HuBD For a positively thriving city.

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Q1Report

Ten-year transformation fuels optimism for future

Businesses in the HullBID district are heading into a New Year of challenges and opportunities and are buoyed by rising optimism and economic indicators. Kathryn Shillito of HullBID reflects back on her experiences and on the changes she has witnessed during her 10 years since joining the organisation.

Kathryn joined as Operations Manager in January 2009 and now, as Executive Director, says BID businesses can look back with pride and forward with confidence as the city centre continues to undergo major change.

She said: Hull has become more of a visitor destination, boosted by City of Culture, and by offering an all-round experience we have increased our popularity. The architecture of our old town, the free museums and galleries, a much-welcomed arena and a multitude of leisure facilities have played their part.

Figures compiled during 2018 in line with criteria used by the Association of Town and City Management indicate that Hull city centre has experienced a reduction in the number of empty retail units.

In addition, footfall for the city centre from April to October 2018 was at its highest since 2012 and up more than seven per cent on the previous 12 months.

She said: "HullBID emerged from recession straight into austerity but we still got through a challenging ballot in

2011. Following a rebuild of the team with a new strategy and a philosophy of wanting to get things done, we achieved an 80% majority during the 2016 vote and saw this as a direct result of our change in direction.

"The first ballot focused my mind on the importance of speaking to people, hearing of their issues and helping as quickly and efficiently as we could. Our proactive approach has been recognised by our businesses and we have gained their confidence".

"Our communication links are strengthened by the regular retail group meetings, evening economy meetings and networking events, which bring in high-calibre speakers to meet city centre business leaders face to face".

Kathryn partly credits the turnaround to a commitment to building stronger partnerships with the city centre businesses, stakeholders and with Hull City Council. Behind the scenes she continues to ensure the voice of business is heard at the highest level by directors at the Council, whilst exchanging ideas and obtaining insight which enables further collaboration.

She said: "There are times when we have to challenge the Council of course, but we also share their vision for the city centre and partnering with them is essential. Their plans for new city centre residencies, along with those in the private sector, will attract more people to live in the city centre.



those who wish to shop and eat on their doorstep".

"We are not blind to the challenges and we are very aware of the issues facing the high street generally, particularly the bricks and mortar retailers. It is still difficult because people are spending their money differently but we are buoyed by the growth in independent

businesses particularly which have really added an enhanced sense of vibrancy".

"Hull has so much to be proud of and we are no longer fearful of shouting about it. Our downtrodden image as the city at the end of a motorway has long gone".

FOOTFALL (Sept/Oct/Nov 2018) City centre-9,188,273 King Edward Street: Prospect Street: Brook Street: Jameson Street: Whitefriargate: St Stephens: Humber St: Whitefriargate: St Stephens: Humber St St St Stephens: Humber St St St St St St St

Finance

As we enter the second quarter of our financial year (1 October 2018 to 31 September 2019) we are delighted that collection of the BID levy to date has exceeded 97.5%, with only 19 member businesses yet to settle their invoices out of the 780 within the District.

For the months of January to March we anticipate a spend of approximately £104,325. A key spend in this quarter will cover costs for the annual HullBID Awards taking place in February when we will contribute approximately £12,000.... £6,000 of

which will be recouped from sponsors. The Awards – which see hundreds of nominations submitted by our members - offer recognition and reward to BID businesses and is a highlight in our calendar.

Our funding through the collection of the BID levy - which is equivalent to 1% of the rateable value of any business premise and is paid directly to HullBID - continues to reduce year on year due to changes in the use of commercial buildings. However, we have cut costs and are still consistently delivering key services and events helping to keep the city centre

safer, cleaner and vibrant. Whilst many other BIDs in the UK often charge a levy of between 2% and 3%, we have maintained our levy percentage at 1% since the BID began back in 2006 as we understand how challenging times are.

As part of the BID regulations, we are obliged to send out members a breakdown of how finances are spent each year so look out for the Financial Update that will accompany the annual invoice in May 2019.

Featured new businesses



Sharp Addy & Train

Paul and Melanie Tamm have brought the name of a long-established accountancy firm into the heart of Hull by opening a new headquarters. Sharp Addy & Train, which also has an office in Goole, has a team of three working on all aspects of accounts for business and serving clients across the region. Paul, who joined the firm in 1999, said services will be improved by the move to more modern premises in a more convenient location.

Sharp Addy & Train, 23 Albion Street, Hull, HU1 3TG. Tel 01482 224013. Email: accounts@sharpaddytrain.co.uk Website: www.sharpaddytrain.co.uk



Tanyalak

A small but authentic Thai restaurant is the latest addition to Hull city centre's growing number of hidden gems. The team at Tanyalak serve Thai food with a permanent smile and at very friendly prices. Superb starters, salads, stir fries and more are available to eat in or to take away from lunchtime until well into the evening seven days a week. With fewer than 30 seats, booking is recommended.

Tanyalak, 35 George Street, Hull, HU1 3BA. Tel 01482 322201. Email: admin@tanyalak.com Website: www.tanyalak.com Facebook @Tanyalakthaifood



Marla's

Marla's is the brainchild of a couple who have left two of the city's finest food and drink outlets to launch their own venture. Sarah Cutler was a manager at Thieving Harry's and Sam Skillen worked at 80 Days Bier Haus. At Marla's they're serving gourmet salads, sandwiches and stews to eat in or to take away. They're also looking at hosting events and launching a delivery service whilst planning partnership projects with like-minded neighbours in Paragon Arcade.

Marla's Sandwich Shop, Paragon Arcade, Hull, HU1 3ND. Email: marlas.sandwich.shop@gmail.com Facebook: @We.Are.Marlas Twitter @we_are_marlas

Three Month diary

January

8-19: The Bodyguard, Hull New Theatre

17-2 February: Jack Lear, Hull Truck Theatre

21 & 28: Boyzone, Bonus Arena

26-27: Robinson Crusoe, Hull City Hall

29: NT Live - The Madness of King George, Hull Truck Theatre

29-2 February: Saturday Night Fever, Hull New Theatre

February

I: Spirit of the Dance, Hull City Hall

5-9: Macbeth, Hull New Theatre

5-16: Bouncers, Hull Truck Theatre

7: Royal Philharmonic Orchestra, Hull City Hall

12-16: The Worst Witch, Hull New Theatre

15: An Evening with The Hairy Bikers, Hull City Hall

16: Roy Chubby Brown, Hull City Hal

16: Peter Andre, Bonus Arena

18-21: The Royal State Ballet of Siberia, Hull New Theatre

19: Collabro, Hull City Hall

21: Dave Gorman, Hull City Hall

22: Brendan Cole, Hull New Theatre

22: HullBID Awards, Hull Minster

23: Two Pianos, Hull New Theatre

23: Rule The World – Take That Tribute, Comedy Lounge

23: Hull Philharmonic Orchestra, Hull City Hall

26: The X Factor Live Tour, Bonus Arena

26-9 March: Doctor Dolittle, Hull New Theatre

March

1: Superslam Wrestling, Hull City Hall

2: Abba Mania, Hull City Hall

5-16: Princess and The Hustler, Hull New Theatre

12: Trust Fast Health, Hull City Hall

13: Ministry of Science Live, Hull New Theatre

13: Ben Fogle – Tales From The Wilderness, Hull City Hal

14: REYTAS, Bonus Arena

14: Anton and Erin, Hull New Theatre

15: Spice – The Live Stage Show, Hull City Hall

15: Jimmy Cricket, Comedy Lounge

16: An Evening with Eric and Ern, Hull City Hall

19-23: Made in Dagenham, Hull New Theatre

20: Tre Amici, Hull City Hall

22: James, Bonus Arena

23: Shakin' Stevens, Hull City Hall

25: Remembering The Movies - Aljaz and Janette, Bonus Arena

25-30: The House on Cold Hill, Hull New Theatre

>> We collaborate

City centre partners celebrate Revo win

Partners behind the regeneration of Hull city centre are celebrating after taking a top award in a nationwide scheme which recognises excellence in the retail property and placemaking sector.

Judges for the Revo Gold Awards selected the Destination Hull entry as the winner for its 2018 Re:generate category. The submission highlighted the success of the partnership by Hull City Council and Wykeland Beal, but Garry Taylor, the City Council's City Manager, said the award reflected progress throughout the city centre.

He said: "Winning this high-profile award recognises Hull's ability to adapt to new challenges facing the retail sector. Every part of the city centre has been touched by the £250 million of investment in retail and leisure, making it a more vibrant place for residents and visitors."

Kathryn Shillito, HullBID Executive Director, said: "I'm delighted that Destination Hull was selected as the winner in such an important category. HullBID has been pleased to be a part of the journey, in particular co-hosting a stand with partners at the annual Revo exhibition and similarly joining the Hull panel who met with the Revo judges."

The audience at the awards celebration, which took place at the Grosvenor House Hotel in London, heard how Hull had changed the face of the city centre with £220 million of investment into retail and leisure.

James Cons, Chair of the judges, said the entries demonstrated "innovation, tenacity, excellent placemaking and above all a passion to move forward."



He added: "We need to see a range of solutions, seek new collaborations and working relationships to continue the evolution and relevance of our cherished sector. We should be challenging one another to halt the decline, to change opinions and above all to create places that customers choose to spend their hard-fought time and money."

We communicate

APCOA investment supports Hospice

APCOA, the operator of King William House car park in Hull, has embarked on a significant improvement programme which will make the site safer and cleaner and generate thousands of pounds for a major charity.

The company is also supporting the city centre business community by sponsoring a category in the HullBID Annual Awards and providing free parking for people attending the ceremony at nearby Hull Minster on Friday 22 February 2019.

APCOA is already receiving positive feedback from business clients who use the car park in Market Place,

Hull, and the company is confident the improvements will attract more users.

Increased use of the car park will also mean more money for Dove House Hospice from a partnership which sees APCOA donate £5 of every £35 monthly season ticket. In addition, Dove House Hospice receives 5 per cent of weekend revenue.

The renovation works follow the decision by APCOA to commit to a new long-term lease on the car park, which has 630 spaces. The work, which will be completed during 2019, includes resurfacing, repainting and installation of energy-efficient LED lighting.

The company is also investing in new parking equipment and better security, enabling APCOA to open the car park 24 hours a day, 365 days a year.

Kathryn Shillito, HullBID Executive Director, said: "The investment by APCOA is really important to our business members in the city centre, and to their staff and customers. It adds to the appeal of the Old Town, where a number of other improvement programmes are under



way - not least in King William House, which adjoins the car park.

"In addition, APCOA's support for Dove House Hospice and for the HullBID Awards shows how committed they are to building strong partnerships and making a difference."

№ Promote

Overseas students set out their stalls

HullBID joined forces with Hull College to welcome a group of 40 overseas students and give them an insight into the city centre economy and how to develop their own businesses.

The students arrived from The Hague in the Netherlands with a range of interesting products and a little experience of selling online. Their challenge during their day in Hull was to sharpen their communication skills by setting up stalls in St Stephen's shopping centre and selling face-to-face.



John Portas, a business lecturer at Hull College, said: "They create an online presence and they sell shares to generate investment and learn about responsibility, and the emphasis of the day in Hull was all about being able to talk to people and connect with potential customers.

"They learned that being in business is not just about creating a product and opening a shop. It's also about identifying opportunities that they can then take advantage of."

Kathryn Shillito, HullBID Executive Director, addressed the students at the College and later visited their stalls.

She said: "I talked about the economy of the city centre and how HullBID works to support businesses in partnership with other stakeholders including Hull City Council and the College itself.

"We also took the opportunity to promote Hull with some striking images of our city and some background about the success of our major events including Hull Street Food Nights and the Yum! Festival of Food and Drink.

"They were aware of Hull's status as UK City of Culture and we discussed the impact of that in terms of regeneration and improved public realm as well as the way in which perceptions were lifted."

№ We innovate

Independent shops join Visa campaign

Three of Hull's favourite independent businesses were given starring roles in a nationwide billboard campaign launched by Visa to celebrate the Great British High Street.

Beasley's Hat Shop in Hepworth Arcade was joined by its next door neighbour Dinsdales Joke and Trick Shop and by bespoke Savile Row tailor Cock of the Walk in Grimston Street in being selected by household-name advertising firm Saatchi & Saatchi for the campaign.

The businesses were contacted out of the blue, and Graham Williams of Dinsdales initially rejected the offer

to get involved because he thought it was a hoax.

He said: "Saatchi & Saatchi called and I said no but the next day Visa rang and assured me it was genuine so I agreed to do it."

Beasley's wasn't originally on the Saatchi & Saatchi list but when the photographer arrived at Dinsdales and found he had to wait for Graham to attend to some Halloween customers, he spotted the hat shop and decided to include it.

Gill Long, owner of Cock of the Walk, originally thought they had been selected as a result of publicity surrounding the mural which they added to the side of their building during the summer.

She said: "We were really chuffed to have the shop picked to be part of a nationwide campaign for Visa. We assumed it was because of the mural but apparently it all came down to a Google search for cool independent shops around the UK.

"We were also surprised that a massive company like Visa were considering shops and businesses in our



Graham Williams (left) of Dinsdales with Fran Beasley of Beasley's Hats and Jorge Vieira of Cock of the Walk.

corner of the world, but we went with it and got some great results. We have never entered into anything like this before, but I'm so glad they came to Hull and picked some fine shops."



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Q1News

Ten chances to shine in the 2019 HullBID Awards

A black-tie gala dinner in a sensational new setting will raise the bar once again as city centre businesses come together for the 2019 HullBID Awards.

Time is running out for businesses to enter the ten categories, with competition guaranteed to be white hot as challengers in all sectors celebrate their achievements of the last year.

Demand is also expected to be heavy for tickets for the awards ceremony which this year will take place in Hull Minster on Friday 22 February. The three finalists in every category will each receive four complimentary tickets for the gala dinner, with additional tickets available at a cost price of £40 each.

The awards, now in their sixth year, will be hosted by HullBID's Executive Director, Kathryn Shillito and will highlight the city centre's finest businesses. Nominations are welcomed from the businessowners themselves, from their teams, from satisfied customers, family and friends.

Strong interest is expected for an event which has become a key date in the business calendar, raising the profile of the shortlisted businesses. The independent panel of judges with vast and wideranging experience of business in the city centre is looking forward to making some tough decisions.

Jim Harris, Chair of the HullBID Board, said the nomination process is quick and easy and designed to attract the great and the good of Hull city centre businesses from small and independent operators to the many household names.

He said: "The awards are the culmination of lots and lots of hard work and a massive celebration of the quality of the businesses and their staff in Hull city centre. There is something for everybody and it's a chance to let our staff know how proud we are of what they have done and to recognise their achievements both as individuals and as a team. I would urge businesses to have a good look at every category and have a go because this is a great shop window for Hull "

Among the first businesses to enter was the team at Suit Direct and Ben Sherman in Princes Quay Shopping Centre, who will compete for the Dressed to Impress Award and will be hoping to generate some business among people determined to look their best for the big night.

Gary Drydale, Assistant Manager at the shop, said: "We decided to enter the awards because it's a lot of fun, it's a good way to raise our profile and what we do is all about making the most of those special occasions."



In total ten awards are up for grabs at the ceremony on Friday 22 February. Entries must be received by Monday 21 January and nomination forms can be obtained from Catherine Goble in the HullBID office on 01482 611802.

They can also be completed on the Hull Daily Mail website at www.hull-live.co.uk/bidawards19 or from the HullBID website at http://www.hullbid.co.uk/resources?category=Literature

The categories are:

Safe City Award

(sponsored by Radphone).

Dressed to Impress Award (sponsored by Hull College)

Outstanding Employee/s Award (sponsored by APCOA Parking)

Innovative Marketing Award (sponsored by 360 Chartered Accountants)

Customer Service Excellence Award (supported by the Hull Daily Mail).

Contribution to the Community Award (sponsored by Hull Minster).

Best Business Progression Award (sponsored by Princes Quay).

Commitment to Training and Development Award

(sponsored by Kingston Recruitment)

The Best in Food and Drink Award (sponsored by Saunts).

Outstanding Contribution Award (sponsored by St Stephens).

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 or call on 01482 611802.

www.hullbid.co.uk

New businesses add to the appeal of Humber Street

Classy fashion outlets, stylish restaurants and even a corner shop are adding to the appeal of Humber Street as work continues on the £80 million rejuvenation of the Fruit Market.

Steak 1884 opened its doors in November as a Manhattan-style steakhouse and was soon joined by J. Johnsons wine bar, bistro and deli which introduced itself to customers with a pre-Christmas opening ahead of a full launch in the New Year.

The store on Pier Street is now fully open, offering locally-sourced fruit and vegetables, bread, milk, eggs, meat, fish and many other delights designed to fill the fridges and larders of people moving into the area

Away from the food sector, fashion and footwear designer Shaun Barker-Newton has launched contemporary lifestyle store 19point4 in Humber Street.

During the first two months of 2019 the transformation of Humber Street will continue with the opening of the Taphouse Brewpub, The Temple gym, Tessies independent fashion boutique and wedding fashion business Ghost Orchid Bride.

Shaun said: "I'm really looking forward to working with the other businesses in the area to make the Fruit Market even more of a great place to hang out, shop and socialise.'

James MacLeod Birch, Director of Steak 1884, said: "It's a great location, especially with the residential development taking place nearby, and we want Steak 1884 to be a lovely neighbourhood restaurant and a destination for our old customers from Dock Street Kitchen.

The regeneration of the Fruit Market is being driven by Hull City Council, Wykeland Group and Beal Homes. Tom Watson, Development Surveyor at Wykeland, said: "We're now seeing new openings coming thick and fast - all of them adding to the appeal of the Fruit Market as an exciting new business, retail, leisure and cultural destination.



Shaun Barker-Newton at 19point4

Grant will fund improvements to BID radio system

HullBID has stepped up its efforts to improve safety and security in the city centre by investing in an upgrade to the radio system.

Humberside Police and Crime Commissioner Keith Hunter has agreed to allocate £10,000 from the Crime Reduction Fund to kick-start a programme to improve the system. The money is being used to purchase more modern handsets, with further improvements planned as more money becomes

The radio system, which has been in operation since HullBID was launched in 2006, gives businesses a direct, live link to the HullBID support officers, the police and the City Council's Civic 1 CCTV hub



HullBID Senior Support Officer Mark Andrews with one of the new radio handsets.

Mark Andrews, HullBID's Senior Support Officer, said the original radio system was a great asset in helping to tackle crime by enabling police to track offenders quickly and by deterring potential criminals.

Kathryn Shillito, HullBID Executive Director, said: "We know the system makes a big difference to safety and security in the city centre and we are in the process of upgrading it by replacing analogue handsets with digital.

"The £10,000 from the Crime Reduction Fund will allow us to start that work. We will buy as many new handsets as the money will allow. That will enable us to improve the equipment which we distribute, making the new handsets available firstly to members of our retail security forum, and we will continue to source funding to update handsets held by other BID businesses.

"The equipment is provided free of charge to HullBID businesses, as is the training and the guidance on how to use the service*. It is recognised as one of our most important services and as a major asset when it comes to keeping the city centre safe and secure.

*Subject to availability

Businesses urged to speak up on evening economy

The city centre evening economy will fall under the spotlight this month when a cross-party group of Hull City Council members meets representatives of key businesses.

Councillor Haroldo Herrera-Richmond will lead a task and finish group of six City Council members in discussions with up to 20 people from the licensed trade, including hotels, restaurants, bars and other leisure operations.

Businesses operating in the relevant sectors are being invited to register their interest in the event, which will take place in the Guildhall on Monday 21 January.

Councillor Herrera-Richmond said the group has already explored issues around the evening economy with fellow councillors and with other stakeholders including Humberside Police.

He said: "We now want to hear from the businesses about their priorities and ask them what they think the City Council can do to help to improve the night time economy, such as increasing the number of people who live in the city centre. Our initial contact with the business community has been through HullBID and they are helping us to work with specific businesses.

Businesses operating in hotels, bars, restaurants, family leisure activities and major events have already registered to attend the meeting.

Kathryn Shillito, HullBID Executive Director, said: "HullBID has initiated and supported a range of events over the years to support the evening economy, with our Hull Street Food Nights recognised as particularly successful.

"More needs to be done and this meeting presents a great opportunity for the businesses working in the relevant sectors to sit down with an influential group of councillors and contribute their ideas directly.

Businesses interested in attending the event should contact Francesca@hullbid.co.uk telephone 01482



Hull Street Food Nights helping the evening economy

enact excited as investment hits the halfway mark

The largest direct conveyancing company in England and Wales has praised the quality of its newly-recruited workforce as it reaches the halfway stage of its investment in Hull.

enact conveyancing has now filled almost 80 of the 160 jobs which are being created at its new offices in The Maltings. Lee Thrush, the company's Head of Operations in Hull, said he expects the team to recruit the full complement within six months.

Lee said: "Progress since the opening of the office in March 2018 has been fantastic. The calibre of staff we have brought in at all levels has been of an incredibly high standard, which is a credit not only to the recruitment team but also the city itself and its talent pool. The strategic choice to come to Hull has certainly paid off.'

enact handles one in four re-mortgage conveyancing transactions and also helps thousands of people to move home each year. The company employs more than 530 people at its head office in Leeds and has processed more than 1.2 million transactions since it was established in 2000.

Lee said the new arrivals have been recruited from across Hull and have also been attracted into the city centre from the wider region. The 46 operational staff and 32 call centre staff have brought experience from a variety of sectors and are reaping the benefits of a comprehensive training programme.

Jack Windsor, Legal Assistant for one of the company's major clients, said: "I'm thrilled to have joined enact when I did and to start my career at the birth of this fantastic office. I've never worked in this field before but have gained unparalleled access and training, enabling me to thrive in my role.



Leoni-Mae Hughes and Huanita Winn.

Emmaus app will help businesses tackle homelessness

City centre businesses are being urged to back a digital drive by a charity which works with individuals who have been made homeless.

Emmaus Hull and East Riding has launched an app with the aim of improving the services which the charity offers to help the region's homeless community. The new service enables users to report the location of a person sleeping rough, with the result that the Emmaus outreach team can then respond.

Emmaus now has a total of 35 branches across the UK and aims to offer homeless people a safe place to live and a route into training and employment. Emmaus Hull and East Riding is based in Lockwood

Emmaus volunteer Lyndsey Smith at the charity's

Street, Hull, and recently moved its main city centre retail outlet to a new site in Whitefriargate.

Kelly Finnis, Director at Emmaus Hull and East Riding, said: "It's important for a charity to move with the times. We're always keen to engage with our supporters and new people alike and, given the

popularity of apps and smartphones, this is an ideal way for us to spread the word about the work we do.

"The outreach team do a fantastic job responding to the rough sleeper reports that we receive but sometimes descriptions can be misleading and valuable time is lost trying to trace individuals. With the app we're able to see exactly where the report comes from and the team can attend a specific location.'

Kathryn Shillito, HullBID Executive Director, said: "Many of our member businesses encounter issues around homelessness on a regular basis and we would urge them to download the app and alert Emmaus, who can then provide the professional help that is needed.

For further information about Emmaus please call

01482 223722 or please visit www.emmaushull.org.uk



Chair's statement

Jim Harris, HullBID Chairman

Times are tough on the high street and we see the shape of the traditional retail offer changing before our eyes, but this is where our city is showing a resilience and a strength which is the envy of our peers.

first shop on Whitefriargate

We have the energy, knowledge and continuity of the BID - nobody understands the city centre and our issues better than executive director Kathryn Shillito – to steer us through difficult times, add to this the powerful partnerships within the Hull business family, both public and private sector. Nothing illustrates this more than our recent success on a national stage in winning the Revo Gold Award for regeneration.

Got a question?

For more information about how to share your news or catherine@hullbid.co.uk.

call on 01482 611802.

www.hullbid.co.uk

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