

## **BID HOTLINE 611888**

Kathryn Shillito City Centre Manager 611889

kathryn@hullbid.co.uk

Melanie Toogood Business Liaison Officer 07889 720625

melanie@hullbid.co.uk

# **Q2Report**

# Purple Flag renewal underlines quality of city centre

Hull has been recognised for the safety, quality and diversity of its city centre evening economy with the second award of a Purple Flag.

The Association of Town Centre Management (ATCM) confirmed the award after assessing their findings from a thorough inspection of the city centre carried out on November 1 last year.

Their report praises the partnership efforts of the various organisations who worked jointly to secure the accreditation, including HullBID, Humberside Police and Hull City Council

The partners welcomed the achievement which recognises a reduction in alcohol related crime and violence in the city centre, coupled with increased footfall within the city centre, particularly over the last year where figures indicate a rise of almost 10 per cent.

Kathryn Shillito, HullBID City Centre Manager, said: "It was a great achievement to secure Purple Flag status for the first time in 2012 and we are proud of the city and our partners as we repeat that success.

"So much has happened to improve our city centre during those two years, but we knew we had to be even better this time, and we got there as a result of the hard work and dedication of our partners and the city centre businesses

"The next two years promise to be even more challenging but also more rewarding as we work with our existing partners and some new organisations – not least the City of Culture Company – to continue the transformation of Hull for the benefit of the people who live and work here and for the increasing numbers of visitors."

Councillor John Hewitt, Hull City Council's Portfolio Holder for Neighbourhoods and Communities, said: "Retaining Purple Flag highlights that the city centre is safe and well-run and that businesses are working together with Hull BID, the Council, Hull Street Angels and the police to ensure that people visiting at night have an enjoyable time, as well as a safe experience. It is also great recognition of the diversity that the city has to offer."

Matthew Grove, Humberside Police and Crime Commissioner, said: "Since 2012 Hull city centre has become a much safer place at night with alcohol related crime



Members of Hull's Purple Flag team celebrate the city's latest success. (Picture courtesy Hull Daily Mail).

and violence falling, which means fewer victims of crime.

"Licensees have also played their part responsibly. The city is there as a welcoming and safe place for people of all ages, where visitors to Hull can look forward to a lively and safe night time experience."

Inspector Karen de Braal of Humberside Police said: "Everyone involved in the Purple Flag partnership has worked hard to ensure we improved upon the massive achievement in securing Hull's first Purple Flag in 2012. This has paid dividends with crime levels falling and visitor numbers

increasing. We look forward to working together in the future and striving for further improvements."

Rosie Millard, Chair of the City of Culture Company, said: "Purple Flag status reinforces the fact that the city centre is a safe, diverse and exciting place to be.

"It is clear that this award also recognises that the night time offer in Hull – with its increasing array of new restaurants, bars and entertainment – is gaining strength as we head towards 2017 and Hull's time in the spotlight as UK City of Culture."

# Stats dashboard FOOTFALL (January/February/March combined 2015\*) City centre: 8,482,520 King Edward Street: Prospect Street: Brook Street: Jameson Street: Whitefriargate: St Stephens: HULLBID radios distributed: 1,280,755 HULLBID radios distributed: 1,280,755 HULLBID radios distributed: 1,280,755 Total Agenth January - March January - March

# **Finance**

As we entered our second guarter of the Oct 2015-September 2016 financial year, we budgeted a spend of £116,698\*

Apart from static costs, the budget allowed for the purchase of 25 additional HullBID radios and part payment for Hull Fashion Week. Also incorporated within this figure was payment for the creative and development of our exciting new website which will allow BID member businesses to promote their offers, irrespective of sector.

In March we settled our half year payment to Hull City Council for the collection of the BID levy. Having met with the team at the Council for a regular update, it was pleasing to note that 95 per cent of invoices that were raised have been settled and they continue to do a thorough job on our behalf.

We are constantly seeking out sponsorship, particularly for our larger events and we are delighted to have the support of Hugh Rice Jewellers and the major shopping centres and stores including M&S, Debenhams, House of Fraser, Primark and Boots who have invested their time an energy into making Hull Fashion Week spectacular. We are also in the process of appointing a major sponsor for the Hull Trinity Festival in September, soon to be announced.

In the month of June the new levy invoices will be sent out together with a full financial update showing a thorough breakdown of where funding is apportioned. In the meantime, if businesses would like to learn more about the finances of HullBID please don't hesitate to get in touch with the City Centre Manager.

\*At the time of going to print the accounts for January-March 2015 were being finalised.

# Featured new businesses



# Iveson & Smith Textiles

It looked like curtains for the careers of Natalie Iveson and Angela Smith when the textile shop where they worked closed down just before Christmas 2013. After looking for work without success they decided to team up and open their own business, and now they're welcoming old and new customers to their own shop opposite Mecca Bingo at the Cecil. Natalie and Angela open from 9am until 5pm from Tuesday to Saturday and specialise in supplying and altering nets, window sets, voiles, jardinieres and ready-made curtains. They also have a range of soft furnishings and they offer a delivery service.

Iveson & Smith Textiles: 26 Anlaby Road, Hull, HU1 2PA. Tel: 01482 224519

Web: www.ivesonsmith.co.uk and on Facebook.



# Heaven Independent Café

The combination of City of Culture status and the support of a Business Improvement District was the attraction which convinced Yorkshire businessman Stuart Payne to choose Hull as the home of his fourth venue. Heaven Independent Cafe, which is managed by Fiona George, is first and foremost about great coffee but also sells a wide range of other hot and cold drinks as well as sandwiches, soup, snacks and various sweet treats. With a capacity of around 150 including a sizeable space upstairs, Heaven is

also able to house meetings and other events. Opening hours are 7.30am until 6pm or later Monday to Saturday and 10am until 4pm Sundays.

Heaven Independent Café Bar: 22 King Edward Street, Hull. **Tel:** 01482 224387. Also on **Facebook** 

# Other new members

## **Trespass**

Trespass added Hull to its growing national network of stores when it opened in the former Pizza Hut premises in Jameson Street. The company designs and manufactures outdoor clothing and equipment and was an official supplier to the Commonwealth Games in Glasgow last year. The new store is open from 9am until 5.30pm Monday to Saturday and 10am until 4pm Sundays

Trespass: 62 Jameson Street, Hull, HU1 3LS. **Tel:** 01482 210789. **Web:** www.trespass.com and on **Facebook**.

#### H.Air Blow-dry Bar

Rachel Lapping brought 15 years of experience as a hair stylist when she opened her own blow-dry bar after deciding to bring something different to the city centre. Encouraged by the success of a popup salon, Rachel decided to create something more permanent in the former Cooplands premises in Prospect Street. H.Air is open from Tuesday to Saturday. Hours vary.

H.Air Blow-dry Bar: 85 Prospect Street, Hull, HU2 8PE. Tel: 01482 326828. Also on Facebook

#### **Hull Trinity Hostel**

Nicc Irvin's first proper job has proved a huge hit in the Old Town. After graduating from university in 2013, Nicc set out to travel the world. On the way he realised that what Hull needed was a backpackers' hostel, so he opened one and has since been welcoming travellers from around the globe, and promoting the many delights of his home city.

Hull Trinity Hostel: 51/52 Market Place, Hull, HU1 1RQ. Tel: 01482 223229.

Web: www.hulltrinityhostel.co.uk and on Facebook.

## **Together Women Project**

Together Women work with vulnerable women and girls by working within a safe, women-only space to build resilience and develop strengths that enable them to move away from damaging lifestyles. TWP was established in December 2006 with funding from the Ministry of Justice and became an independent charity in April 2009. The centre in Hull is part of a network across Yorkshire.

Together Women Project: 120-122 George Street, Hull, HU1 3AA. Tel: 01482 218125.

Email: jillg@togetherwomen.org Web: www.togetherwomen.org

# **Three Month diary**

### April 15

4-11 Hull Fashion Week

13-25 The Sound of Music – Hull New Theatre

21-25 The Mist in the Mirror – Hull Truck
29 HullBID Awards – Hull Truck

#### **May 15**

9 World War Two Commemoration Event
- Hull History Centre

13-30 The Ladykillers – Hull Truck

19 HullBID Board Meeting

28 HullBID Evening Economy Meeting

19-23 Oh What a Lovely War – Hull New Theatre

#### June 15

1-5 Humber Biz Week – Variou locations

3 HullBID Biz Week Event Dinner – Mercure Royal Hull Hotel

9-13 Singin' in the Rain – Hull New Theatre

18-20 June The Sunset Five – Hull Truck

For Hull Truck and Hull New Theatre listings visit www.hulltruck.co.uk and www.hullcc.gov.uk

See www.hullbid.co.uk for full details

# **We communicate**

# HEYHA and HullBID working together to raise the profile of city

Leaders of the region's hospitality industry received an update on HullBID's story so far and the plans for the future when they welcomed Kathryn Shillito to their latest meeting.

Members of the Hull and East Yorkshire Hospitality Industry (HEYHA) in turn briefed Kathryn on their own activities, including preparations for City of Culture

Kathryn said: "HEYHA represents some of the

biggest and most prestigious hotels in the area and is a significant organisation in terms of attracting visitors to Hull and making them want to come again.

"I was delighted to be given the opportunity to speak to their members, a good number of whom are based in the city centre, about the work and achievements of HullBID, from the Purple Flag success to the exciting programme of events and our efforts to keep the streets of the city clean and safe.

"All of this helps HEYHA pass on valuable information to their guests and work to raise the profile of Hull as a high quality visitor destination."

Paul Vinsen, Chairman of HEYHA, said: "We recognise that HullBID does essential work to help make sure the centre of Hull is a brighter and more pleasant place.

"BID is making great strides and it is important that we know what each other is doing so that we can work together.



"We have a common interest in that we want to attract more visitors to Hull and we want them to have a good time. We recently sent a delegation to Liverpool to look at their work from their year as European City of Culture as we prepare for our own celebrations, but our work is also about raising the profile of Hull and East Yorkshire generally."

# **≥** We innovate

# Networking events will add more value for BID businesses

HullBID is to take steps to bring businesses in the city centre closer together by shaking up its programme of member meetings.

The regular Retailers Group will be expanded and developed to become part of the series of increasingly popular business networking events.

The move recognises the benefits of giving retailers a chance to mix with potential customers, and of giving non-retail businesses a sharper insight into the quality and variety of the city centre shopping offer.



Kathryn Shillito at a sport-themed networking event with (from Left) Ken Wagstaff, Richard Parnell of Bridge McFarland Solicitors, lan Ashbee and David Burns.

Kathryn Shillito, HullBID City Centre Manager, said: "The Retail Group meetings have been very useful for bringing together people from retail businesses to discuss the state of trade within their own sector, but it is clear that they are likely to benefit more by meeting people from other city centre businesses.

"The key to our successful business community is having the different business sectors supporting each other. One of the benefits for a professional services firm located in the city centre rather than on a business park, is the close proximity of shops and places to eat and drink, and for the proprietors who operate those retail and leisure outlets it is a great help to have such a large customer base on their doorstep.

"Our networking events have really taken off in the last year, attracting sponsorship from professional firms including Bridge McFarland Solicitors, Northern Ballet, the Mercure Hull Royal Hotel, QualitySolicitors Lockings and Hugh Rice Jewellers. We've also helped Santander and the Leeds Building Society organise their own networking events.

"That level of diversity is reflected in the audiences and because businesses only have a limited amount of time to attend events, we want to help them make the most of it."

# We promote

# Excitement builds for countdown to Awards

Businesses and their customers throughout the city centre are seizing the opportunity to promote what they do by entering the 2015 Hull Business Improvement District Awards.

More than 300 nominations have been collected by the HullBID team from their visits to businesses, and more entries have been received by official media partner the Hull Daily Mail online and by delivery to their offices.

Judges are now sifting through the stories of sales, success and classy customer service to identify the

winners who will be unveiled at the presentation event at Hull Truck Theatre on Wednesday April 29.

The Awards were introduced last year as part of HullBID's efforts to promote the city as a safe, clean, vibrant and enjoyable environment and to recognise and reward successful and enterprising businesses and organisations within the city centre.

The shortlisted businesses and their guests will be invited to the awards ceremony which is free of charge and includes a drink on arrival and a buffet. Doors open at 5.30pm and the proceedings will end at 8pm, but celebrations will continue with an afterparty at Vanilla Bistro in Jameson Street.

Kathryn Shillito, HullBID City Centre Manager, said: "We've had an amazing response to the Awards once again from businesses who want to enter and importantly from firms in the city centre who have provided sponsorship to make the event happen.

"The after-party has been added to the programme because it was clear after last year's event that many people had so much fun they wanted to stay out a



little longer. It promises to be another terrific evening and it will also be very popular. Although limited... we may have some additional tickets so anyone interested in attending should contact the HullBID office to book their place."

# We collaborate

# HullBID to guide businesses through city transformation

A £25m make-over will transform Hull city centre over the next two years, and HullBID is working to make sure businesses are prepared.

A key part of BID's work is to act as conduit between its members and the local authority to prepare them for potential disruption. That includes advising on procedures such as road closures and planning applications, and on the wholesale changes which are vital to prepare for City of Culture.

'Kathryn Shillito, HullBID City Centre Manager said "The work will transform Hull city centre, and with such a huge project that is being delivered to very tight deadlines, businesses affected will face major challenges.

"Normally a road closure, a planning application or a big entertainment event will only have a direct impact on a relatively small number of BID businesses, but the scale of the public realm improvements is such that a good proportion of city centre businesses are likely to experience some inconvenience at some point.

"Once completed, the reward will be a bright, new city centre which will encourage dwell time. It will be more appealing to visitors and easier to navigate when they arrive, whether for City of Culture or our many other events and attractions.

"'Our role is to help businesses cope with any disruption to traffic, parking, pedestrian routes or anything else. We only have a small team but we will be working hard to give businesses as much notice as possible of any work that is planned near their premises."



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# **Q2News**

# Public and business are backing events programme



HullBID's biggest programme yet of events and activities kicked off in style with a double-header of Hull Fashion Week and Edwardian Easter.

The momentum will build with the 2015 HullBID Awards, and the excitement will continue with the Yum Festival showcasing the finest food and drink and the Hull Trinity Festival bringing live music to the heart of the Old Town and to pubs, clubs and café bars throughout the city centre.

Kathryn Shillito, HullBID City Centre Manager, said the theme running through all of the events is increasing attendances as the public respond to an expanding programme of high-quality attractions, many of which are free of charge.

Kathryn added that businesses and other partners in turn are showing greater support for the events, with sponsorship increasing, more organisations participating and close liaison with management of the new City of Culture Company.

Kathryn said: "Nearly 70 BID member businesses signed up to take part in Hull Fashion Week. That's not only the biggest number we've ever had, it's also the most varied range of businesses.

"Princes Quay Shopping Centre, the Prospect Centre and St Stephen's Shopping Centre all committed very early to hosting some flagship events, as did the big stores including Debenhams, M&S. House of Fraser and Primark.

"Our independent retailers were also quick to seize the opportunity, with Bronx Clothing', Roma Leather, Chinese Laundry and Leonard Silver Menswear among many taking part in the grand finale once again. Businesses new to the city centre, including British Red Cross, H.Air Blow-Dry Bar and Heaven Independent Café are organising events and special offers in their premises."

The Hull Daily Mail stepped in as the official media partner for Hull Fashion Week and is also once again supporting the HullBID Awards on Wednesday April 29.

Kathryn said: "The Hull Daily Mail is an example of a major local company which is supporting HullBID's activities because they recognise the importance of delivering a successful programme of events to attract people into the city centre.

"We are grateful for the support of the Mail and particularly Hugh Rice jewellers, who sponsored Hull Fashion Week for the first time last year and increased their support this year. Marks & Spencer are among the new sponsors this year, and their involvement will continue when they host

a business breakfast networking event to launch the Yum Festival, which will take place on Friday August 7 and Saturday August 8.

"We've also received significant sponsor interest for Hull Trinity Festival, which will take place from Friday September 25 until Sunday September 27.

Kathryn added that HullBID is working with partners including Hull City Council, Hull Museums, Heritage Learning, Holy Trinity Church and Princes Quay Shopping Centre on this year's Christmas programme.

She said: "The decision to repeat Edwardian Easter was based on the success of last year's event and on feedback which demonstrated that visitors are fascinated with our city's history and that businesses are seeing an increase in trade. Victorian Christmas will again be a significant feature of our festive programme and we will also support such events as the Princes Quay Santa Parade, the Holy Trinity Church Live Nativity and the Elves Market.

"Underpinning all of these events is the recognition that they can become key components of the celebrations in 2017, and we will be working closely with the City of Culture team to help them develop their own programme."

# Do you have a story you'd like to share?

For more information about how to share your news or ideas, email kathryn@hullbid.co.uk or call on 01482 611889.

www.hullbid.co.uk

# **News**

# Business Week event to focus on successful women

Business-people across the region will get the chance to learn from the success of businesswomen when HullBID presents a networking dinner as part of Humber Business Week.

Kath Lavery, Chair of Humber Business Week and one of the founders of the event in 2004, will be one of the speakers and will look back on the first ten years of an event which has become a highlight in the region's business calendar.

Rosie Millard, a University of Hull graduate who has carved a successful career in the media on her way to becoming Chair of Hull's City of Culture Company will share her experiences.

Victoria Jackson MBE will speak of the challenges and triumphs of establishing

Kingston Recruitment; of her work mentoring new businesses and of her fulfilling role with Dove House Hospice.

The dinner will take place at the Mercure Hull Royal Hotel from 6pm until 9pm on Wednesday June 3 and will be free of charge to HullBID members.

Kathryn Shillito, HullBID City Centre Manager, said: "Our networking event at last year's Humber Business Week was very lively and a great success and we're expecting more of the same this year".

"The theme is all about the success of women in business and we're delighted to have secured the services of well-recognised speakers Rosie, Kath and Victoria who have made a big impact locally. This isn't a women-only event though, it is a networking event and men will be very welcome"

"Sponsorship from BID member business the Mercure Hull Royal Hotel has enabled us to make this a free event and we're expecting a huge interest so advance booking is essential."



Rosie Millard, who will be at HullBID's Humber Business Week event. (Picture courtesy Hull Daily Mail).

Kath Lavery, who is also Chair of Humberside Sports Partnership, said: "One of our key messages is that young women can combine an interest in exercise and sport with academic and business success."

For further information please contact info@hullbid.co.uk

# Bowled over by big investment at Princes Quay

Princes Quay Shopping Centre is poised to unveil a spectacular new leisure complex and create more than 30 jobs after sealing a deal with OLP Limited.

Super Bowl UK Hull will officially open on Friday May 22, adding to Princes Quay's facilities with the city centre's first ten-pin bowling alley as well as a Quasar laser tag arena and a soft play area

The development is one of the most significant since Princes Quay opened in 1991. Centre Manager Claire Suggitt said the intention is to develop the leisure offer to target a wider audience of visitors, and particularly families.



QLP Director Kate Quaintance-Blackford (left) and Princes Quay Centre Manager Claire Suggitt. (Picture courtesy Hull Daily Mail).

Claire said: "It's fantastic news for Princes Quay Shopping Centre and we're delighted that Hull Super Bowl is joining us. "There are so many advantages to having the leisure complex opening here for both the Shopping Centre and the city."

QLP is a family run business that successfully operates six other leisure complexes within the UK and prides itself in offering a facility for the entire family under one roof.

Equipment for the bowling alley arrived from the United States in late March and recruitment is now under way to fill the new jobs.

Kate Quaintance-Blackford, QLP Director, added: "Opening a family entertainment site in Hull is a great addition to our growing portfolio. As a family we are passionate about offering a facility available for everyone to utilise. Hull Super Bowl will be a state of the art facility that can connect with members of the community on so many different levels."

# Prospect Centre plans restaurant and gym project

THE owners of Prospect Shopping Centre have unveiled plans for a new restaurant and gym in Hull city centre.

New River Retail is to invest in a new leisure development which will occupy two floors above the Poundland store, opposite St Stephen's shopping centre in Ferensway.

The former TJ Hughes store is one of the largest retail units in the city. The proposed plans include a renovation of the façade of the building, which will be in keeping with the current Art Deco design.

Paul Wright, director at New River Retail, said: "As existing owners of the Prospect Shopping

Centre, we have seen footfall increase by more than 14 per cent last year through our asset management initiatives, and we see Ferensway as a key strategic addition to our landholdings and testament to our confidence in Hull's regeneration in the lead up to UK City of Culture 2017.

"Notably, the plans will reactivate this landmark building and formerly disused space in the heart of Hull."

Prospect Shopping Centre Manager Lee Appleton said he was pleased the building would be transformed.

He said: "Investments of this nature in Hull city centre are exactly what's needed to ensure we put the city on the retail map and attract visitors to the area, as well as tackling leakage to other cities to ensure consumer spend stays in Hull."

Kathryn Shillito, HUIIBID City Centre Manager, added: "This acquisition clearly demonstrates a growing confidence by investors in Hull city centre.



Kathryn Shillito with images of the new look planned by New River. (Picture courtesy Hull Daily Mail).

"The addition of new retail and leisure offerings will enhance further the great choice of high street and specialist outlets that the city already boasts."

# News

# Remploy ready to expand services to businesses

A business which was established 70 years ago to provide training and employment for injured and disabled ex-servicemen and miners after the Second World War is entering a new era after being sold by the Government.

Following the sale to MAXIMUS, an accredited provider of the government's Work Programme, the Hull branch of Remploy Ltd is planning to strengthen its relationship with businesses in the city and organise events to raise awareness of its work

Claire Guynan, the company's Branch Manager for Hull, said customers include disabled people and also people from disadvantaged backgrounds, ex-offenders, single parents and people down on their luck who need to be focused. Business partners include Marks & Spencer, Asda, Poundland, Sainsburys and

Claire, who leads a team of 14 staff from Remploy's centre in Albion Street, Hull, added: "We train people to get them ready for work and we also train employers so they can understand what disabled people have to

"The expertise, support and investment brought by MAXIMUS creates an exciting opportunity for us to improve our delivery and performance, protect our social mission, increase our competitiveness and grow our

"The national accounts that we work on are mainly retail but the local accounts cover other businesses. We have strong links with the agencies for factories and we have a lot of success through them.



"We always want to increase the number of employers that we work with and present more diverse opportunities to our customers. We have a new strand of the service aimed at visiting employers and educating them about the abilities of disabled people and we will be organising events for employers."

# Marina backdrop for Street Art Hull

An art group which began as a conversation in a pub is now planning its first open exhibition, building on the success of its regular appearances at the Humber Street Market.

Members of the Street Art Hull will invite guests to join them in displaying their work at Hull Marina on Sunday July 19, although Gordon Rason, Chair of the group, emphasises that it is a case of weather permitting!

Gordon, a Director at Riverside Property in Queen Street, Hull, said: "We were talking in the pub about needing somewhere to display



the work of local artists and we decided to do something about it. That was in 2012. We started looking at it seriously in 2013 and we launched Street Art Hull in 2014."

Other milestones included securing funding to purchase the mini marquees which house the

displays set up at Humber Street Market, and a pop-up exhibition which the group staged in a shop for Paragon Arcade last Christmas.

Gordon added "For Humber Street Market we set up at the side of the marina on Humber Dock Street, although we've had to cancel once or twice we're advising that our open event will depend on the weather.'

"We recognise there are a lot of art groups around the city and we hope they will take this opportunity to come together and join us for a bigger event."

Other groups interested in taking part in the event can contact Gordon on 07768008382 or by email: gordon@riverside-property.co.uk

# Chair's Jim Harris, HullBID Chairman

In this great position as chair of HullBID I get the chance to speak to a lot of our local businesses on an everyday basis, some with good comments and others more challenging. It has been noticeable how your feedback has highlighted the importance of the BID events calendar to the city in generating customer interest and footfall – and this from across an ever increasing catchment! So whether you are taking part in Fashion Week, entering the BID Awards or looking to promote your food and drink via the YUM Festival please get involved in these great promotions which allow YOU to present your great business as a key part of our great city brand!

# The HullBID team

To find out about our board directors, visit www.hullbid.co.uk



Kathryn Shillito Manager

01482 611889 kathryn @hullbid.co.uk



Francesca Sharp PA/Admin

@hullbid.co.uk



Mark Andrews Senior Support

@hullbid.co.uk



raich @hullbid.co.uk



Business Liaison Officer

07889 720 625 melanie @hullbid.co.uk

## Your HullBID



How can I learn more about the work of HullBID?



We host bi-monthly BID Business Network Events within the premises of a BID member during which time we update our members with BID news, initiatives and activities. The events are free to attend and are generally very informal with refreshments and a bite to eat. We invite keynote speakers who have a vested interest in seeing Hull city centre thrive and gain the recognition it deserves, who can often provide up-to-the-minute information on issues affecting businesses. Any business wishing to be invited along, please register with Francesca@hullbid.co.uk and you will automatically receive invitations

## Got a question?

Kathryn@hullbid.co.uk or call on 611802.

www.hullbid.co.uk