

ANNUAL REPORT

OF THE BOGNOR REGIS BUSINESS IMPROVEMENT DISTRICT

YEAR 4: 1 APRIL 2021 - 31 MARCH 2022

DATE OF AGM: 6 APRIL 2023

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LETTER FROM THE BOARD

Dear BID businesses,

This year's AGM comes at a time when we are very much looking forward, with the start of a new BID term following the successful ballot outcome in February. However, as is the case with annual reports, this document presents a summary of events and activities that have occurred in the past.

While the activity reported here took place no more than two years ago, it is easy to forget that the financial year started with continued uncertainty over Covid and ended with the invasion of Ukraine. These events continue to impact our world, our lives, our customers and our businesses, with ongoing challenges feeling relentless at times. Despite this, Bognor Regis continues to perform strongly against the national picture, with commercial vacancy rates consistently around half of the national average, a fantastic mix of established national chains and independents, and new businesses choosing to open here. High streets across the country are changing, and this continued investment is a positive reflection of Bognor Regis's potential for growth.

Through the Term 2 Business Plan we have firmly committed to playing a pivotal role, driving forwards strategic partnerships to bring about sustainable, long term town centre transformation in Bognor Regis.



While much change has already been implemented, over the next two years you'll see further significant improvements to streetscapes and infrastructure across the town as a result of the partnership working and strategic focus the BID has encouraged since its inception.

The Board of Directors are proud of the work the BID has delivered – both in the year under review and across the whole of the first term. Thanks to your support, as we go into Term 2 the BID continues to be the only organisation with a specific geographical focus on the town centre, addressing specific issues and delivering improvements that businesses want prioritised. We remain committed to focusing your levy funds on activities, projects and services that bring about the most impactful and positive outcomes for the BID Area and, ultimately, your business.

Angela Vanderpump, On behalf of the BID Board of Directors"



CONNECT WITH THE BID

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This is what we said we'd do in 2021-22

OBJECTIVE ONE: Well Known Town

- 1. Dynamic engagement with Multi Agency Stakeholder Place Branding Group and drive delivery of Place Branding
- 2. Proactively drive & co-ordinate BR Town Centre Transformation Team to support existing businesses and attract new businesses & visitors
- 3. Deliver Summer "Space To..." 2 promotion campaign in line with Place branding visuals & values
- 4. Collaborate with stakeholders & community event organisations to deliver major event for 2022
- 5. Deliver BRINDIES promoting BID Independent businesses through unique identity & platforms
- 6. Deliver Christmas Experience 2021
- 7. Develop and promote the General Market

OBJECTIVE TWO: Welcoming Town

1. Ongoing provision and development of fully accredited BCRP scheme

For details of the current year's focus and commitments visit the BID website at:

https://www.brbid.org/objectives

OBJECTIVE THREE: Active town centre at night

- 1. Engage Night-Time Economy businesses to define BID priorities for this specific objective in 2021-22
- 2. Encourage BRSFL support for expanded seafront lighting timetable. Work with stakeholders to secure funding for replacement timers, with BRSFL retaining control of operations

OBJECTIVE FOUR: Better Parking

- 1. Continue to work with ADC to increase use of Fitzleet Multi Storey Car Park by town centre businesses and visitors
- 2. Continue to pursue proposal to repurpose upper levels of Fitzleet Multi Storey Car Park to enhance its appeal for parking on lower levels
- 3. Continued management of Two Hour Free Parking Disc scheme

MEMBER SERVICES

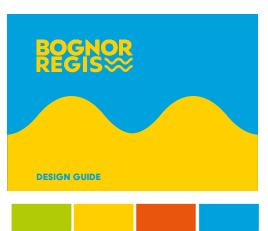
- 1. Increase engagement with businesses revisit feasibility of Ambassador
- 2. Continue to provide businesses with info, advice and support on direct cost savings
- 3. Work with stakeholders to curate and deliver accessible training tools and opportunities

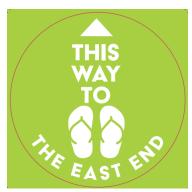
And this is what we did ...

WELL KNOWN TOWN - Dynamic engagement with Multi Agency Place Branding Group and delivery of values and visuals

The BID has championed local development of the Town Values for Bognor Regis, playing an active role in the multi-agency working group and incorporating all elements of both the values and the visuals in its work. In 2021-22, the colours, shapes and logo was incorporated into the BID's website and comms, plus all pubic facing design, including banners, painting, signage and promotional material.











WELL KNOWN TOWN - Deliver Summer "Space To..." 2 promotion campaign



In the 2021-22 financial year the BID was the only Bognor Regis stakeholder to deliver projects through the "Welcome Back Fund". The funding came from the European Regional Development Fund the government made available to councils to support the safe return to high streets and wider area to help build back better from the pandemic. It built upon the Reopening High Streets Safely Fund allocated to councils in 2020, and formed part of the wider support government provided to communities and businesses.

In line with its commitments for 21-22, the BID's activity included a responsible visitor campaign, building on the success of the 2020 "Space To..." promotion of the town as a visitor destination. The "Fresh Air" campaign centred on the attraction of unspoilt, uncrowded beaches, referencing the Covid messaging guidance in place at the time.

The campaign targeted potential visitors within a 40 mile radius of Bognor Regis, marketing on buses, phone boxes, print media, radio and social media campaign.

WELL KNOWN TOWN - Deliver BRINDIES - promoting BID Independent businesses

A total of 23 independent businesses were showcased and promoted through the BID's "BRINDIES" campaign, initiated in July 2021. This included interviews with owners, supported by high quality professional photography, with all features shared via the standalone BRINDIES website and social media, as well as the BID's other channels. All web design, interviews, copywriting and design was delivered in-house, representing excellent value for money for levy payers. Businesses have also benefitted from the licence to use the professional photography on their own business websites and social media, again providing superb value for levy payers.

#BRINDIES

























WELL KNOWN TOWN: Deliver Christmas Experience 2021



Building on learning from 2020, the BID's focus for Christmas 2021 was on values and experience, rather than messaging that might add to financial pressures. Another key element was sustainability and respecting the environment, reflected in the materials used for collateral and in messaging via all social media posts and activities. The 2021 Christmas design featured the message "Colour Your Christmas", delivering a bright and cheery public realm through banners and poster sites. The second year of the BID's installations lit up different areas of the town.

The BID also rebranded and delivered "christmasbognorregis.co.uk", a standalone website and accompanying social channels to promote all events taking place across Bognor Regis. The BID also developed a wide range of promotions and mini events for businesses to raise their seasonal profile and engage with the community.

Following the success of 2020's Christmas Window Display competition, the BID delivered two elements in 2021– the competition (for businesses), and the trail (to encourage visitors to the town centre) with prizes for the top three winners. The BID was successful in securing funding to support wider promotion of the town's Christmas 2021 activities, which enabled a full page advertisement on the back page of the Primary Times, widespread coverage in the Observer newspaper group, plus five weeks of promotion on both Greatest Hits and V2 Radio over the festive period.

The BID also supported a focused weekend of activities including sustainable crafting workshops with WSCC, live music in and around the town centre, and encouraged and promoted late night opening for businesses. The BID Team also provided extensive administrative support to secure the return of the Ice Rink at a new location at the Regis Centre Car Park.

ENGAGEMENT:

5 Nov 21 – 1 Feb 22 (90 days)

CBR website:

1.2k site sessions

1.3k unique visitors

CBR Facebook:

17.8k reach

@1,200 competition votes

WELL KNOWN TOWN – Christmas window competition 2021



WELL KNOWN TOWN: Collaborate with stakeholders to deliver major event for 2022



The BID put together a series of initial proposals for the development and delivery of a unique, high footfall attracting place-making event for Bognor Regis. However, while all stakeholders remain firmly committed, this was not formally progressed in the 2021-22 financial year.

The BID also supported the Southdowns Music Festival, an established high footfall attracting event as it returned following cancellation in 2020 due to Covid.





During the 2021-22 financial year, the BID carried out research, appointed suppliers and started logistical planning for the TASTE! street food event, delivered in the August of 2022.

WELL KNOWN TOWN: Tourism activity

In April 2021, the Bognor Regis BID collaborated with Yumika Sekai, an intern from the University of Chichester, to conduct a perception study. The study aimed to gather opinions of Bognor Regis residents and businesses on various issues that affect the town's appeal to tourists. The survey ran for two weeks and received more than 350 responses. The BID uses feedback from ongoing consultations like this one to shape its delivery activity and align it with business needs.







The BID's "Fresh Air" campaign, funded through the Welcome Back Fund" included extensive promotion of Bognor Regis as a seaside destination, targeted at an audience within a 40 mile radius of the town.

WELL KNOWN TOWN: Destination Website

While not specifically referenced in the 2021-22 delivery plans, the BID acted on an incredible arising opportunity, purchasing the "Love Bognor Regis" website and all associated social media platforms in December 2021. The BID's work on rebranding and developing the site started in April 2022.



BOGNOR REGIS≫

EXPLORE. SHOP. TASTE. PLAY

THE WELCOME BACK FUND

KEEPING YOU SAFE AND BRIGHTENING UP BOGNOR REGIS THIS SUMMER!

The Bognor Regis Business Improvement District (BID) is working as a Delivery Partner of Arun District Council to deliver a series of initiatives funded by the "Welcome Back Fund".

This funding comes from the European Regional
Development Fund the government is making available to
councils to support the safe return to high streets and wider
area to help build back better from the pandemic.

Here's how the BID has used the "Welcome Back Fund" to remind people about the important Covid safety messaging, attract visitors, create more outside seating and brighten up Ronger Regis for the summer season!



WAYFINDING

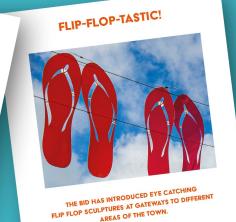


YOU'LL FIND IT MUCH EASIER TO NAVIGATE BOGNOR REGIS
WITH THE LARGE MAPS AND CO-ORDINATED DIRECTIONAL
SIGNAGE HELPING YOU FIND KEY PLACES IN THE TOWN
AND SEAFRONT.



AND OUTSIDE OF THE FUNDING...





In total, the BID delivered SIX projects in the summer of 2021 under its Welcoming Town objective. Some were funded through the Welcome Back Fund, some through BID Levy.

WBF:

- Seafront signage
- Town Centre signage
- Park on the Place
- Tourism campaign

BID Levy:

- Bedford St Planter
- Flip Flop catenary

WELL KNOWN TOWN - Develop the General Market





BOGNOR REGIS WAR KETT SOMETHING FOR EVERYONE

One of the BID's key aims is encourage new and repeat footfall to the town centre through the development of a well managed, attractive, quality general market.

Operations of the BID-managed General Market resumed fully in 2021, with new traders joining the regulars pitches, generating additional income to invest directly into the BID Area. The BID contributed to ADC's review of Street Trading, reflecting business feedback from Old Town and York Road to include these streets within their permissions.

Throughout 2021-22 the BID worked closely with the Lead Trader to encourage new pitches with the aim of increasing the range and variety of quality goods on offer.

WELL KNOWN TOWN - Utilise empty units







While not referenced as a deliverable in the 2021-22 delivery commitments, the BID's Term 1 proposals included a specific action to utilise "utilise empty units – arts exhibitions, photos, museum, pop up shops".

The POP! unit was an Arun District Council initiative to provide flexible opportunities for new retailers to operate from a bricks and mortar outlet.

The BID worked as delivery partners with Arun District Council to deliver the unit for a one year period to test ongoing viability. The set up and management and closedown of the unit of the unit was fully funded, at no cost to BID Levy payers.

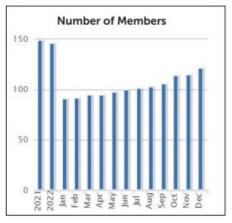
The BID's role included the transformation of an empty unit into four retail areas, with all promotion and management of the unit. The transformation began in November 21, with all works completed and the unit soft-launched in February 2022.

WELCOMING TOWN - Delivery of fully accredited BCRP scheme

Throughout 2021-22, the BID continued delivery of its fully accredited Business Crime Reduction Partnership, with free membership for all levy paying businesses. A BCRP is a formal, GDPR compliant structure that allows us to provide member businesses with the following tools and services:

- DISC reporting app for businesses to record and report incidents.
- DISC administration to ensure all incidents reported by businesses are processed correctly and progressed to the relevant authorities for further action and resource planning.
- DISC system for sharing urgent messages, all documents associated with BCRP, updates on crime prevention advice, national alerts on scams, travelling gangs and other business crime related issues.
- A data compliant "umbrella" that enables businesses to share information about live incidents or intelligence over the radio network.
- Access to a free monthly radio trial to help businesses decide whether to commit to a contract with Sussex Communications.
- Information sharing and representation of Bognor Regis Business interests at wider area BCRP groups on a quarterly basis based on data submitted through the DISC app.





The BID also committed levy funds to cover over 2/3 of the costs of providing a Full Time (5/7 day) Community Warden to provide timely, in-person support to businesses and the community. As part of its role, the BID also provides ongoing management of the contract and interactions with the service provider.



In addition, the BID continued to represent business concerns at the monthly Joint Arun Action Partnership using evidence from the DISC app and direct feedback from businesses.

WELCOMING TOWN - Graffiti removal



In addition to ongoing annual funding to BRTC's Town Force Team for graffiti removal services from commercial premises, the BID team also had a focus day to remove tagging from across the BID Area.





WELCOMING TOWN – Brightening up Bognor Regis

In the 2021-22 financial year the BID continued its work to brighten up Bognor Regis with the addition of banners, painting and high level interest.



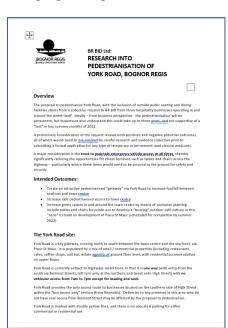








ACTIVE TOWN CENTRE AT NIGHT – Engage Night-Time Economy businesses



The BID helped night time economy businesses in York Road explore the feasibility of pedestrianisation by compiling a full report to submit to WSCC.

The report also made suggestions for quick interventions that would improve the streetscape while businesses pursued the pedestrianisation.

This led to...





ACTIVE TOWN CENTRE AT NIGHT - Expand seafront light timetable



While the BID continues to work with BRSFL to achieve the aim of replacement timers, it was not delivered in this financial year.

However, in 2020-21 the BID partnered with BRSFL on another project, carrying out all of the background work and consultation that saw the introduction of new festoon lighting, funded and maintained by BR BID at York Road on 22nd April 2022.

The BID also continued to fund supply and maintenance of festoon lighting installations at Little High Street in the Old Town, plus ongoing maintenance of lights at Bedford Street and Station Square. This lighting enhances the look of areas and helps improve perceptions of safety at night, which directly benefits the night time economy.

BETTER PARKING – Managing the Two-Hour Parking Disc scheme





The BID continued to play a key partnership role in the delivery of the popular Two Hour Car Parking Scheme.

As part of the partnership with Bognor Regis Town Council and Arun District Council, the BID allocates levy funds towards the cost of providing the spaces, plus manages the entire production, storage and distribution process to get the discs to retailers.

As part of its partnership role, the BID also delivers and funds all promotion of the scheme, including press releases, poster design and production for retailers and placement in the multi storey car park, radio advertising and hosting on key third party websites. Following consultation with disc retailing businesses the Board of Directors determined that the production of separate discount booklets did not present good value for money for levy payers.

Work on production of the parking discs starts in July, with four months of preparation before the next year's discs go on sale. In the 2021-22 financial year:

27,400

Parking discs sold

26
Disc retailers

£10,960

Generated in local economy

BETTER PARKING – Proposal to repurpose Fitzleet Multi Storey Car Park

The BID is neither the landowner nor the tenant of Fitzleet, so our role is solely to encourage partners to think about innovative alternatives that could benefit the town.



This is an ongoing, long term ambition which the BID continued to champion with partners in 2021-22, mindful of the complications of ownership and potential costs.

BETTER PARKING - Increase use of Fitzleet Multi Storey Car Park

In 2021-22, the BID's main activity to increase use of the multi storey car park was through the ongoing provision of the two hour parking scheme

MEMBER SERVICES - Increase engagement with businesses



The_Track

Bognor_Regi

In addition to the extensive written communications with businesses through the BID's website, emails, surveys, Yumpu newsletters and social channels, the BID also employed a full time Ambassador to visit businesses regularly in person.

The Ambassador joined the BID in July 2021 and was influential in increasing business engagement in promotions and events, and ensuring businesses were aware of the opportunities available to them through the BID.

DON'T MISS OUT!

Keep up to date and informed by:

- signing up for newsletters at the bottom of any of the pages on our website: www.brbid.org
- following @bognorregisbid on Facebook and Instagram



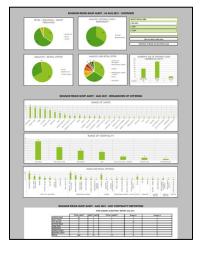


MEMBER SERVICES - Work with stakeholders to curate and deliver accessible training tools and opportunities

Throughout 2021-22 the BID delivered services to its levy paying businesses by signposting to online and in-person training opportunities. A total of 13, in-person, fully funded training events were delivered through the BID's partnership with Whitehead Ross.







MEMBER SERVICES - Continue to provide businesses with information, advice and support on direct cost savings

Throughout 2021-22 the BID continued to provide key information on footfall, vacancy rates and use types, signposting businesses to grant funding and cost savings, including the opportunity for a complete review of all utilities.

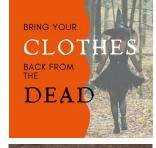
MEMBER SERVICES – creating opportunities for business promotion

Throughout 2021-22 the BID created numerous opportunities for businesses to engage with to benefit from additional promotion, and created campaigns in-house to showcase the full range of business sectors. Outside of Christmas, the BID's year round promotion activity included:



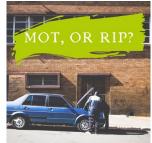
The 'Splash of Vintage' mini-campaign took place in September 2021 to encourage businesses to capitalise on additional footfall, as the Southdowns Folk Festival coincided with Goodwood's "Revival" event for the first time.













HEALS ALL

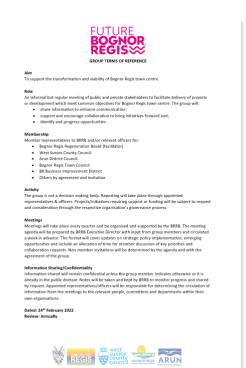


V2 Radio Ad competition



30 day sustainable Halloween promotion

WELL KNOWN TOWN - Proactively drive & co-ordinate BR "Town Centre Transformation Team"



In June 2021 the BID, with the of Bognor support Regis Regeneration Board, submitted a proposal document to kev stakeholders for the creation of a "Bognor Regis Town Centre Task Force", with representation from all partners at both strategic and delivery levels. The proposal put forward a recommendation that BRRB facilitate activity at the strategic level, with the BID co-ordinating and facilitating at delivery level.

The first meeting of the strategic level "Bognor Regis Town Centre Forum" was held in February 2022, with subsequent meetings at six monthly intervals.

The informal group meeting operates within clear terms of reference and is not a decision making body. To date, the Town Centre Forum has led to focused, positive and productive outcomes, including the identification of strategic priorities and, through its various partners, securing funding to initiate delivery of those priorities.

TOWARDS TERM 2: 2023-2028 - Preparing for ballot



Preparations for a second term started in September 2021, establishing the timeline of events and legislative requirements for a ballot.

To measure business sentiment towards the idea of a second term, businesses were consulted via a "viability" survey. This sought evidence on businesses' experiences of the BID during its first term, what they felt should be prioritised going forwards, and where BID levy should be focused in a potential second term.

This viability survey was issued in March 2022, evidencing an ongoing appetite for a second term. All other Term 2 activity was carried out in the 2022-23 financial year, but as an overview:

Following analysis of the viability survey, the BID Team worked on developing a draft Business Plan for Term 2. The priority was to make sure that all proposed BID activity was tightly focused on BID businesses' priorities AND reflecting best practice strategies for town centre transformation. This draft Business Plan was shared with levy paying businesses during a further consultation in June 2022, which included a week long drop-in exhibition.

The BID was in ballot for five weeks from January to the date of the ballot on 14th February 2023. Results of the postal ballot confirmed that the Bognor Regis BID has been successful at securing a second term. Of the total number of ballots cast, 72% of Bognor Regis's levy paying businesses voted yes for a new five-year term of the BID. The yes vote represented 75% of the total Rateable Value of all ballots cast.

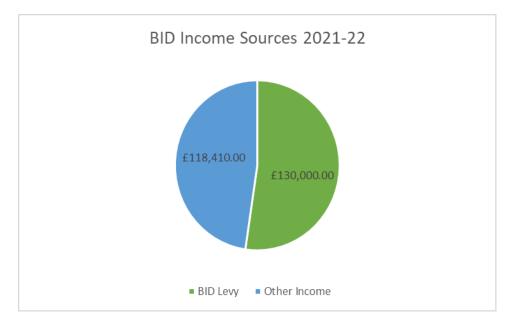
BR BID: FINANCES

Every year, the BID increases the money generated to invest in the town centre through BID Levy by delivering additional services and applying for grants and sponsorship. In the 2021-22 financial year:

Levy Income drawn down	£130,000
Other income	£118,410
TOTAL TO INVEST IN BID AREA PROJECT DELIVERY	£248,410

In the 2020-21 financial year, for every £1 the BID drew down from levy funds, it generated an **additional** 91p to invest directly into town centre projects.

£1.91



The BR BID approved management accounts for 2021-22 are now available to download from our website: www.brbid.org/keybiddocuments

BR BID: GOVERNANCE

Throughout the 2021-22 Financial Year, the BID Team and Board of Directors continued to deliver against the Objectives identified by you in the Term 1 business plan, as well as responding quickly and decisively to emerging issues or arising opportunities through external funding.

BR BID: GOVERNANCE MEETINGS

In 2021-2022, all scheduled BID Director and Board meetings went ahead, via Zoom or in person. The AGM for 2020-21 was delivered at The Track in March 2022. No new Directors were appointed to the Board at the AGM in March 2022.

BR BID: BOARD OF DIRECTORS 2021-22

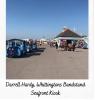
Directors who held office during the 2021-22 year:











Contact the



George, Mitchell, Mitchell's Travel





Directors by email: directors@brbid.org

BR BID: TEAM MEMBERS 2021-22

In the 2021-22 Financial Year, the BID delivered the activity summarised in this report with a maximum 2.8 full time equivalent staff.

BR BID: STAFF TEAM 2021-22







BR BID: CONTACT US

Bognor Regis Business Improvement District Ltd c/o Platform 4, The Track Bognor Regis Train Station, Station Road, Bognor Regis PO21 1QF

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