

BID

Business

Plan

2012-2017



The Aim

The vision for Chichester City Centre Partnership is to:

Improve the Vibrancy and Vitality of Chichester City for all its users

Strategic Objectives

Building on our strategic objectives and those of our partner organisations, we will seek:

1. **To provide a better promoted city centre** - to increase the numbers of visitors and shoppers, encourage them to stay longer, spend more and come back again
2. **To organise the city centre** – to support businesses, manage street activity and demonstrate co-ordination and communication
3. **To create a pleasant environment within the city centre** – to refurbish and renew street assets and create a welcoming environment
4. **To make a safer city centre** – to give security to staff and visitors whilst finding ways to enhance the business opportunities, particularly in the evening

Life of the Business Plan

This Business Plan covers a 5 year period to run concurrently with the partnership's desire to operate a Business Improvement District for Chichester City Centre, it therefore reflects the initiatives and projects of the BID. Failure to secure the BID would mean the need for a new business plan. This business plan will be renewed on an annual basis and approved by the partnerships Board of Directors at their AGM, but will continue to deliver as per the partnerships BID Proposal.

Financials

Predicted income and expenditure

The following table shows the estimated predicted income based on the current NNDR database, the estimated predicted expenditure and shows this annually over the five year term of the BID.

	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Income						
BID Levy	280,000	280,000	280,000	280,000	280,000	1,400,000
Less Non Collection Contingency	(22,000)	(22,000)	(22,000)	(22,000)	(22,000)	(110,000)
Plus Additional Income	15,000	15,000	15,000	15,000	15,000	75,000
TOTAL BID LEVY	273,000	273,000	273,000	273,000	273,000	1,365,000
Expenditure						
Collection Costs (estimated)	10,000	10,000	10,000	10,000	10,000	50,000
Software Costs	15,000					15,000
Developing BID Proposals	20,000				20,000	40,000
Ballot Process	5,000				5,000	10,000
Expenditure sub costs	50,000	10,000	10,000	10,000	35,000	115,000
SUB TOTAL	223,000	263,000	263,000	263,000	238,000	1,250,000
BID project contingency	10,000	10,000	10,000	10,000	10,000	50,000
Safer City	35,000	35,000	35,000	35,000	35,000	175,000
Promoting City	60,000	80,000	80,000	80,000	70,000	370,000
Organising City	74,000	74,000	74,000	74,000	74,000	370,000
Environment	44,000	64,000	64,000	64,000	49,000	285,000
TOTAL EXPENDITURE	273,000	273,000	273,000	273,000	273,000	1,365,000

Contingency

The BID has set aside a sum of £10,000 per annum as a contingency for projects and initiatives to support businesses as required. For example this could be for snow clearing in areas not normally cleared by the public sector and yet is key to the trade of these businesses; or if there are emergency street works we could provide radio media advertising or signage advising customers that we are open for business as usual.

If, at the end of the financial year, there has been no call on the contingency fund, then it will be carried forward and put into (either as a lump sum or shared) the other four main headings (promotion, organising, environmental improvements and/or safety).

If there is not to be a follow on BID, the contingency will be spent in year 5 so is included in closure costs.

Predicted Cashflow

Instalments will be offered to levy payers where the levy is in excess of £250

Instalments run from April to January or 10 consecutive months

96% of businesses in the BID area pay by instalments

No more than one year's contingency budget (£10,000) will be held in any one year

value of BID levy under £250 = £40,000 and value of BID levy paid by instalments = £240,000)

Predicted Cashflow Year 1

Year 1	A	M	J	J	A	S	O	N	D	J	F	M
Income												
BID Levy	64,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000		
Less Non Collection Contingency	(4,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)		
Plus Additional Income					5,000		5,000			5,000		
Balance brought forward		19584	30168	40752	40336	48420	8004	10088	18172	26256	41840	20424
TOTAL INCOME	60,000	41584	52168	62752	67336	70420	35004	32088	40172	53256	41840	20424
Expenditure												
Collection costs (estimated)	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000		
Software Costs	15,000											
Developing BID Proposals	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000	2,000		
Ballot Process	500	500	500	500	500	500	500	500	500	500		
Sub Total	18,500	3500										
Safer City	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,924
Promoting City					7,500	40,000	2,500	2,500	2,500		2,500	2,500
Organising City	19,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000
Environment				11,000		11,000	11,000					11,000
Sub Total	21916	7916	7916	18916	15416	58916	21416	10416	10416	7916	21416	10424
EXPENDITURE	40416	11416	11416	22416	18916	62416	24916	13916	13916	11416	21416	10424
BALANCE	19584	30168	40752	40336	48420	8004	10088	18172	26256	41840	20424	10000

Predicted Cashflow Year 2

Year 2	A	M	J	J	A	S	O	N	D	J	F	M
Income												
BID Levy	64,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000		
Less Non Collection Contingency	(4,000)	(2000)	(2000)	(2000)	(2000)	(2000)	(2000)	(2000)	(2000)	(2000)		
Plus Additional Income		3,000		3,000		3,000		3,000		3,000		
Balance brought forward	10,000	29918	44836	56754	51672	53590	17500	18426	23344	25262	40180	19098
TOTAL INCOME	70000	54918	66836	81754	73672	78590	39508	43426	45344	50262	40180	19098
Expenditure												
Collection costs (estimated)	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000		
Software Costs												
Developing BID Process												
Ballot Process												
Sub Total	1,000											
Previous Contingency Fund Spend	10,000											
Safer City	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,924
Promoting City	20,000			10,000		40,000		10,000				
Organising City	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,174
Environment				10,000	10,000	11,000	11,000		10,000		12,000	
Sub Total	39082	9082	9082	29082	19082	60082	20082	19082	19082	9082	21082	9098
EXPENDITURE	40082	10082	10082	30082	20082	61082	21082	20082	20082	10082	21082	9098
BALANCE	29918	44836	56754	51672	53590	17500	18426	23344	25262	40180	19098	10000

Predicted Cashflow Year 3

Year 3	A	M	J	J	A	S	O	N	D	J	F	M
Income												
BID Levy	64,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000		
Less Non Collection Contingency	(4000)	(2000)	(2000)	(2000)	(2000)	(2000)	(2000)	(2000)	(2000)	(2000)		
Plus Additional Income		3,000		3,000		3,000		3,000		3,000		
Balance brought forward	10,000	29918	44836	56754	51672	53590	17508	18426	23344	25262	40180	19098
TOTAL INCOME	70000	54918	66836	81754	73672	78590	39508	43426	45344	50262	40180	19098
Expenditure												
Collection costs (estimated)	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000		
Software Costs												
Developing BID Proposals												
Ballot Process												
Sub Total	1,000											
Previous Contingency Fund Spend	10,000											
Safer City	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,924
Promoting City	20,000			10,000		40,000		10,000				
Organising City	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,174
Environment				10,000	10,000	11,000	11,000		10,000		12,000	
Sub Total	39082	9082	9082	29082	19082	60082	20082	19082	19082	9082	21082	9098
EXPENDITURE	40082	10082	10082	30082	20082	61082	21082	20082	20082	10082	21082	9098
BALANCE	29918	44836	56754	51672	53590	17508	18426	23344	25262	40180	19098	10000

Predicted Cashflow Year 4

Year 4	A	M	J	J	A	S	O	N	D	J	F	M
Income												
BID Levy	64,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000		
Less Non Collection Contingency	(4,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)		
Plus Additional Income		3,000		3,000		3,000		3,000		3,000		
Balance brought forward	10,000	29918	44836	56754	51672	53590	17508	18426	23344	25262	40180	19098
TOTAL INCOME	70,000	54918	66836	81754	73672	78590	39508	43426	45344	50262	40180	19098
Expenditure												
Collection costs (estimated)	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000		
Software Costs												
Developing BID Proposals												
Ballot Process												
Sub Total	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000		
Previous contingency Fund Spend	10,000											
Safer City	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,924
Promoting City	20,000			10,000		40,000		10,000				
Organising City	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,174
Environment				10,000	10,000	11,000	11,000		10,000		12,000	
Sub Total	39082	9082	9082	29082	19082	60082	20082	19082	19082	9082	21082	9098
EXPENDITURE	40082	10082	10082	30082	20082	61082	21082	20082	20082	10082	21082	9098
BALANCE	29918	44836	56754	51672	53590	17508	18426	23344	25262	40180	19098	10000

Predicted Cashflow Year 5

Year 5	A	M	J	J	A	S	O	N	D	J	F	M
Income												
BID Levy	64,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000	24,000		
Less Non Collection Contingency	(4,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)	(2,000)		
Plus Additional Income		3,000		3,000		3,000		3,000		3,000		
Balance brought forward	10,000	29,918	44,836	51,754	51,672	49,590	19,508	21,426	21,344	33,262	48,180	29,089
TOTAL INCOME	70,008	54,918	66,836	76,754	73,672	74,590	41,508	46,426	43,344	58,262	48,180	29,089
Expenditure												
Collection costs (estimated)	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000		
Software Costs												
Developing BID Proposals			5,000	5,000	5,000	5,000						
Ballot Process								5,000				
Sub Total	1,000	1,000	6,000	6,000	6,000	6,000	1,000	6,000	1,000	1,000		
Safer City	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,916	2,924
Promoting City	20,000			10,000		40,000						
Organising City	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,166	6,174
Environment	10,000				9,000		10,000	10,000			10,000	
Potential closure costs												19,991*
Sub Total	39,082	9,082	9,082	19,082	18,082	49,082	19,082	19,082	9,082	9,082	19,082	29,089
EXPENDITURE	40,082	10,082	15,082	25,082	24,082	55,082	20,082	25,082	10,082	10,082	19,082	29,089
BALANCE	29,918	44,836	51,754	51,672	49,590	19,508	21,426	21,344	33,262	48,180	29,098	Nil

* This will include redundancy costs etc should the company be closed, otherwise this will be carried forward to next year.

BID Projects

Objective 1: To provide a better promoted city centre Marketing and Promotion Projects

Over the 5 year period:

Christmas Strategy including City Christmas lights and decorations expanding them in to St Pancras, The Hornet, Baffins Lane, St Martins, Little London and the Gates (Eastgate, Southgate, Westgate and Northgate),

Reviewed Light infrastructure and extended to Southgate, Eastgate, Westgate, Northgate and this year The Hornet. Provision of Lights erected in main streets plus Crane Street, St Martins, Little London and Cooper Street. Christmas Tree purchase and installation scheme implemented with reduced rates. Unable to achieve sufficient sign up from businesses in St Pancras.

a Christmas Light Switch On Event, *delivered each year with sponsored fireworks to the value of £3000. Includes a social media campaign with CDC, treasure trails and competitions. This also included for one year only, the highly popular Coca Cola lorry and another year, discounted bus tickets for the Light Switch-On event in a partnership with Stagecoach.*

Winter Market renamed Chichester Christmas Market and delivered annually.

and **Late Night Shopping delivered annually.**

Lighting in the Pallants will also be investigated for future years **Year 4 has seen extensions in The Hornet and Pallants to be included in the next term.**

We will introduce and manage a **City Diary** and take over the bookings of buskers and events **WSCC and CCC support a One Stop Shop for licences for street activity which would have allowed a central City Diary to have been organised. However CDC do not agree with this and so the scheme is on hold. To be reviewed for second term.**

We will create with City businesses, attractions and tourism agencies a **Marketing Strategy** for the City and commence its implementation of promotion through bus, radio and newspaper advertising. **A local marketing company is contracted to provide marketing expertise and services. The strategy is: to raise the profile of Chichester regionally, as a lifestyle destination and easily accessible (“on your doorstep”); as a city of culture, arts and heritage with a unique shopping experience and great eateries (“Choose Chichester for your shopping and days out..”).**

The PR and Marketing of the City Centre is reviewed annually by the BID with a related spend and has included bus, radio, regional magazine and newspaper advertising. All advertising has a call to action linking through to our BID Website.

We will create an **Inward Investment Portfolio**, working with agencies and developers to maximise on the vacant/available business accommodation in the City and support businesses in growth and expansion. **The BID has worked successfully with developers and commercial**

agencies in the City and promotes vacant properties on its website. Many businesses have been helped and supported through planning processes, lease processes, refurbishment and growth plans (from Marks and Spencer to small independents.) The BID are consultees on all major projects affecting Chichester and seek to facilitate a joined-up approach with all stakeholders to improve Chichester's offering as a great place to do business.

We will actively seek throughout the term of the BID, to rebuild the City's previous reputation as the Centre for Excellence for **Legal, Engineering and Architectural** services. **This has not been achieved. A Business Expo was considered and planned but withdrawn following the lack of support for the CDC and Chamber Expo in 2012. The BID would like to review how to effect this objective through a joined-up approach (possibly City Vision) with the Chamber and Councils in a second term.**

We will capitalise on the national events of the **Olympics and Jubilee** to maximise footfall into the City **Chichester BID supported and promoted these events with Window Shop Competitions, and latterly our Flags project will support national and international events going forwards.**

and continue to deliver the **Garden Market. Delivered annually. The addition of the Flags project could serve a greater opportunity to mark and celebrate local events such as a chequer flag for Goodwood Revival, with further highway permissions and consent.**

The creation of an **Independents Day** (July 4th) an **Independents Guide. Independents Day events been created and materials are provided. It was agreed not to progress with an Independents Guide in favour of the money being spent to promote the events.**

A **Shopping Guide, Business Directory and Eating Out Guide** will be produced in the first of a suite of sector-specific leaflets, with research being carried out to identify further sector requirements. **The shopping guide and business directory have been created on our website. An attractions map leaflet, also listing all eateries has been produced x 100,000.**

A **City Website** will be created with a searchable **on line business directory** with links to all businesses **The business search Directory on our website is up to date and the BID achieve approximately 2,000 new visits per month. Our website is well populated and informative. Our website will be re-designed for a second term to be less corporate and more consumer facing with a BID levy members-only platform for data and more up-to-date BID business information such as Chichester's key performance indicators.**

and the use of **apps** will be explored for implementation. **City Apps are currently being investigated but will require partnerships with the LAs and Visit Chichester to be City wide and successful long-term. A free WiFi project is also in hand with the aim to provide a basic level of secure free wifi access to all those entering the city; with a bolt-on payable service for those wanting a wifi connection for business, or for residents use. There is wide range support for this project which the BID hopes to manage with external financial support for the initial infrastructure investment required.**

It will also include a **live web cam** and visitor information. **Permission was received for the siting of the camera but the project was not progressed as live web cams dated during the term and was no longer considered appropriate.**

We will ensure that visitors entering our City Car parks will instantly be able to get **City Maps, 51 x map leaflet dispensers have been installed under licence in all city car parks to distribute the Attractions and Eateries Chichester Map. These assets belong to the BID.**

information and provide signage directly into the City from the Car Parks. **The out-dated map boards belonging to CDC at the Cathedral, Northgate Car park, Southgate Car Park, Avenue de Chartres and Southgate (Court) have all been refurbished and had new maps put in them to match the Attractions & Eateries map leaflet. Five further map boards are being installed in 2016 now that planning permission has been secured.**

In Year 3 we will continue the work of Years 1 and 2 and introduce new events in to the City working closely with the Cathedral and Goodwood. The “**Rave in the Knave**” idea will be explored with the Cathedral for implementation and bringing **Revival** in to the City streets will be explored with Goodwood for implementation. Both events would include full involvement of retailers in dressing the City and shop fronts to create a **City Revival** event. **We are currently exploring ways to join up with Goodwood events so as their main events with a procession (and flags) through the main streets to attract visitors into the city and celebrate our local attractions.**

New events introduced in to the City included Independents Day, Ride 2 Chi, Chichester’s Got Style, St Georges Day celebrations and Community Street Chess. BID also supported the Street Art project, ran window competitions to support Festival of Flowers and Chichester Festivities, supported a Police safety and training day for businesses and a pensions’ seminar for business. A new Roman Week is scheduled for May 2016 half-term, in partnership with the Novium Museum, to become a regular annual joint event. The BID sponsors and supports many other small events throughout the year.

Years 4 and 5 will continue with the work of the previous years with new editions of the **Guides**, implementation of the **events calendar** and active promotion of the City. **An event calendar was considered and deemed to be in conflict with Visit Chichester and so not progressed. As a result Chichester BID actively promotes other events on its website as well as its own. A city events calendar requires a committed resource to remain up to date.**

BID has representation on the Board, at Visit Chichester, and seeks to support their initiatives to encourage membership whilst the tourism consultation is underway. The BID is considering an employed Ranger for its final year (and as part of the team in the second term) to meet and greet visitors in the city and act as its eyes and ears for issues on the streets.

Objective 2: To organise the city centre Organising the City

In Year 1 we will directly employ a **BID Manager** *Achieved until year 3 when the manager went part time and the role was divided into two part-time posts. Work experience students were employed periodically, for various tasks and in November 2015 an apprentice has been employed.*

and provide a **City Office** with easy access for all BID levy payers. *Provided by open office policy.*

We will introduce twice yearly open meetings for all BID levy payers. *An annual AGM is provided in April and an open meeting every October.* We will continue the **Cooper Street, Crane Street, St Martins** and **Little London** Working Groups. *Initial Cooper Street issues were resolved as much as they could be and it was agreed that the meetings would dissolve but could be resurrected at any time the businesses wanted. Crane Street met until there was no longer a need to agree on projects and the projects were progressed. St Martins and Little London met and their "wish lists" secured – some of these projects are being progressed. Street Focus Groups will resume next Spring 2016 as part of the BID renewal process for consultation.*

We will continue to provide **advice, support and assistance** to all BID levy payers where possible in their individual issues. *Issues ranging from bins to planning have all been dealt with along with many consumer general public queries.*

We will provide a quarterly newsletter (**City Focus**) *The City Focus has been provided and is now its 31st edition. From January 2016, this is being rebranded - Chichester BID Matters - with our new logo, (CCCP logo is no longer on any external materials) to allow for greater transparency and ownership of our projects and events and to differentiate us from our local authorities.*

and **email circulars** to keep BID members informed and advised of what is happening with their money, as well as opportunities that they can take advantage of. *Monthly e-newsletters are sent to over 320 businesses and is growing through internal distribution and businesses signing up to it. In addition, Twitter and Facebook pages (consumer facing and business facing) have been established and are growing in use.*

We will transfer the management and analysis of the **Footfall Camera** to the Partnership *This was successfully achieved and continues to be part of the BID budget and benchmarks the cities footfall. From October 2015 we have introduced a new mobile mapping footfall counter system which anonymously tracks mobile phones entry and exit points and dwell time into the city centre, to give a more detailed picture of footfall going forwards. Continuation of the footfall camera data will be reviewed for the second term.*

and provide **annual analysis annual reports completed to 2012**, to include **car park and weather data.** *Included until 2014 and all footfall put on the website monthly for businesses to download. 2014 saw a new annual benchmarking report for Chichester provided by Noggin Ltd to measure all of Chichester's KPI's – weather, car parking, footfall, retail sales, weather, property, vacancy, and transport*

We will start the work to take over the **licensing of tables and chairs** including the enforcement and management thereof, complimented by the **licensing of café banners** (which we already manage). *These licences would have been a part of the One Stop Shop for street activity licences. As Chichester BID cannot take on these roles (as it is not a LA) it is supporting the City Council to become the One Stop Shop. Licensing of café banners was taken from Chichester BID and transferred to CDC Planning Authority. This remains a priority for Chichester BID for a second term, as a key demand previously voted for by our electorate, to try to resolve the inefficiencies of the city centre around the provision and monitoring of licensing.*

In addition we will start the work towards the licensing of **A Boards**, with all income being reinvested into the City and full introduction as soon as practicably possible. *A licencing scheme is ready for implementation and would be a part of the One Stop Shop however CDC banned A Boards in 2013 / 2014 causing our electorate great concern and raising a lot of issues to Chichester BID. As a result Chichester BID applied for planning permission for new fingerposts in the City and 'n' frames to promote businesses. After a year, planning permission had still not been secured and the 'n' frame application has been deferred with a replaced application for slat business listing signage.*

In addition the Attractions & Eateries map leaflet, map leaflet dispensers, map boards and business signage form part of a suite of solutions for business signage and way-finding around the City. The BID wishes to consider hanging signs as a potential solution for side streets, as in crane street, as a further solution for the second term.

We will start the ground work for a broad range of options for **BID Buying**, including a **Confidential Trade Waste Collection, Recycling Trade Waste** options, **Insurance, Recruitment, Computer services** and any others identified by the BID members. *Auditel entered in to a partnership with Chichester BID and for those businesses that took up the opportunity to have their service providers audited, significant savings were made. However despite extraneous efforts to engage businesses only a handful took up the opportunity. The BID are now exploring utility cost reduction services for a second term, with a smaller provider able to engage on a one to one basis with each business offering a more bespoke service.*

In Year 2/3, in addition to the above, we will establish the **St Pancras and The Hornet** Working Groups in order that the businesses can identify issues and solutions for implementation in Years 4/5. This will also include **Market Road** businesses. *Meetings took place with the businesses and they produced a wish list. A deep-street clean (and chewing gum removal) has proved very successful in an attempt to raise the streets' profile and attract passing traffic, with extra Christmas Trees provided this year by the BID, with an advertorial in the local press – businesses are delighted at the transformation.*

“Help for Business” Scheme (established by Peter Spence) was funded and supported by BID for a period of one year. A business book lending library has been established and businesses can borrow various business related books.

Annual AGM's have been held and open meetings to meet the BID levy payers with an initiative to have an open afternoon tea, at the office once a month from January 2016 to encourage more engagement and better transparency.

All annual company accounts are completed and submitted in a timely fashion for our meetings and to Companies House.

Objective 3: To create a pleasant environment within the city centre Environmental Projects

Throughout the term of the BID we will carry out six monthly multi-agency reviews (**Street Focus**) of the City with a view to identifying issues and influencing public sector funding towards solving these issues. ***A Street Focus takes place every year or so, with the aim to encourage businesses to improve their shop fronts. Many managers find the letters useful to prompt action from head offices.***

Throughout the term of the BID, in a rolling programme, we will replace the **City trees** and introduce **all year round solar lighting** in them. ***As West Sussex County Council replanted those trees in need of replacement, within the City it was agreed that Chichester BID did not need to get involved.***

In Year 1, with a view to implementation thereafter, we will investigate the full cost and feasibility of having a “man in a van” as a quick response to environmental issues including **removal of redundant signage, minor paving repairs** and refurbishment of street assets including **signs, benches** and **cycle racks**. ***Chichester BID employed a young man with learning difficulties to do some general street cleaning (signs and benches) and now works with clients of the Wrenford Centre to do similar tasks. BID has a close working relationship with West Sussex County Council rangers and highway officers so repairs are reported and acted upon quickly. BID have offered to pay for new signs at the entrance of the pedestrianised area which are currently confusing but the offer was not taken up. BID also worked with WSCC and CCC to transfer ownership of benches from WSCC to CCC.***

We also hope to have all arrangements in place, including match funding (sponsorship, Lottery Grants, etc) for the **Crane Street Archway** ***The archway project was put out to tender and plans distributed for consultation. It was agreed that street sculptures of two cranes would be suitable and these were designed by consultation, commissioned and installed with all the necessary licences and consents.***

and to give non-financial support to the businesses to achieve their desired bespoke **hanging signs** ***All crane street businesses had a new hanging sign which they part-funded.***

and mini market. ***An application has been made to CDC, to convert Crane Street from a prohibited street to a consent street so that a mini-market could take place.***

Four new planters with new trees were installed in 2015, at further request of the businesses.

In Year 2 attention and funding (including sponsorship, Lottery Grants, etc) will be diverted to environmental improvements in **St Martins**, ***The TRO to convert St Martins from a service road to pedestrianisation has been applied for and planning permission to raise the road is being applied for after the plans for the road had been approved in a joint project between the BID and CCC. In addition five retail merchandising units (RMSs) have been submitted for planning permission to create “easy in and easy out” selling space.***

Year 3 in **Little London** and **Baffins Lane** and in Years 4/5 **St Pancras** and **The Hornet** with **Market Road**, based on the Working Groups’ findings. ***Unfortunately Crane Street longer took***

longer than anticipated and as a result Little London and Baffins Lane have not been progressed.

Business signage and way finding signage will be a key delivery throughout the BID term and we will work with the business community to provide appropriate and joined-up signage. ***Achieving planning permission has proven harder than anticipated and remains a BID priority to complete this term so is still a work in progress.***

We will also, subject to funding, do our utmost to sort the issue of **lighting** in “black spots” around the City. ***WSCC ceased funding safety lighting which would have been applied for in the black spots and was therefore not progressed.***

Further, subject to funding, we would look to build the **Oxmarket Bin Store**, for which much of the work has already been started to improve this area of East Street and develop it into a pleasant area for staff in the City to use. ***The Oxmarket bin store was built and the area has been significantly tidied up. The remainder of the works required for this area are part of the schemes that are being jointly progressed between BID and CCC.***

In addition, BID funded a site survey for Cathedral Green which is the first step in developing it as a community event space. This is a continued work in progress having been taken up again, with the new Dean and Communar.

BID funded planning permission for the Keats Seat Sculpture and has provided information leaflets and is supporting the fund raising effort.

BID has been consulted on and supported to varying degrees the Barnfield Drive development, new bus shelter scheme, Woolstaplers housing scheme, road improvement schemes (St Martins, Little London, St Pancras and The Hornet), Novium Museum signage, Local Plan, CDC Business Development Plan, General Market moving to pedestrianised streets, White Farm development and South Street Gas works.

BID is a consultee on all busker applications, street activity applications and street trading applications.

BID continues to work with businesses and peddlers to achieve a solution for better working relationships, quality control and to avoid congestion at the Cross.

BID also carried out chewing gum and pavement cleans in St Martins, Crooked S and Market Road.

BID funded floral hanging baskets on ‘blank’ walls and worked with CDC and CCC in the Town Centre category of South and South East In Bloom achieving Gold for four years in a row.

BID funded all the city planters to be treated with a fungicide and re-stained.

BID is represented at the Chichester Car parking Forum.

Objective 4: To make a safer city centre

Safer Projects

All BID levy Payers who are members of ChiBAC receive a subsidy of £3 per week towards the radio cost of £8 per week reducing the membership fee to £5 per week.

The City Centre Partnership was pleased to be advised that there are currently no plans to reduce policing in the City by Sussex Police. Therefore the BID funds will be used for other projects to create a safer City and support in particular the **evening and night time economy**.

Using Chichester Businesses Against Crime (ChiBAC) as the delivery agent (subject to formal agreements between the two parties), the BID will provide **head cams for night time door staff** to reduce and eradicate anti-social behaviour. ***Implemented with significant success. ChiBAC have received an excellence award with their business model being rolled out in surrounding areas. Our BID Levy payers that use this scheme have reported to the BID a 100% satisfaction rate.***

It will further deliver a minimum of two **drug dog operations** per annum. ***Implemented annually with success.***

From Year 2 and throughout the term of the BID, **mobile CCTV** will be made available to hire (at a very competitive rate) to any BID levy payer requiring its use (subject to terms and conditions under RIPA regulations and any other legal procedures). ***Implemented and particularly successful with internal theft.***

ChiBAC will support all BID payers with **advice and support** regarding crimes against them and forewarn businesses of the **latest scams** affecting the trading environment. In addition the BID will implement measures to offset the effects of the latest scams such as the previous successful Snap BAC scheme to combat purse snatching. ***Implemented including safety training for businesses. New digital radios have also been distributed across the membership at no extra cost to the BID.***

The BID will also work to provide a **child safety scheme** with Association of Town Centre Managers (ATCM) accredited companies providing child bands and support in the schemes implementation. ***Four shops (one in each main street) are designated "safe shops" but the radio network is so effective that lost children and vulnerable adults are very quickly found and helped. It is suggested that this area be replaced with funding support for the City Angels group, for the second term.***

ChiBAC will work closely with the Partnership throughout the lifetime of the BID regarding bi-monthly multi agency **Security Walk Arounds** and advise accordingly on arising City health and safety matters. ***Several multi-agency security walks take place each year and issues identified are solved with multi-agency co-operation.***

SIA trained roaming street personnel employed at key times of the year (Goodwood and Christmas).

Operation Tinsel is highly successful and the BID were thanked in 2012 by Sussex Police High Commissioner for its part with CDC and ChiBAC.

Data for a key holder scheme was collated from businesses and handed over to ChiBAC following complaints of alarms going off for long periods of time.

CDC CCCTV scheme funded £3,000 in a one-off donation to ensure its survival in 2013.

I hope you have enjoyed reading this, we would encourage you to read in conjunction with our BID proposal which is available on our web site www.chichesterbid.co.uk for further information or to discuss any of these matters please contact me the Chairman of the Partnership: Holybrook House 4 East Pallant, Chichester, PO19 1TR.