

# Q3Report

## Businesses celebrate in style at HullBID Awards

Businesses throughout Hull city centre came together to celebrate their achievements at the third edition of the HullBID Awards.

An audience comprising nominees, sponsors and guests packed into the Mercure Hull Royal Hotel for an occasion which showcased the best of the city centre's various business sectors.

The awards recognised such essential qualities as safety, customer service and training and development, but HullBID city centre manager Kathryn Shillito emphasised that everyone was a winner.

Kathryn said: "The HullBID Awards is a celebration – an opportunity to draw together and highlight all our city centre businesses and, importantly, to recognise and reward all of you."

"This year's nominations were outstanding and it's clear the competition is hotting up. As always, the judging panel is independent, with judges chosen for their extensive knowledge of Hull city centre. I know they had a tough job selecting the winners."

### Roll of Honour

**Safe City Award**, sponsored by Prospect Shopping Centre.

**Winner** Sarah Firth from Hull City Council's Environmental Crime Unit.

**Shortlisted** PC Keith Lamplough of Humberside Police and Pete Laverack from White Star Security, The Maltings.

**Pavement Pride Award**, sponsored by the Mercure Hull Royal Hotel.

**Winner** Cock of the Walk on Grimston Street.

**Shortlisted** Asylum Industries in Princes Quay and Red5 in Princes Quay.

**Outstanding Employee or Team Award**, sponsored by TransPennine Express.

**Winner** Lynn Ripley at Siesta Holidays in Paragon Street.

**Shortlisted** the team at Johnston's Butchers in Carr Lane and the team at Slaters Menswear in Jameson Street.

**Service with a Smile Award**, championed by the Hull Daily Mail.

**Winner** the team at the Kingston Hotel in Trinity House Lane.

**Shortlisted** the team at Dawson & Sanderson in Paragon Street and the team at Hull Truck Theatre on Ferensway.



Kathryn Shillito and Neil Hodgkinson at the Awards.

**Community Spirit Award**, sponsored by Princes Quay Shopping Centre.

**Winner** the Team at Hull People's Memorial in Whitefriargate.

**Shortlisted** Jonathan Wright and John Compton of Eurovia in Hull city centre, and ResQ in Silvester Street.

**Entrepreneur of the Year**, sponsored by Oscars Sports and Cocktail Bar.

**Winner** David Meyers of Axis in Prospect Street.

**Shortlisted** Jon Collins of Cocoa Chocolatier and Patisserie in Trinity Market and Hares & Graces in Princes Quay.

**Commitment to Training and Development Award**, sponsored by Kingston Recruitment Ltd.

**Winner** Princes Quay Shopping Centre.

**Shortlisted** Gymophobics in Baker

Street and Pride Hair, Beauty and Training Academy in Savile Street.

**Innovative Marketing Campaign Award**, sponsored by 360 Chartered Accountants.

**Winner** Bronx Clothing in Paragon Street.

**Shortlisted** Cock of the Walk in Grimston Street and Poorboy Boutique in Princes Quay.

**Alive After Five Award**, sponsored by St Stephens Shopping Centre.

**Winner** The Sugar Mill in Dagger Lane.

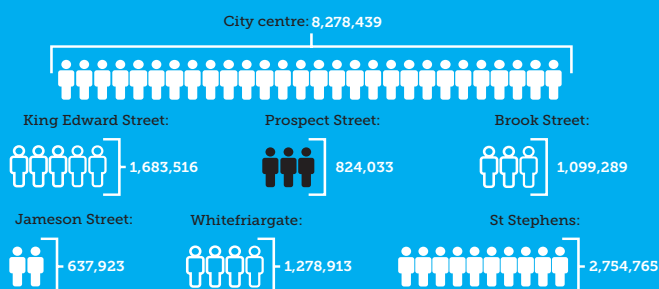
**Shortlisted** Leonardo's Bistro Bar in Princes Dock Street and Lion & Key / Wm Hawkes in the Old Town.

**Lifetime Contribution Award** sponsored by Rollits.

**Winner** Malcolm Scott of Kardomah94 and Scotts Property.

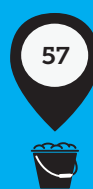
## Stats dashboard

### FOOTFALL (April-June 2016.)

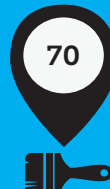


HULLBID radios distributed: 6

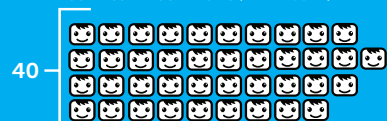
CLEANING PROJECTS: (APRIL - JUNE)



GRAFFITI TAGS REMOVED: (APRIL - JUNE)



BUSINESS LIAISON VISITS (APRIL - JUNE)



## Finance

In our third financial quarter (April to June 2016) the income drawn from collection of the levy totalled £115,000 with extra income received from sponsorship. Apart from our static costs, Hull Fashion Week was our biggest expense during this period at £25,000 and we were grateful to event sponsor Hugh Rice Jewellers for their financial support, as well as the in-kind support received from the shopping centres and individual businesses who hosted their own activity.

The HullBID Awards, another big event in our calendar, was a huge success with 150 city centre businesses attending and enjoying a complimentary dinner at the Mercure Hull Royal Hotel. In partnership with the Hull Daily Mail, the cost to stage the event was £12,000 however we were delighted to receive sponsorship totalling £6,000 which substantially reduced the spend. Our mission to draw in sponsorship to support our events and activities continues.

### Important Notice

Due to the renewal ballot held in March of this year, levy invoices were dispatched in May for the period April to October 2016 only. This is because the current five year BID term effectively closes on the 31 October 2016. The next five year BID term commences on 1 November 2016 therefore businesses will receive a further levy invoice for the period November 2016 to March 2017. The dispatch of an annual levy invoice will resume as we move into the 2017/2018 financial year.

To date, collection continues at a pleasing rate and we are grateful to those members who have settled their invoice promptly.

## Featured new businesses



The celebration at Blue Water.

### Blue Water Café and Patisserie

A city centre café is set to make a splash for City of Culture after its refurbishment, relaunch and reams of five star reviews! Blue Water Café and Patisserie is already welcoming visitors from out of town ahead of Hull's year in the spotlight, and Lord Mayor Councillor Sean Chaytor said the venue is a big part of the food and drink offer. Pat Brook and Julie Greatrex bought the business in Princes Dock Street, Hull, in November 2015 and set about planning a transformation. They also revamped the menu, adding such delights as prawn and crab thermidor, home-made chicken Kiev and a range of daily specials and set out to earn acclaim for the array of cakes.

**Blue Water Café and Patisserie:** , 24 Princes Dock Street, Hull, HU1 2LG. **Tel:** 01482 217772.



Chris Dronfield (left) and Nick Taylor at Dexters.

### Dexters Alehouse at Ye Olde Corn Exchange

The refurbishment of an Old Town pub has created 10 jobs and a new drinking and dining experience. Dexters offers a selection of real ales and continental lagers in stylish surroundings and a menu which changes regularly and ranges from sandwiches and lighter options to full meals. Special offers include best of British dishes between midday and 5pm and sensational steaks on T-bone Tuesdays. The pub is also proving a big hit with sports fans attracted by its array of big screen TVs.

**Dexters Alehouse at Ye Olde Corn Exchange:** 1-4 North Church Side, Hull, HU1 1RP Hull. **Tel:** 01482 231777. Also on **Facebook**.



The new Lavitta store.

### Lavitta

A fast-growing fashion chain which prides itself on catering for "real women" has opened its seventh store with the arrival of Lavitta in Hull's Prospect Shopping Centre. The company was launched in 2015 and specialises in fashion for sizes 12 and upwards – all the way to size 24, but with affordable prices. The store is open from 9am until 5.30pm Monday to Saturday and from 10.30am until 4.30pm on Sundays, with a click and collect service also available.

**Lavitta:** , 77-79 King Edward Street, Hull, HU1 3SQ. **Tel:** 01482 212177. **Web:** [www.lavitta.co.uk](http://www.lavitta.co.uk)

## Three Month diary

### July 16

12-16: Avenue Q, Hull Truck Theatre  
13-15: Broken Little Robots, Hull Truck Theatre  
15: East Riding Youth Orchestra, Hull City Hall  
16: NGW Wrestling, Hull City Hall  
22: Jools Holland & His Rhythm & Blues Orchestra, Hull City Hall  
22-23: Yum! Festival of food and drink  
25-12 Aug: Finlay McGuigan's Great Adventures in Storyland, Hull Truck Theatre  
28-30: Who do we think we are?, Hull Truck Theatre  
30: Northern Soul & Motown Night, Hull City Hall

### August 16

25 Jul – 12 Aug: Finlay McGuigan's Great Adventures in Storyland, Hull Truck Theatre  
3: National Play Day, Queens Gardens  
6: Humber Street Sesh

### September 15

2-3: Hot Brown Honey, Hull Truck Theatre  
6-10: The Complete Deaths, Hull Truck Theatre  
7-10: The Bold Knights of Britain, Hull Truck Theatre  
14-15: Snow White, Hull Truck Theatre  
20-21: Undermined, Hull Truck Theatre  
23-24: Landscapes, Hull Truck Theatre  
24-25: Hull Trinity Festival  
27-29: September in the Rain, Hull City Hall

See [www.hullbid.co.uk](http://www.hullbid.co.uk) for full details



## ↗ We communicate

### VHEY offers tips to help visitors

HullBID businesses are being offered the chance to top up their customer care skills and local knowledge free of charge ready to welcome the influx for visitors for City of Culture.

Visit Hull and East Yorkshire (VHEY) has devised The Big Welcome – a two-part visitor welcome training programme which shows how attention to the smallest details can make a difference to customer care levels, and how local people can view Hull from a visitor's perspective.

Catherine Goble, HullBID's marketing and events co-ordinator, completed the course and highlighted the potential benefits.

She said: "The customer care section of the course delivers some very clear messages in a way which is very friendly and easily accessible. It's all about emphasising the value of good customer care and working to make sure that the people who visit us in 2017 come back again."

"The local knowledge is delivered by award-winning tour guide Paul Schofield and gives you an idea of how our city is viewed by first-time visitors."

Ellie Garmston, business tourism officer at VHEY, said: "The Big Welcome course is designed to make sure visitors have an amazing time here, but also help businesses benefit from Hull's UK City of Culture status."

"We know that great service increases visitor spend and repeat custom, so the aim of The Big



Paul Schofield on a city centre tour.

Welcome is to ensure that everyone who comes into contact with a visitor is armed with the right tools to confidently deliver excellent customer service and share their expert insider knowledge about the city."

To find out how to book the training sessions visit The Big Welcome section at [www.visithullandeastyorkshire.com](http://www.visithullandeastyorkshire.com)

## ↗ We innovate

### Volunteers add skills to HullBID events

People from Hull's growing army of City of Culture volunteers will be taking to the streets to support HullBID's major events and to sharpen their skills in readiness for 2017.

Groups of volunteers will play a key part in guiding people to the attractions at the Yum! Festival, which takes place around the Rose Bowl at Queens Dock Avenue and in Queens Gardens on Friday July 22 and Saturday July 23.

Catherine Goble, HullBID's marketing and events co-ordinator, said the volunteers will also be out in force at other events including Hull Trinity Festival on Saturday September 24 and Sunday



Some of the City of Culture volunteers.

September 25 and during the programme of Christmas activities.

Catherine said: "We've been trained about how to use the volunteers effectively and topics covered included welfare and safeguarding. The volunteers have been trained about what to expect, and we're looking forward to them making an important contribution to the success of our events."

"For the Yum! Festival, we will have around 10 volunteers helping direct people around the city

centre and to the event areas. There will be some at the transport interchange and at King Edward Street handing out programmes and generating excitement of what's to come"

Shaun Crummey, head of volunteering for City of Culture, said: "Volunteering will be a fundamental part of programmes and events in the lead up to and throughout 2017. Volunteers will be the face, voice and heartbeat of the city's welcome."

"With 600 days' worth of volunteering, across a rainbow of artistic programme activities, there will be a huge variety of volunteer opportunities from visitor welcome at transport interchanges to greeting and seating at venues and more technical backstage areas."

"We're very happy to engage more prospective volunteers – our application window is open until Autumn 2017 so we'll be encouraging applications until then."

To find out more about the opportunities please visit [www.hull2017.co.uk/getinvolved/become-a-volunteer](http://www.hull2017.co.uk/getinvolved/become-a-volunteer)

## ↗ We promote

### Clean-up will help city look its best

HullBID is stepping up its efforts to spruce up the city centre and help partner organisations promote its many attractions in readiness for City of Culture.

BID's cleaning and maintenance operative Martin Foster is leading the way with the graffiti removal and jet-washing which begins early in the morning, before most businesses have opened their doors.

Martin also carries out small painting jobs to smarten up some city centre premises, and he has been helping clean the windows of vacant properties.

Kathryn Shillito, HullBID city centre manager said: "Cleaning and maintenance is a key area of HullBID's work and we have seen Martin's duties expand in response to demand from our members. With 2017 in our sights, we are also contacting out of town property owners to suggest that unsightly buildings are tidied."

In addition HullBID is working with the Eurovia team to update city centre businesses about the progress being made with the public realm works, including helping to distribute Eurovia's weekly newsletter.

Kathryn said "more initiatives are planned to help improve the appearance of the city centre and individual businesses, including a repeat



Martin Foster at work in the city centre.

of the successful workshops held by visual merchandising specialists "Made You Look". Their presentation last year was very popular and as a result of that we're bringing them to Hull again to provide free guidance and inspiration to retailers on dressing their interiors and window displays."

## ↗ We collaborate

### New events will add to array of festivals

HullBID is working to add to the array of activities in the city centre by supporting existing events and working to attract some new crowd-pullers.

The BID was one of the sponsors of the HU1 Festival which took place in Zebedee's Yard in May and it will also support Hull Pride which takes to the streets of the city centre on July 16. Zebedee's Yard has also been confirmed as



The busy Teenage Market in Beverley.

the venue for Hull Trinity Festival on Saturday 24 September and Sunday 25 September, and discussions are now under way to bring the popular Teenage Market to the city centre.

Kathryn Shillito, HullBID city centre manager, said all the events bring something different to the city centre and are capable of increasing footfall significantly to benefit businesses.

She said: "You only had to look at all the people eating and drinking in the city centre bars to see the impact which HU1 has on our businesses. In the past people have had to go to other cities to enjoy events of that calibre so we were happy to support them in Hull."

"Pride in Hull has expanded rapidly and has become a real spectacle which attracts a lot of people into the city centre. The Teenage Market, which encourages and showcases young entrepreneurs, was a great success in Beverley this year and we have been approached by the organisers about co-hosting one in the city centre next year"

"Trinity Festival has established itself as a highlight in the music calendar and we see Zebedee's Yard as the perfect setting for this year's event showcasing local bands alongside big-name headline acts."

# Q3News

## Yum! Festival will cook up City of Culture treats



Jon Collins at Cocoa Chocolatier and Patisserie.



Ex-Coronation Street actor Sean Wilson will be back at the Yum! Festival this year.

It's chocs away for Yum! Festival veteran Jon Collins, who is hoping for more sweet success as he makes his return to the city's finest foodie event.

Jon will be making only his second appearance at Yum! since opening Cocoa Chocolatier and Patisserie in Hull's Trinity Indoor Market, but he's also been a regular at the Festival in his previous jobs and has exhibited at all six events held so far.

He recently returned from taking his first holiday in seven years and is working flat out to make sure there are enough chocolate treats for the thousands of people who will visit the Festival on Friday July 22 and Saturday July 23.

Jon said: "It's a fantastic event. It gets your products out there and is a great opportunity for you to interact with your customers and show them how passionate you are."

Last year Jon's offer on cakes and brownies proved a big hit with visitors to Yum! and this year he's planning special Festival deals on boxes of his handmade chocolates.

Many other exhibitors are lining up their own special offers for the Festival, which has a new home this year with stalls being set up in the rose bowl area around the fountain in Queens Dock Avenue.

The Festival will also expand into the nearby Queens Gardens, with plenty of space for free children's activities including cookery workshops, magic shows, face-painting and soft-play crazy golf.

Nearly 50 different businesses – the majority of them BID members – will present an array of sweet and savoury delights from Jon's chocolates to the Italian meats of his Trinity Market neighbour Alessandro's and from the cupcakes of Sugar 'n' Spice in Paragon Street to the cocktails and beers of Oscars Bar in Silver Street.

"Around the World" street food stalls will be operated by restaurants from around Hull and further afield including Thai House in Princes Avenue and Roots Caribbean restaurant in Newland Avenue. Celebrity chef Nigel Brown will once again present 'The Main Dish', a programme of cookery demonstrations in which his fellow professionals reveal some of the

secrets from their restaurant kitchens.

Kathryn Shillito, HullBID city centre manager, said the Yum! Festival promises to be one of the biggest and most varied yet and will help to shape the food offer throughout Hull's year as City of Culture and beyond.

She said: "We work very closely with the City of Culture team and it is clear that food will be one of the key elements because all the people heading into Hull to enjoy the exciting events will need feeding.

"That presents a great opportunity for our food and drink producers and retailers to build their businesses, maximise the benefits of 2017 and become established and recognised across the region.

"We'll be looking closely at how we can use this year's Yum! Festival to help businesses prepare for City of Culture, and one idea is to work with them to organise more regular food events throughout 2017."

For full details of the Yum! Festival as more attractions are confirmed please visit [www.yumfestival.co.uk](http://www.yumfestival.co.uk)

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

For more information about how to share your news or ideas, email [catherine@hullbid.co.uk](mailto:catherine@hullbid.co.uk) or call on 01482 611802.

**[www.hullbid.co.uk](http://www.hullbid.co.uk)**



# News

## Siesta sisters in tree-mendous charity campaign

Sisters Carol Franks and Lynn Ripley are celebrating their achievements as Siesta survivors by challenging customers of a Hull city centre travel business to help raise money for Hull Royal Infirmary.

The women, who work at Siesta International Holidays in Paragon Street, both survived breast cancer. Then, in 2014, Carol underwent a transplant having suffered kidney disease for 25 years.

Further motivated by the loss of their 55-year-old brother to cancer three years ago, they are selling leaves to hang on a purpose-made 'tree of life' to raise money for equipment for the kidney patient ward at HRI.

Management at Siesta have supported the sisters with time off for treatment, recovery and hospital visits and now they have delivered again, donating a holiday for two as the prize for the owner of a lucky leaf to be drawn later this year.

Lynn, a sales assistant in the shop, said: "We have been through a lot and we wanted to do something to show our appreciation. I woke up one Monday morning with the idea that we should put a tree in the shop window and try to raise some money."

Customers and passers-by have been paying £1 each for the leaves. Some have written their messages of love, life and loss, including good luck wishes for family and friends, and memories of people who have passed away.

The tree will remain in the shop window until October 29, the end of Siesta's summer season, when all the leaves will be placed into a draw. Until then they can be bought by visiting the shop and on board Siesta's holiday coaches.



Lynn (left) and Carol at Siesta Travel.

Carol, the manager of the shop, said: "Lynn suggested the tree and at first I thought it was just another of her mad ideas but it's going really well and I know from my experience that it will make a big difference to patients in the kidney ward."

## Stuf team share tech tips after premises move

A city centre business which has become the first call for people seeking repairs for broken gadgets is planning to offer a free DIY service after moving to bigger premises.

The team at Stuf say their idea has been branded as madness by friends who fear they will lose trade, but co-founder Paul Green is backing their customer service to make a difference.

He said: "We will start running workshops one night a week for a couple of hours free of charge to show people how to carry out basic repairs to their mobile phones and other gadgets."

"Some people have said it's madness but we see customer service as very important and it is an extension of that. People don't have to buy the parts from us, but we think they will if we

look after them properly."

Paul and his best friend Richard Hewick launched Stuf in South Street, Hull, nine years ago. They now lead a team of seven and were determined to stay in the street when the time came to move premises.

Paul said: "Our shop was originally the foyer for Tivoli House but the building is up for sale and has planning permission for apartments so they're going to want it back at some point. We could have looked at premises elsewhere in the city centre but we love this street. It's full of independent traders and we wanted to stay here and keep our customer base here."

"We've now got much more space for people to browse what we do, and that should help the business. We've got less storage space but that's not a bad thing because we became hoarders. Now we've had to become more streamlined and more professional! Our new idea was inspired by our extra space and by austerity, helping people to cut the cost of repairs."

For details of the free workshop call Stuf on



Paul Green at Stuf.

01482 221014 or visit the shop in South Street, Hull.

## Commissioner counting on business input

The new police and crime commissioner (PCC) for Humberside is seeking the help of business owners and managers to help him bring improvements to policing in Hull city centre.

Keith Hunter met HullBID city centre manager Kathryn Shillito within weeks of being elected to the PCC role and the pair held an in-depth discussion about policing issues and effectiveness.

Keith, a former chief superintendent whose 30-year career included overseeing the city centre, said he plans to make changes.

He said: "I see the city centre as being a community, and as with all communities I want it to have more control over local policing. I intend to increase resources but they need to be focused on what the community wants them to deal with."

"I want to build a mechanism which allows that to happen. I have always been supportive of HullBID. What its members can do for me is give me intelligence on how the police force is responding and whether it is working the way they want it to work."

Kathryn updated the PCC on BID's crime prevention activities including the highly effective radio system, the work of the support officers and the partnerships with business, including the retail security forum and the evening economy group.

She said: "Safety and security will always be our top priority because people in our city centre need to feel confident that they will be looked after."

"We worked closely with Keith when he had responsibility for policing in the city centre and although he now has a different role, separate from the operational side of the force, he is one of BID's key partners."

"The fact that we were able to meet him so soon after his election indicates the importance which



New PCC Keith Hunter.  
(Picture courtesy of Hull Daily Mail).

he places on making sure the policing of the city centre delivers for the people who work here."

# News

## Skipton scheme will support the community

Community groups in Hull are being urged to make sure the city doesn't miss out on a scheme to support work in local neighbourhoods.

The city centre branch of the Skipton Building Society is eager to build on the success of its Grassroots Giving scheme, which last year supported a number of projects in the area and which has donated nearly £250,000 to groups around the country.

Rachel Arbon, manager of the branch in Jameson Street, said the Skipton is inviting community organisations to bid for £500 each and will give away more than £81,000 in total



Winning groups from last year's Skipton Building Society Grassroots Giving scheme.

this year.

But she added that time is running out. Anyone interested in bidding for cash and other support should apply by Friday July 29 by visiting the Grassroots Giving website at [skiptongrg.co.uk](http://skiptongrg.co.uk)

Among the winners last year were Kidz Club Kabin in North Ferriby, which bought outside equipment and supported the running of their after school childcare. The Friends of Western

Library in The Boulevard used the funds to help towards their gardening projects. Hull Merchant Navy Association was supported with the running of the organisation and costs of their annual visit to meet local sister groups.

Rachel said: "Grassroots Giving is all about helping the small community groups which would not normally gain any financial support. We want to make sure that these types of organisations in our area have a chance of getting some of the money available and we urge them to come along to our branch and find out more.

"Not only can we help them try to win a £500 donation, we can also show them how to access free resources and to join an online community where they can learn so much about how to improve the running of their organisation.

"We are keen to encourage anyone with a question to visit the branch and pick up a leaflet which explains how to apply for funding."

## Church to invest in new look after city centre facelift



Steve Whittington at Jubilee Central. (Picture courtesy Hull Daily Mail)

Public realm works in Hull city centre are set to pave the way to a new era for a landmark church.

Pedestrianisation of King Edward Street has prompted leaders at Jubilee Central to embark on a major refurbishment programme at their building which is the former Central Methodist Hall and the old NatWest Bank.

The project, which is expected to cost around £150,000 will include removing the façade which was installed in the 1950s to reveal the original stonework of a building which dates back more than 100 years.

A second phase is likely to see the former banking hall converted into a café, with outdoor seating to make the most of the space which will become available as a result of the current city centre makeover.

Steve Whittington, church leader, said: "The pedestrianisation is the best thing that could have happened to us. It will give our building

greater visibility."

The church was opened in Hull by Newfrontiers 10 years ago and it bought the current building in 2012. In addition to a full programme of church services for a community of 350 and a regular Sunday congregation of 250 – from 24 different nations – the building provides a base for a wide range of other activities.

It is the home of Hull Food Bank, it provides support for homeless people and it delivers courses in skills including cookery and guitar lessons. Jubilee Central also provides addiction support services and mental health support.

Steve said: "King Edward Street is going to look so much nicer and we want to play our part by opening up the original frontage of the building. We hope to get that part of the project done within the next year."



## Chair's statement

**Jim Harris, HullBID Chairman**

It has been – and will remain for the next few months – a challenging time for those of us in the city centre but we are starting to see the shape of things to come as more and more of the new, and very impressive pavements start to appear. Similar 'green shoots' events such as the sell-out in one day of the City of Culture Place des Anges spectacular are starting to increase the tempo of positive change, and this was further reinforced by the hugely successful BID Awards – this year bigger and better than ever!

So as we head into summer 2016 I think we can start to really get excited about the new dawn for our city centre and the huge commercial opportunities this will herald!

## Got a question?

For more information about how to share your news or ideas, email

[catherine@hullbid.co.uk](mailto:catherine@hullbid.co.uk).

or

call on 01482 611802.

[www.hullbid.co.uk](http://www.hullbid.co.uk)

## The HullBID team

To find out about our board directors, visit [www.hullbid.co.uk](http://www.hullbid.co.uk)



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