where possible	<ul style="list-style-type: none"> • Banners installed in London Road and High Street April 2023 • HA has submitted funding application to install banner arms at Queensway – pending consideration by ADC Panel and any potential underspend from UKSPF either locally or nationally.

<i>Commitment</i>	Professional fully funded graffiti removal service for levy paying business premises	<ul style="list-style-type: none"> • Data provided by BRTC evidences ACTUAL cost of removal from BID premises in 22-23 is £1,776.70 BID Contribute £750 annually. • Increasing problems with graffiti – teams from BRTC and Biffa clear, only for new graffiti to appear the following day. • ADC secured funding from Safer Streets Fund 4 to deliver additional graffiti removal services across the district. See note above. • Potential to apply for funding to SSF round 5 for education / engagement opportunities • HA request to PCC for drone presence at points over summer holiday in Bognor Regis being pursued between Bognor NPT and PCC.
<i>Commitment</i>	Continue to part fund and fully manage all aspects of the design, production, storage and distribution of the Two Hour Parking Disc scheme – subject to partnership agreements	<ul style="list-style-type: none"> • 2023 discs had reduced print run of 27,000 to eliminate waste. • Approximately 100 discs remain in stock. • Sales of discs traditionally low between August and end October, with some retailers holding hundreds of unsold discs which are then returned for exchange for the new year’s discs in November. HA will make businesses aware and, if demand exceeds supply, look to “buy back” unsold discs from retailers that know they have overstocked to redistribute. • BR BID Formal response to ADC draft proposal for 2024+ scheme delivery to feature as agenda item at Directors’ Meeting 10.08.23. ADC have been advised that neither BRTC Or BR BID can meet the 31.07.23 response deadline.
<i>Extra Project</i>	Repairs to wall at Gloucester Road	<ul style="list-style-type: none"> • Recurring problem, linked to near 90 degree bend where Gloucester Road joins Esplanade. • HA seeking to work with all parties to evidence ownership details and maintenance responsibilities to satisfaction of all involved. • WSCC Highways not keen to see any type of bollard / barrier defence introduced on pavement. • Going forwards, HA to explore potential to remove section of wall most prone to damage, replacing with shrub.
<i>Extra Project</i>	Temporary enhancement to vacated Brewers Fayre site on Esplanade	<ul style="list-style-type: none"> • ADC Project to deliver temporary enhancements through graphics and temporary furniture delivered 29.06.23 • BID acted as delivery partners to ADC. • No cost to levy payers.

		<ul style="list-style-type: none"> • See also “Promoting F&D businesses” in EMPOWERING section
<i>Extra Project</i>	Temporary window vinyls – vacant ADC premises	<ul style="list-style-type: none"> • In pipeline: BR BID acting as delivery partners for ADC to create window vinyls consistent with Town Visuals for empty units. • No cost to levy payers. • Delay to installation of new glass panes at Arcade unit; will be actioned ASAP.
<i>Extra project</i>	Queensway – festoon lights & paint colour – Fitzleet Estates	<ul style="list-style-type: none"> • Still no response from Fitzleet Estate (via PS&B) re lighting and paint • HA To pursue
<i>Extra project</i>	Belly Bins	<ul style="list-style-type: none"> • Speculative application submitted to ADC 22.06.23 for consideration in the case of UKSPF underspend for introduction of 3 x belly bins at Station Square to enhance arrival at key gateway to Bognor Regis.
<i>Extra project</i>	UKSPF Submission; Queensway; Sustainable planting, architectural lighting and banner arms	<ul style="list-style-type: none"> • Speculative application submitted to ADC 22.06.23 for consideration in the case of UKSPF underspend for introduction of banner arms at Queensway • Separate submission submitted 22.06.23 for introduction of architectural lighting at Fitzleet Multi Storey Car Park – subject to ADC support and review of FMS. • Multi stranded approach to enhance Queensway and connect to town and seafront by design, building on work started in 2020.
<i>Extra projects</i>	Identification of speculative UKSPF Projects that meet scope of funding in case of local / national underspends	<ul style="list-style-type: none"> • Multi agency working to identify potential in-scope projects to submit for consideration by ADC UKSPF panel that can be developed quickly and delivered at speed should opportunities arise through underspends at local or national level. • Projects suggested or supported by BR BID include (in no specific order) delivery of visual enhancements at Old Town, replacement of grey bins and key black bins at High Street (eastern side and Old Town), additional bike racks, extension of Wayfaring delivery to include additional routes,

<i>Extra project</i>	Station Square – multi agency meeting to discuss design changes to reduce opportunities for ASB.	<ul style="list-style-type: none"> • Potential funding available for projects reducing ASB through Safer Streets Fund 5. • HA arranging meeting with all stakeholder groups to elicit facts re permissions and ownership, and appetite to pursue design changes at Station Square to reduce opportunities for ASB. • Once ownership / responsibilities / permissions / support are understood, options presented to all partners for consideration.
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TRANSFORMING TOWN

	Delivery Activity	Delivery Update
<i>Commitment</i>	Continue strategic partnership working between all stakeholder groups and agencies	<ul style="list-style-type: none"> • Ongoing info sharing and synergy with ADC, BRTC, BRRB • Info sharing with BRTC re their 3x UKSPF Festoon project • Station Square design preliminary project outline and multi agency meeting – collated by HA following feedback from ADC Parks & Greenspace, WSCC, ADC ASB Team and businesses.
<i>Commitment</i>	Supporting the delivery of businesses’ strategic priorities for the town : safety, tourism, appearance, perceptions.	<ul style="list-style-type: none"> • Regular interactions with Sussex Police / PCC / Warden Service / ADC ASB and ADC Communities Team • Ongoing development and delivery of LBR in line with Service Leve Agreement with ADC Ec Dev • Regular reporting of cleanliness issues (see above) • Successful partnership delivery at Brewers Fayre site • Approach to BRTC for support / permission to use catenary wires 2024 • Approach to BRTC for support for footfall attracting AR arts project 2024 • Development of project proposals to deliver strategic priorities through successful funding applications • Development of 24 month long perception strategy
<i>Commitment</i>	Progressing effective delivery of the Town Values for Bognor Regis	<ul style="list-style-type: none"> • London Road / High Street banners April 2023 • Belly bin designs April 2023 • Brewers Fayre enhancements June 2023

		<ul style="list-style-type: none"> • Speculative UKSPF submissions – Multiple interventions to evidence Town Values • Work with Fitzleet Estate – QWAY - ongoing • Positive promotion and exemplification of values through LBR and BR BID Channels – ongoing • Woven into development of 24 month perception campaign funded through UKSPF
<i>Commitment</i>	Ongoing provision of Springboard footfall counter, plus monthly analysis and reporting to businesses	<ul style="list-style-type: none"> • All monthly Springboard available to download from Resources page on BR BID website • HA queried consistent @10% drop in footfall since beginning of the calendar year. Springboard have run a full check of the system and are satisfied this is not a system error.
<i>Commitment</i>	Ongoing monitoring, analysis and reporting of occupancy rates and use types to compare Bognor Regis's performance against national trends	<ul style="list-style-type: none"> • As referenced above, footfall figures suggest consistent decline in footfall of around 10% per month. • Despite this, occupancy remains high, with evidence of new businesses investing in opening in the town, and existing businesses investing in redecoration.
<i>Commitment</i>	Ongoing analysis and interpretation of town centre data against comparative benchmarks and national trends	<ul style="list-style-type: none"> • Ongoing

EMPOWERING BUSINESSES

	Delivery Activity	Delivery Update
<i>Commitment</i>	Helping businesses develop by signposting to training, support, cost savings and grants	<ul style="list-style-type: none"> • Social posts re: • Skills / Training Bognor Makerspaces • Shopfront Improvement Grant
<i>Commitment</i>	Encouraging businesses to grow through networking opportunities, working in collaboration with other B2B providers to eliminate duplication and maximise the benefits businesses gain through engagement	<ul style="list-style-type: none"> • Social posts re: • Arun Business Partnership • Opportunities at the Track • FFS networking
<i>Commitment</i>	Improving engagement between levy paying businesses and the BID, encouraging greater direct involvement in BID project development	<ol style="list-style-type: none"> 1. TASTE! Engagement opportunities (online and in person survey) 2. BCR Meeting July 2023 (in person meeting) 3. Christmas Planning Meeting (in person) 4. Feedback to Bench consultation (letter / hand delivered) <p>BID Business Liaison Officer (LA) in -person interactions:</p> <ul style="list-style-type: none"> • 10th June – 19th July 2023 : 26 in person interactions with 21 businesses
<i>Extra project</i>	Promoting businesses	<ul style="list-style-type: none"> • Creation of boards with QR codes promoting food & drink businesses on LBR at Brewers Fayre. • Updating listings on LBR • Social shares for business award winners • Social shares for businesses generating press coverage • Absolutely phenomenal response to BR BID posts for new / refurbished businesses – post about imminent opening of Promenade bar had a reach of 86,000 with 1301 engagements on Facebook. Using the promotions value calculator on BIDBase, this type of exposure through BID Channels has a value of £969.75 for that business.

BID COMPANY / ADMINISTRATION – *italicised sections = no change from previous update*

Company	Company Activity	Company Delivery
Governance	BID Board	<ul style="list-style-type: none"> Scheduled BID Directors’ and Full Board meetings published at: https://www.brbid.org/calendar HA responded to request for meetings minutes from Company Member
Governance	Working Groups	<ul style="list-style-type: none"> Events group : 22/06/23 Christmas planning delivered – three attendees Business Crime Reduction: 05.07.23: three attendees
<i>Governance</i>	<i>Terms of reference for meetings</i>	<ul style="list-style-type: none"> <i>Terms of reference approved for Board and Directors meetings, and Working groups</i>
<i>Governance</i>	<i>Conflicts of interest</i>	<ul style="list-style-type: none"> <i>Noted at each meeting</i>
Governance	Operating agreement levy collection	<ul style="list-style-type: none"> Minor revisions made Need to set meeting with AD at ADC Payment delay issues rectified
<i>Governance</i>	<i>Baseline agreements</i>	<ul style="list-style-type: none"> <i>Established for second term ballot</i> <i>Included in full business proposal available to download from BID website</i>
Governance	Articles of Association annual review	<ul style="list-style-type: none"> <i>Reviewed pre Term 2 ballot - no revisions required</i> <i>No revisions requested at AGM.</i> HA responded to query from BRTC 07.07.23 regarding Elected Member representation– request denied in line with apolitical remit and detailed on Company Membership application.
Management & operations	Staffing	<ul style="list-style-type: none"> Staffing structure agreed by Directors 04.05.23 Downloadable from BID website: https://brbidltd.sharepoint.com/:u:/g/EV4Hef-OKNIDpMRcui89eQUBY4eUhZG4dMFN5KNs28ohaA?rtime=BVLhHW6I20g 20 week placement – offer made and accepted – focus on exploring AI and risks / opportunities to businesses, with particular focus on promotion. Starting October 2023. Accommodation –search for potential permanent accommodation on hold subject to budget review at Directors’ Meeting 10.08.23

Management & operations	Staff training & development	<ul style="list-style-type: none"> • Training session for HA and CH on new loading pages on LBR w/c 07.08.23 • CH informal learning from work with third party social media provider for TASTE!
Management & operations –	<i>Board’s role in overseeing operational management and project delivery.</i>	<ul style="list-style-type: none"> • <i>Decision making diagram produced for Directors to approve</i>
Management & operations	Procurement procedures	<ul style="list-style-type: none"> • Protocols agreed at Directors’ mtg 04.05.23 • Published to BID website: https://www.brbid.org/keybiddocuments
Management & Operations	<i>Regular monitoring of third-party contractors and these should be monitored regularly</i>	<ul style="list-style-type: none"> • <i>NBCS reviewed by Director for Finance, signed 01.06.23</i> • <i>BIDBase – reviewed & renewed March 2023</i> • <i>SWL – review Sept 2023</i>
Management & Operations	Insurance	<ul style="list-style-type: none"> • General Market trading insurance renewed July 2023 • Query re claim for damage to catenary wires – awaiting response
Managementn & Operations	Data Protection	<ul style="list-style-type: none"> • All Board Members to review & sign data protection policies 15.06.23 • <i>“Process Matters” third party Data Protection Officer contract renewed</i> • <i>Transfer of data protection responsibilities for DISC to NBCS wef 19.06.23</i>
Financial Management:	Full and thorough financial procedures should be in place to ensure efficient accounting practices including independently produced end of year accounts and an annual budget setting exercise.	<ul style="list-style-type: none"> • <i>Annual budget 2023-24 finalised & approved 04.05.23</i> • Budget requires review 10.08.23 • <i>Work on end of year accounts 22-23 underway by third party accountants – anticipated October 2023.</i>
Financial Management:	<i>All BIDs should apply for partial or full Corporation Tax exemption and be VAT registered.</i>	<ul style="list-style-type: none"> • <i>BID is fully exempt from Corporation Tax</i> • <i>VAT return for quarter ending 31.03.23 submitted 07.06.23</i>
Financial Management:	<i>Additional or in-kind contributions should be recorded for each financial year as a percentage of total income.</i>	<ul style="list-style-type: none"> • <i>No in kind contributions received in reporting period</i>
Financial Management:	<i>There should be a clear process in place for approval of all expenditure and payment of invoices, day to day</i>	<ul style="list-style-type: none"> • <i>All invoices for reporting period paid according to BID financial processes</i>

	<i>financial reporting systems and monitoring of financial performance</i>	
Performance Management:	An annual delivery plan including objectives, key performance indicators and targets linked to the BID business plan should be prepared and reviewed against business needs.	<ul style="list-style-type: none"> • Annual plan published on BID website, with signposting through multiple channels • All project delivery reviewed on ongoing basis • BR BID Team using MS Project for the we • Outcomes, KPIs and targets against BID Objectives, plus reference to other partner objectives set up as part of project monitoring – using Surveyhero.
Performance Management	<i>BID outputs and results should be recorded and reported through the Board and to levy payers.</i>	<ul style="list-style-type: none"> • <i>All outputs and outcomes determined at point of project approval by Board of Directors</i> • <i>HA developing means of automating report production through move to all-Microsoft approach to streamline</i>
Performance Management	<i>Regular levy payer surveys and other relevant research should be carried out and the results used to inform any amendments to planned services.</i>	<ul style="list-style-type: none"> • <i>See “ENGAGEMENT” under Empowering businesses.</i>
Performance Management	<i>A mid term review of the BID should be undertaken to check performance against the business plan.</i>	<ul style="list-style-type: none"> • <i>Scheduled for 2025</i>
Performance Management:	<i>The BID should seek feedback on the return on investment for levy payers including benefits such as additional sales, cost savings, improved trading opportunities etc. Evidence of these benefits should be sought via testimonials.</i>	<ul style="list-style-type: none"> • <i>All values through promotions, events, stock recovery, graffiti removal and shared projects being recorded on BIDBase</i> • <i>HA working out best way to convey this information to levy payers individually and en masse in a cost and time effective through Microsoft Power Platform so it’s accessible outside of Annual Reports.</i>
Communication & Reporting:	<i>Regular communications with contributors and end users should be undertaken to provide opportunities for feedback and to inform the ongoing needs of</i>	<ul style="list-style-type: none"> • <i>See “ENGAGEMENT” under Empowering businesses</i>

	<i>delivery for the BID. There should be some form of contact at least quarterly</i>	
Communicating & reporting:	There should also be a procedure for welcoming new businesses to the BID.	<ul style="list-style-type: none"> • <i>A letter and structure is in place for Levy Payers</i> • <i>HA developing resources “benefits of joining as non-levy payer” resources following approval of charging structure 04.05.23</i> • <i>Advertising page set up on LBR</i>
<i>Communicating & Reporting:</i>	<i>A marketing and communications plan should be prepared outlining how the BID communicates with its levy payers, consumers and others</i>	<ul style="list-style-type: none"> • <i>Comms strategy and calendar in place for BR BID</i>
<i>Communicating & reporting:</i>	<i>Annual financial reporting should be undertaken with levy payers covering the legally required billing leaflet as a minimum. This should include how much levy income has been collected, how this was spent in the current year and how it is intended to spend the income in the following year.</i>	<ul style="list-style-type: none"> • <i>Directors decision NOT to include billing statement in 2023-24 billing as it followed shortly after publication and publicity around Term 2 Business Plan.</i> • <i>Going forwards, billing statements will be produced, based on accounts as shown in Xero at (unaudited) financial year end.</i>
<i>Communicating & reporting:</i>	<i>The BID should manage an accessible website that includes details of the staff team and the Board Directors along with appropriate contact details.</i>	<ul style="list-style-type: none"> • <i>Brbid.org: updated with fresh palette and font</i> • <i>All Term 2 docs uploaded</i> • <i>Improved layout of resource section</i> • <i>Developing page for accreditation docs</i>
Communicating & reporting:	There should be an opportunity at least once a year for levy payers to meet with the BID Board or BID staff via an Annual General Meeting or other open meeting or forum.	<ul style="list-style-type: none"> • <i>AGM delivered 06.04.23</i> • <i>How to contact BID and arrange meeting reinforced in all comms</i> • <i>BCRP Members’ Meetings May, June, July 23</i> • <i>Christmas planning meeting June 23</i>

<i>Communicating & Reporting:</i>	<i>Minutes of Board Meetings or Sub Groups should be made available for inspection by levy payers unless the content is commercially sensitive.</i>	<ul style="list-style-type: none">• <i>As stated on website, minutes of board meetings available to levy paying businesses by request.</i>• <i>BID committed to transparency, with detailed updates signposted through a variety of channels.</i>
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