

## **BID HOTLINE 611888**

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# **Q4Report**

# City centre improvements set to attract further investment



Hull is generating interest from major developers and investors and is also earning praise from other cities and towns for its regeneration of the city centre and its plans to continue the transformation.

Delegates at Revo – the largest gathering in the UK of people and businesses involved in retail, residential and the growing trend towards urban living – told the representatives from Hull that they are watching developments with interest – and they want to know more.

Lilla Bathurst, Business Liaison Officer at HullBID, attended the event in Liverpool in partnership with representatives from Hull City Council and Visit Hull, which has just launched a new website promoting the city.

Lilla said: "I spoke to a lot of local authorities and all of them were really impressed with the amount of inward investment into Hull and with our image, public realm works, cleanliness and the events and rising footfall figures.

"We also discussed the challenges facing city and town centres – they said they are all seeing the same issues with vacant units although many have higher vacancy rates than we do, but people still need somewhere to eat, somewhere to sleep, somewhere to play, somewhere to work.

"We talked about building a sense of community and working with local authorities, developers, investors and retailers to help bring businesses into the city centre. There is a trend within property development to offer space which is flexible and to fill it in phases to generate ongoing demand. What became clear is that there is more potential in Hull and we are further down the line

than many other cities in terms of being able to attract people."

In 2018 Hull won the Re:generate category at the Revo Gold Awards and Garry Taylor, Hull City Council's Assistant Director of Major Projects, said work is continuing with investors and businesses "who believe in our vision and want to be part of our city, and part of our exciting future."

He added: "It's an exciting and transformational time for the city centre with a number of large projects, at various stages, continuing to progress.

"A contractor has been appointed for the £120 million Albion Square mixed-use development in the heart of the city centre which, once completed, will feature high quality apartments and office space, modern retail units and an ice

"The council has already been successful in securing £2.75million through two sources of investment for the Whitefriargate regeneration, through the Humber LEP and Historic England. We were also successful in the first round of an application to the Government's Future High Streets Fund, which could unlock a further £22 million for the historic street. Our vision is to bring upper floor space back into use and improve the frontages of these fantastic buildings.

"We have been working closely with the owners of the former House of Fraser building and it's great to see that the Hammonds name is returning to the city centre. Their proposals are exciting and ambitious and could potentially put Hull on a par with the food hall offerings in Manchester and Birmingham, adding to the vibrant offer that continues to flourish in places like Trinity Market."

# 

## Finance

As we embark on our new financial year (1 October 2019 to 30 September 2020) we anticipate an annual levy income of approximately £375,000 from the 1183 chargeable business premises within the BID area. This is a slightly improved figure on the 2018-2019 financial year as we see more commercial property coming onto charge including those that have been re-valued.

### As a general rule, our expenditure will be split as follows:

- Safety and security, including BID Support Officers
- Events, Activities, Literature and Communications
- · Cleaning and Maintenance
- Evening Economy
- · Footfall Counters, Lighting and Empty Unit Management
- · Levy collection costs
- Premises rent/utilities and admin support (Chamber
- · Professional fees and Sundry costs

It is important to demonstrate the added value we bring (£70,000 in the 2018/19 year) and as such, we will continue to seek sponsorship for our events and activities and gain income from stallholders at our events. As always these funds are invested back to boost our events

Apart from static costs, our first quarter will focus on bringing two large-scale Christmas lighting installations to the city centre that will complement Hull City Council's enhanced investment into Christmas street lighting.

## Featured new businesses

## The Purple Robot

A 100 per cent vegan drinking and dining experience is promised by The Purple Robot craft beer taproom and kitchen, which has opened in Humber Street. The menu ranges from new ideas with vegetables and salads to deliberately misspelt meat substitutes including beacon, blacque pudding and duque. An extensive list of beers, ciders, wines and spirits, as well as hot drinks, is also all-vegan.

The Purple Robot, 6 Humber Street, Hull, HU1 1TH. Tel 01482 327802 Website www.thepurplerobot.co.uk Facebook @PurpleRobotHull



egan food and drink at The Purple Robot

## House of Ink

A tattoo artist who was inspired by the traditional Arabic canvas artworks of his father and grandfather has opened his own tattoo and piercings business in Hull city centre. Troy Hammadeh previously operated elsewhere in the city and relocated to Prospect Street as part of his expansion plans, creating opportunities for two apprentices. The business is open from 10am until 5pm Tuesday to Saturday.

House of Ink, 83 Prospect Street, Hull, HU2 8PW. Call 01482 327527 Email house.of.ink83@hotmail.com Facebook Troy house of ink



Troy Hammadeh at House of Ink.

## Night Dental

Urgent and emergency care is available at Night Dental, which opened during August directly across the road from the Bonus Arena. The centre is open from 8am until 8pm seven days a week with a team of 15 to help with all tooth-related problems including trauma, bleeding, swelling and pain. The service welcomes all patients, even if they are registered with their own dentist, but booking is essential.

Night Dental, 35-39 Myton Street, Hull, HU1 2PS. Call 111 to book.



### Baan Thai

A Thai massage centre which has been operating in Hull for five years has now expanded by opening a second outlet in George Street. Baan Thai services include traditional massages, aromatherapy and reflexology and the new parlour, which has four treatment rooms, is open seven days a week with Sunday bookings available by appointment. The owners also operate the nearby Tanyalak Thai street food restaurant and are planning special massage and meal deals.

Baan Thai, 41 George Street, Hull, HU1 3EF. Tel 07760 940647 Email info@baan-thai-massage.co.uk

Website www.baan-thai-massage.co.uk Facebook @hullbaanthaispa



Parichat Brown, co-owner of Baan Thai and

## **Three Month diary**

### October

- 8: Michelangelo A Different View launch 8: Ben Elton, Hull City Hall

- 15-19: Northern Ballet Cinderella, Hull New Theatre 18-19: The Hound of the Baskervilles, Hull Truck Theatre

### November

### December

- 31: New Year's Eve Speakeasy, Trinity Market Plus: Trinity Live in Trinity Market every Thursday evening until Christmas.

## We collaborate

## Bright future for BeYOUty collection

A fashion, beauty and health showcase brought together some of the best in the business for an event at the Bonus Arena

BeYOUty featured businesses working in hair and make-up. clothing and accessories, health and wellbeing and a group of fashion students - all eager to make the most of an opportunity presented by the partnership between the Bonus Arena, Princes Quay Shopping Centre, Viking FM and HullBID.

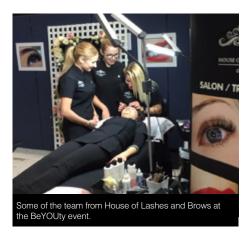
Laura Harrison, Conference & Events Sales Executive at the Bonus

Arena, said: "There was a really good mix of services and products with local and national brands and businesses from all over the city centre. We came up with the idea of doing the event and we approached HullBID to see if we could collaborate. A total of 1,500 people registered to attend. It's a good fit with our wedding event and sports event and it would be great to do it again."

Catherine Goble, HullBID Marketing & Events Co-ordinator, added: "It's great to be able to offer an opportunity like this at such a prestigious venue to promote some of the fantastic fashion, health and beauty businesses in the city centre. Our businesses really made an effort and the stalls made a real impact.

Jolita Shishmanova, owner of House of Lashes and Brows, closed her salon in Bond Street and took her team of six to promote their services, which include spray tan, waxing, hair extensions and permanent make-up

She said: "It is the first time we have done an event like this and we were quite nervous but it's gone well and we hope we can do it again next year."



## We communicate

## Michelangelo works in Minster exhibition

The arrival at Hull Minster of a world-class exhibition of the Sistine Chapel's iconic scenes is expected to attract big crowds and bring benefits to the city centre businesses.

Tickets went on sale in August for the 'Michelangelo - A Different View' exhibition which will run from Tuesday 8 October until Monday 18 November. It will be open from Monday to Saturday with admission organised into sessions to avoid overcrowding.

Doors open at 8am and will close at 10pm, but the published times are intended as a guide only because the Minster will also operate a programme of associated events.

The exhibition will feature more than 50 large-scale reproductions of Michelangelo's Sistine Chapel works, including the famous 'Creation of Adam', a depiction of God giving life to the first man, and a six-metre square reproduction of 'The Last Judgement'

Bishop Frank White. Interim Minister at Hull Minster, said: "We've had huge interest in the Sistine Chapel exhibition and we know many people are excited to experience it. We're urging people to book early to avoid disappointment if they want to be among the first to see the exhibition or come at a specific time.

"The tickets are available for timeslots beginning on the hour, but we won't hurry people through, so if people enter part way through the hour they can still be confident of a great experience. We've also put together a number of viewing options to make the exhibition as accessible as possible."

Tickets for the exhibition can now be booked through the Hull Minster website at www.hullminster.org/sistine or at the Hull Minster Shop. They can also be bought on the day if the allocation for each time slot has not been met.



Promotional panels for the Michelangelo exhibition at Hull Minster

# **№ promote**

# Major upgrade for Holiday Inn Express

A city centre hotel which boasts convenience and captivating views among its attributes has now embarked on a major modernisation programme.

The Holiday Inn Express in Ferensway will unveil the first phase of improvements on Thursday 10 October, with an invitation to HullBID members to join General Manager Debra Hutchins for food, refreshments and a tour of the new-look bedrooms

Debra will also outline the next stage of the project - refurbishment of the reception, bar and breakfast areas.



November will mark the 12th anniversary of the opening of the hotel which sits on top of St Stephen's Shopping Centre and gives fantastic views across the city centre skyline.

A quirky addition to the facilities is the creation of viewing areas. Other advantages for guests are the location and the family feel.

Debra said: "Our guests find it a fantastic location because for those travelling by rail, the interchange is right next door and for those who are driving, the St Stephen's car park is right outside our door with very good rates and excellent security.

"The 32 staff are all from the local area. There is a husband and wife team on reception, a mother and son working on breakfast, there are two sisters in housekeeping and a mother and son who are housekeeper and porter. My sister is the sales and business manager. People say it feels like a family-run hotel!

"We also have a great maintenance team who keep the place looking good, which is important because we're investing a substantial amount."

The event on Thursday 10 October will take place from 5.30pm until 7pm. To reserve a place please contact Francesca Sharp on 01482 611850 or by email at Francesca@hullbid.co.u

## **>** We innovate

# Families first for a cracking Christmas

HullBID will be working with Hull City Council and with businesses throughout the city centre to present a Christmas cracker of events and activities aimed at

Kathryn Shillito, HullBID Executive Director, said the BID is jointly working on plans to create "Instagram moments" with creative lighting installations which will complement the City Council's festive lighting on every main street and provide a centrepiece.

Kathryn said: "The lighting installations we are bringing will be a real attraction.... great for family Christmas photographs. They will be right in the city centre from the lights switch-on on 14 November until early January and will be easily accessible. The annual switch-on has traditionally signalled the start of a variety of festive activities, including late-night shopping"

In addition, Princes Quay Shopping Centre will once again organise its Santa's Parade and small traders from the Hull area will take part in a Victorian market in the Old Town

The Princes Quay Santa's Parade, organised in partnership with Viking FM's Cash for Kids campaign, will take place on Sunday 17 November, It will start outside Hull New Theatre and continue to Queen Victoria Square, where Father Christmas will take the stage in partnership with All for One Choir and State of the Arts Academy.

He will then host a stage on Quayside level 1 with local schoolchildren who will lead the countdown to turning on the shopping centre lights and officially opening the grotto Quayvaria on level 2.

A Victorian market on Saturday 7 December organised by Julie Buffey of Roisin Dubh will bring together more than 50 stalls for a family-friendly celebration of independent local retailers in Hull Minster, Trinity Market, Trinity Square and Hepworth's Arcade.



The crowds at the Princes Quay Santa Parade in 2018. Picture by Victoria Benge of Go! Photo.



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# **Q4News**

# Police seek support of businesses to improve city centre



Humberside Police is inviting businesses to play a greater part in the fight against crime in Hull city centre by joining a multi-agency group formed to drive improvements.

Chief Superintendent Darren Downs, North Bank Divisional Commander for Humberside Police, told members of the Retail Security Group they will see a difference in the city centre as a result of partnership working.

He also urged the wider business community, at a HullBID networking event on 27 September, to join the group, help to get the message across that many city centre scare stories are inaccurate, and contribute their experience and expertise to help tackle crime.

Ch Supt Downs said the problems within the city centre are so complex that the police cannot deal with them on their own.

At the Retail Security Group, which is organised by HullBID, he listened as business owners told of their experiences in the city centre and how a police presence makes a difference in terms of deterring potential offenders involved in antisocial behaviour, shoplifting and drug use.

Many said they had seen customers being harassed for money with young, old and vulnerable people handing over cash because they felt intimidated. They welcomed the new 'Small Change in the Right Hands' posters, which are part of a campaign led by the Community Safety Partnership advising people to donate to organisations such as Emmaus rather than to become:

The meeting discussed creating exclusion zones to keep offenders away from the city centre and introducing new architectural design features to create an environment in which criminals found it more difficult to operate.

At the HullBID networking event Ch Supt Downs told business leaders the new pod in King Edward Square will provide a police presence in the heart of the city centre. He added that crime is falling and businesses can help to bring further improvements.

He said: "There are pressures in the city centre but they are no different to any other city centre anywhere in this country. Footfall is going up. Crime in Hull is down. There are some crime areas that are up but the vast majority are down. Burglary, street robberies, class A drugs and serious violence are all down. All the statistics tell us that the problem does not match the perception.

"I also chair a city centre group, facilitated by HullBID who is a stakeholder, which brings together the local authority, some charities, fire service, Clinical Commissioning Group, and we are desperately in need of businesses to come onto that group as well. We have made a lot of arrests but it hasn't made the problem go away. There are still addiction and mental health issues. Some are homeless and some aren't, some are on medication and some aren't, some are educated and some aren't.

"The group has a lot of ideas and I have some funding. One idea is to design out crime hotspots but I can't do that single-handedly. I need your community help and your business help. Some of you are very experienced and know how to access funding and deliver projects and I need that support to help us make this city one we are proud to come to and to increase footfall and business."

To find out more about how to join the city centre group please contact Kathryn Shillito, HullBID Executive Director, on 01482 611889 or kathryn@hullbid.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 or call on 01482 611802.

www.hullbid.co.uk

# Segal's set for new era as company reaches centenary

A family-run jewellery firm which is one of the oldest businesses in Hull is planning the launch of a new era after reaching its centenary.

Segal's, which occupies three units in Paragon Arcade is set to unveil a spectacular new store, with work in progress now at the corner of Carr Lane and Chariot Street.

Full details of the company's plans are still under wraps but the move will be one of the most significant developments in the history of a business which started as Jack Segal & Son watchmaker in South Street in 1919.

The firm relocated to Porter Street in 1921 and then to Midland Street in 1937 before arriving in Paragon

Arcade in 1963, with a Grimsby branch opening in 1996.

Jo Roos, a partner in Segal's, said watches are still a big part of the business, along with old and new jewellery with activity extending to buying, selling, repairing, altering and offering advice.

She said: "We get people who come here because their parents and grandparents came here and it's amazing what sort of questions and queries we get. Every day is different. Sometimes people want to sell, sometimes they want advice and the fact that they trust us is important.

"It's still a family business and we have the most amazing staff, 25 of them across all the stores. They have all been with us for a long time which says something about the business.

"There are not many businesses in the city centre that have been going for 100 years. We are getting more people in here, footfall has definitely increased with the improvements to the Arcade and we have big plans for the future with our expansion."



Jo Roos in Paragon Arcade.

# Saturday girl is salon boss as Toni & Guy hits 20

A hair stylist, who started at the Toni & Guy salon in Hull when she was just 14, is leading the 20th anniversary celebrations of the branch in Paragon Street as the franchisee.

Kimberley Johnson, who began her career as a Saturday girl, took up the franchise four years ago and has her own team of 14 who are part of a global network of 435 salons.

A special event is planned to commemorate the Hull salon's big birthday in November, and Kimberley and her team started working on a few ideas once they finished their involvement in another big occasion – London Fashion Week.



Managing Director Kimberley Johnson (left) and Manager Christy Lewis at Toni & Guy in Hull.

Kimberley said: "London Fashion Week is a big deal for us because the company has sponsored it for a long time, doing the hair for men and women. Toni & Guy stylists are responsible for making sure the hair

is right for everybody on the catwalk and some of the stylists from Hull go and work at the event."

The 1,500 clients at the Hull salon benefit from the skills developed as a result of Toni & Guy's presence at London Fashion Week, which took place in September, and within the company's own academy, which continuously turns out new styles, colours and technologies.

Kimberley said: "The beauty industry is very competitive and it is much easier for people to open their own business these days, but they don't have the educational back-up that we have, or the global support."

"We know people will get fabulous hairstyles but that's not enough. We want to make sure they are having a full experience. Our service has always been consistently good and what has changed is making sure the customer experience is better."

# New arrivals bring more big brands to Princes Quay

Princes Quay Shopping Centre is pulling in some big brands and providing a platform for new ventures with a rush of recent openings.

The centre, which benefited from a £20million investment programme in 2017, is going from strength to strength as it diversifies its retail, food and leisure offerings.

Recent additions include major clothing brands Tommy Hilfiger and Weird Fish, popular online retailer Geek Store and Hull-based bakery Two C Bake House.

The Tommy Hilfiger pop-up shop opened in August offering huge discounts for shoppers with a wide selection of Tommy Hilfiger collections, including men's and women's sportswear, Hilfiger Denim and accessories

Weird Fish has opened a new clearance store on the outlet level and stocks a wide range of apparel including men's, women's and children's wear. With 15 stores in the UK, Weird Fish prides itself on offering high-quality, ethically-sourced clothing.

Geek Store is a treasure trove for gaming geeks and movie/comic book nerds, with Game of Thrones, Pokemon and a whole host of gaming merchandise available to purchase. Run by the team behind popular online retailer GeekStore.com, this is the company's first physical store.

Two C Bake House was launched this year by local chefs Dominic and Matthew Charlton and, after trading in local food markets and offering a home delivery service, they have proved very popular.

The pop-up shop is located on Outlet Level 3 next to Tommy Hilfiger. Shoppers will be able to pick up a coffee as well as a wide range of sweet and savoury snacks.

Princes Quay Centre Manager John Magee, said: "We're always looking to develop our offering and we've got some really exciting things lined up, with other new store announcements coming soon – keep your eyes peeled."



The Tommy Hilfiger store in Princes Quay Shopping Centre. Picture by Victoria Benge of Go! Photo.

# City centre café celebrates after major milestone

A popular city centre café is celebrating reaching the milestone of 15 years since it was bought by P&O Ferries colleagues Mark Robinson and Phil Johnson.

At a time when their employer was offering redundancies, the pair seized the opportunity to buy the business previously owned by Phil's sister. Mark, a head chef on the Pride of Hull, and Phil, head barman on the same vessel, combined their skills and their names to create Robbie Johnson's, and the place underneath Hull City Hall has been pulling the crowds ever since.

Mark admitted that it wasn't all plain sailing as neither he nor Phil had run a business before, but they worked hard, found out what their customers liked and looked after their staff.

Mark said: "We opened on a Monday morning and there was nobody in. But now we have a big regular clientele and our girls even have their own regular customers who come in just to see them. That's why people keep coming back. We have more than 80 seats and at times people are queueing down the street."

Many of the staff of 17 have been there since Mark and Phil took over and they include Mark's sister, who started as a Saturday girl in their first week and has been there ever since.

The emphasis is on fresh food including sandwiches, snacks, breakfasts and homemade cakes, with great service six days a week and seven-day opening in the run-up to Christmas.

Mark said: "The staff ages go from 16 to 72 and there's a wide range among customers as well – young people enjoy melts and milkshakes, parents come in with babies and one of our ladies will be 100 in December."



Mark Robinson with Sylvia Wardell (left) and Jo Hance.

# Community pub gearing up for Remembrance Day

A city centre pub which has become a home from home for many of its regulars is gearing up for one of its biggest days of the year on Remembrance Sunday.

Vicky Miller, manager of Ebenezer Morley, said the annual parade at the nearby Cenotaph will again be a solemn occasion and will then be followed by a celebration of the community spirit which has developed since the pub opened in 2014 on Anlaby Road

Named after one of the fathers of the Football



Vicky Miller outside the Ebenezer Morley pub.

Association, Ebenezer Morley is a big sports pub with 17 TV screens, but it has made a name for itself as

a venue for community events including Christmas Day opening, a big St George's Day party and an afternoon of fun every Tuesday.

Vicky said: "Tuesday used to be our quietest day but now we have bingo, karaoke, games and a meat raffle and it's the biggest day of the week. We also open on Christmas Day because a lot of our regulars are retired fishermen and Merchant Navy men. Some of them don't have any family so we make time for them and look after them.

"That's how the Remembrance Day event started. With the Cenotaph being just around the corner we put the 'Lest we Forget' flags up and they generated a lot of interest. It was really busy so the next year we brought in a singer, Calder Rivers, and now she comes along and sings all day. Last year, for the first time, we gave free drinks away, a whisky for every veteran. It's my favourite day of the year."



# Chair's statement Jim Harris, HullBID Chairman

We are dealing with an ever-changing look for our city centre, with lots of positive projects underway. I think it is also important to celebrate the longevity and business excellence of some of the established businesses who have weathered a variety of natural and economic disasters, yet are still serving their new customers as well, or better, than those from years gone by. I am talking about 100 great years of Segal's Jewellers, 20 years of fantastic Toni & Guy service and not forgetting 15 years in the city centre for firm favourite café/restaurant Robbie Johnson's.

## Got a question?

how to share your news or ideas, email catherine@hullbid.co.uk.

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# The HullBID team

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



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