

Q4Report

Businesses return showing resilience and innovation



Denise Harrison in Samsara, which has expanded at Princes Quay.

Businesses in Hull city centre are balancing confidence with caution as they continue their return after the Covid-19 lockdown.

Kathryn Shillito, HullBID Executive Director, said the recovery is fragile and may face interruptions, but figures for footfall and empty units are encouraging, and business owners are demonstrating a determination to get back on their feet.

Kathryn said: "These are the hardest of times but the evidence we see is that businesses are facing up to them with great resilience and innovation.

"All three of our major shopping centres are welcoming new tenants who are bringing greater variety to the city centre offer. In addition, the number of independent businesses opening their doors in Humber Street, Whitefriargate, Paragon Arcade and elsewhere shows a real desire to revitalise new and traditional retail areas."

St Stephen's Shopping Centre has welcomed Lost City Golf and a new Starbucks, with other tenants now all open for business after the temporary closures.

The Prospect Centre will soon see the opening of B&M as a new anchor tenant and the first in the nationwide

chain to secure a shopping mall location. The store will contain a wide range of branded products, including toys, food and drink, homeware, pet products, health and beauty and seasonal.

New Amsterdam 1933 is another new arrival at the Prospect Centre and is already open, selling rare and deadstock new and used quality retro and vintage clothing. Sam's Salon, which is located in King Edward Street next to Brookes Menswear, will offer services including nails, eyelash extensions, waxing, manicure and pedicure.

The Prospect Centre will announce details soon of a new tenant for the unit previously occupied by Clinton Cards and is also exploring opportunities for the food court.

Centre Manager Maria Kamper said: "We are open to food court ideas from local independent traders and anyone else, as we believe the space is a vibrant and large enough area to cater for our local community.

"We are excited at the prospect of creating more jobs for local people and welcoming customers through the door soon. Our retailers are our priority and we continue to support them through challenging and unprecedented

circumstances by ensuring our health and safety is key and our customers are in a safe environment."

Crazy Golf, which operated in East Park throughout the summer, has moved into Princes Quay with an attraction which is tried and tested as Covid-safe. The centre has also made a larger unit available to accommodate the expansion of approved Fair Trade store Samsara and it has relocated Bath Scense from a kiosk into a unit with their stock of bath bombs, bath salts and other products.

Princes Quay is also planning a series of events in the run-up to Christmas with gift markets comprising around 10 stalls featuring local crafts and trades people who will complement the centre's own tenants. The markets will take place on Saturday 7 November and then over the weekends of 5 and 6 December, 12 and 13 December and 19 and 20 December.

John Magee, Centre Manager, said: "There's a lot going on and we have been pleasantly surprised by the level of activity. Retailers generally have done a very good job of getting their stores ready with hand gel, screens at tills, social distance markings and an enhanced cleaning regime paying attention to key touch points, as well as high mask compliance."

HullBID Introducing

Tea, pizza and tunes in Humber Street

Tea and flowers and freshly-made take-away pizza by the slice have been added to the attractions of Humber Street, which has also welcomed the successor to the Fruit entertainment venue.

Ophelia Flowers and Tea combines dried flower arrangements with the highest quality specialist teas and serves drink-in and takeaway tea supplied by York-based Hebden Teas, coffee by Hull-based coffee roasting company The Blending Room and cakes by local artisan bakery Flour and Feast.

Friends Emma Marsden and Nicola Gibbons came up with the new business idea during lockdown and wasted no time in making it a reality.

To find out more visit www.opheliaflowersandtea.co.uk and follow @opheliaflowersandtea on Facebook and Instagram.

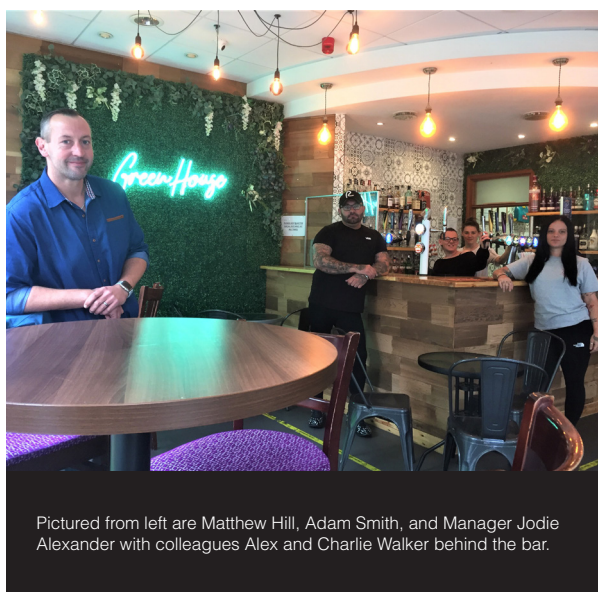
Al Taglio opened in August with owner John Greenwood eager to build on the success of Stone, which he operates in Newland

Avenue, and recognising Humber Street as one of the most up and coming areas of the city.

To find out more about the fermentation techniques which create "a lighter, bubbly and crisp dough" and the authentic ingredients imported from Italy visit the Facebook site [@altagliopizzahull](https://www.facebook.com/altagliopizzahull)

Social, which has undergone a major revamp since the days of Fruit, also opened during August and is already making its mark with its purpose-built performance area, spacious bar and new toilet block.

Details of an entertainment programme which includes DJ sets, live music and much more to come during 2021 can be found at www.socialhumberstreet.co.uk and on Facebook, Twitter and Instagram [@socialhumberst](https://www.instagram.com/socialhumberst)



Green House call to make Sunday special

A former bank has burst into life as a new cocktail bar after major investment by a former nightclub operator.

Adam Smith, the man behind Funktion at The Tower, saw his plans to launch Green House on the corner of Whitefriargate and Land of Green Ginger delayed by the lockdown in March.

But the venue opened during the summer, creating seven jobs, and has become a big hit with city centre revellers.

Matthew Hill, Assistant Manager at Green House, said the aim is to work with other bars in the Old Town to keep guests safe in the face of the government's new restrictions.

He said: "As people have moved from one part of the city to another from Beverley Road to Princes Avenue and Humber Street this area has always been on the map. We've had a very good start and we're working on new ideas to build on that.

"Normally late night is our busiest time but we are talking to other pubs about building the Sunday afternoon scene – Sundays can become the new Friday nights and the message to customers is please stand by your local pubs and we will look after your safety by making sure our premises are Covid safe."

Under the current restrictions Green House is open from 11am until 10pm from Tuesday to Sunday. Details of special events can be found on Facebook and Instagram [@greenhousehull](https://www.instagram.com/greenhousehull)

For further information please email greenhousehull@hotmail.com or call 07568 634952.

Ponto brings a new dining scene to city

A company which has launched an exciting new all-day dining scene with nearly 150 venues across the country has added Hull to the list with the opening of Ponto in Queen Victoria Square.

The café bar with a retro feel has created more than 30 jobs front of house and in the kitchen with menus which are proving a hit with a wide variety of diners seven days a week from 9am until 10pm.

Breakfast and brunch options range from the traditional Big Lounge Breakfast to lighter versions offering eggs with accompaniments including spinach, chorizo, guacamole and smoked salmon.

Salads serve up delights including halloumi and

falafel, mains feature macaroni cheese, a chunky beef chilli, chicken dishes and superb bowls with roasted sweet potato and pomegranate molasses among the ingredients.

Ponto's take on tapas extends to more than a dozen dishes from salt and pepper squid and patatas bravas to cod tacos and spinach and goat's cheese croquettes.

Beer and cider on draught, wines, cocktails, juices, shakes and hot drinks add up to a comprehensive drinks offer.

Jess Taylor, Manager of Ponto, said all the staff have a strong background in hospitality and are working together to provide the best food, drink and service in a Covid-safe environment.

She said: "I joined because I felt it would be nice to be part of a new business in the city centre and a privilege to bring something new to Hull."



Four new arrivals at Paragon Arcade

The arrival of four new businesses has taken Paragon Arcade to capacity for the first time in more than 30 years.

The Arcade has welcomed Three Blind Mice tattooist, Neon Velvet brow bar, Milchig milk and cakes shop and Paper Rosie an upmarket stationery shop which is a sister venture to Nordic Rosie homewares and nursery items store.

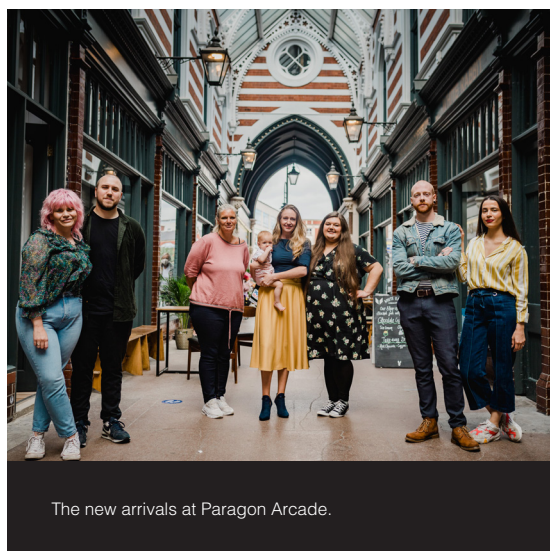
All the new businesses have their own stories of Paragon Arcade connections. Caroline Hawksford, who with Lucy Rose and Shannon Bean launched Paper Rosie, had wanted a shop there since she was a little girl. Aaron Crossland used to work at Two Gingers and

Rebekah Suddaby worked at Marla's and supplied Two Gingers from her own business, Hello Baker Girl. Now they own Milchig.

Ben Middleton of Three Blind Mice and Elena Georgiou of Neon Velvet got to know the other businesses well from attending After Hours, the monthly food, drink and entertainment events which is organised to promote Paragon Arcade to customers and to build its own community.

Elena said: "It's an amazing unit and we have wanted to be in here ever since we saw the Arcade. We talked about it one day when we were in Marla's and we were over the moon when we managed to get a unit because it's such a special part of the city."

To find out more about Paragon Arcade and the individual businesses please visit www.paragonarcade.co.uk and <https://en-gb.facebook.com/paragonarcade/>



The new arrivals at Paragon Arcade.



Barbara Wilkinson at Watt2Wear and Carol's Classic Creations.

Market neighbours in new joint venture

Two businesses which built their customer base as neighbours in Trinity Market have joined forces to open a new shop in Whitefriargate.

Watt2Wear and Carol's Classic Creations are sharing a unit and offering complementary products including clothing, accessories, jewellery and unique giftware.

Nicky Ferguson of Watt2Wear and Carol Hepworth of Carol's Classic Creations used to help each other out with their market stalls which were opposite each other. Nicky's Mum, Barbara Wilkinson, also helps out at busy times.

Nicky said: "We were in Trinity Market for two years – that's how we met – and as we outgrew the market we looked for somewhere a bit bigger. We opened at the end of June and it's been a good move. Having two names on the sign intrigues people!

"We are two separate entities and we complement each other with the products we have. Clothing and accessories such as handbags, scarves and jewellery, cards, gemstones, giftware, wax melts, eco-friendly products. There's something for everybody.

"When I was a child Whitefriargate was absolutely buzzing. It's got a good name and I hope we can help to bring the business back."

Watt2Wear can be found on Facebook, Instagram and Twitter @Watt2Wear with a website coming soon at www.watt2wear.co.uk

The shop can also be contacted by email at watt2wear@gmail.com

Carol's Classic Creations is on Facebook and Instagram @carols_classic_creations

The shop is currently open from 10am until 4pm Tuesday to Saturday and hours will be extended as Christmas approaches.

Starbucks aims to help community

A coffee chain which became one of the top attractions at St Stephen's Shopping Centre has made a return with a new team and a determination to make a big community impact.

Starbucks has opened on the upper concourse under manager Sarah Maforimbo and created eight jobs initially, with recruitment under way to expand the team.

Sarah said: "It's been a good start and, as more people find out we're here, we'll be taking on more people to look after customers in the shop and in our seating area on the concourse."

Sarah's Starbucks career began at the Village Hotel

outlet in Hull some 12 years ago. She moved to Cleethorpes as Store Manager three years ago and jumped at the chance to return to Hull, filling in at Beverley while the new site took shape.

She said: "I've lived in Hull for a good 17 years now and I'm really looking forward to us making a big contribution to the local community.

"During the last three years in Cleethorpes we've raised over £9,000 for good causes including homelessness and food banks. We really wanted to open our new store with a massive community event but obviously that hasn't been possible so we're now working on ideas to help people for Christmas, maybe children's homes or hospitals."

The new store is open from 8am until 7pm Monday to Saturday and from 9am until 5pm on Sundays.



Starbucks back in business at St Stephen's. Picture courtesy Hull Daily Mail.

Q4News

Dine Wednesdays dishes up discounts in city centre restaurants



Mac de Leon in the roof garden at The Junkyard Café Bar.

Food and drink businesses through Hull city centre are serving up some delicious discounts as they join forces to tempt diners back to their tables.

More than a dozen restaurants, café bars and pubs have combined to reduce prices for Dine Wednesdays, with foodies looking forward to tucking in to a variety of cut-price cuisines.

All the venues taking part are adhering to the most rigid Covid-19 precautions as they embrace the initiative which will see them serve up two courses for £10 with many creating special menus.

The deals will be available every Wednesday until the end of November. Service will be from 4pm with last orders at around 8.30pm depending on demand as operators stick to the 10pm curfew, so diners are encouraged to check with each individual venue. Some eateries have said they will also offer the discounts during the afternoon.

Mac de Leon, who stepped in just over a month ago as Manager of The Junkyard Café Bar at the K2, has created

a special menu with starters of Bruschetta Pomodoro or Teriyaki Chicken Wings followed by mains of Pollo alla Marsala or Falafel Burger. The full price main menu will also be available and features starters including Garlic King Prawns and Buratta with Miso Marinated Cherry Tomatoes and an extensive selection of mains including fish, steaks, burgers and a range of salads and sandwiches.

The big attraction of The Junkyard is its location on the 12th floor of the K2 tower, with Covid-19 precautions extending to include the two lifts.

Mac said: "The restaurant opened in August 2019 as a family business run by friends of mine. I came in just over a month ago as manager and business has been going very well.

"It's a fantastic location – the only place where you can dine with a cityscape view and on a nice day the roof garden upstairs is even better! But I found that 80 per cent of my friends didn't know where it was so I'm doing a lot more on social media. We have also changed the menu and the cocktail menu and we're getting new people coming in.

"Eat Out to Help Out was really busy and it's good to be able to follow that with Dine Wednesdays. We've created a special menu which will hopefully attract people in to see what we do. We'll also have the main menu available."

Furley & Co in Princes Dock Street will offer a £10 deal of a light bite as a starter followed by anything off the main menu with one or two exclusions. It will include the specials from the new curry night – tikka, Thai red or green curry and the red hot scorpion chilli curry and offers will be available from midday.

The other venues taking part in Dine Wednesdays are The White Hart in Alfred Gelder Street, Thieving Harry's in Humber Street, Little Sombon Kitchen at The Taphouse in Humber Street, Bert's Pizza and Gelato in the Fruit Market, Solita at Freedom Quay, The Minerva in Nelson Street, The Sailmakers Arms in High Street, Temptation in St Stephen's, Tanyalak in George Street, The Omelette in Albion Street,, Kingston Theatre Hotel in Kingston Square and Whittington & Cat on Commercial Road.

For the latest updates on Dine Wednesdays please visit <https://www.facebook.com/dinewednesdays>

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 07739 759783. www.hullbid.co.uk

News

Businesses make most of lockdown to add to services

Businesses throughout the city centre made the most of the free time presented by lockdown to enhance their existing products and services and to plan for the future.

Angie Biggs, owner of A Stitch in Time, invested in improving the area of her shop which is used for wedding gowns. She's also expanding her embroidery service with a specialist machine and a new recruit.

Bad Wolf Gaming, one of the winners at the HullBID Awards in February, took the opportunity to fit out its shop floor and is now working on ambitious longer term plans to improve the first floor of its property in Whitefriargate.

Tanyalak Thai restaurant in George Street added to its take-away services with deliveries from Just Eat and

Deliveroo and has now bought a tuk tuk which will hit the road and take hot food to diners around the city.

Angie has been in sewing since she was 17 and used to do bridal gown alterations at home before expanding into haberdashery, curtains, blinds and soft furnishings.

She had a stall in Trinity Market and opened A Stitch in Time in Savile Street 12 years ago. For a time during lockdown Angie was making scrubs for surgeries in Holderness as well as facemasks to raise money for charity.

She said: "Now I am concentrating on earning a living again. Under lockdown I redecorated the shop and improved the bridal fittings area.

"I've also taken on a young man who has worked in London for six years and is trained in making theatre costumes. He makes tutus and ballet costumes and he's also able to use an embroidery machine so we'll be doing more of that. We can do embroidered masks, memory cushions, uniforms."



Angie Biggs at A Stitch in Time in Savile Street.

Hotham's boosts collection with national award

A business which has become a serial award-winner since opening its doors just two years ago has added a national accolade to its collection.

Now Hotham's Gin School and Distillery in Hepworth's Arcade is preparing for the build-up to Christmas by creating more space to expand its socially distanced service.

Hotham's has won a series of regional, national and international awards for the quality of its gin and claimed a number of accolades as a top tourism experience. It took top prizes in the Remarkable East Yorkshire Tourism Awards in 2019 and 2020 and has collected gold, two silvers and a bronze in the White Rose Awards.



Emma Kinton and Simon Pownall with the Visit Britain Award

The latest success is a silver award in the Best New Tourism Business at the Visit England Awards for Excellence 2020.

Simon Pownall, who set up the business in 2018 with his partner, Emma Kinton, said: "This is the icing on the cake for us. We pride ourselves on giving guests an experience they'll never forget, and we're so thrilled to be representing Hull and Yorkshire both in our industry and in awards like these.

"These are very difficult times for all businesses but we've managed to keep the gin school going by making a few adjustments. We've had some fantastic feedback from people who have made their own gin with us and we're hoping they will spread the word because a place at gin school makes a great Christmas present!"

Hotham's are selling their own gin through Vittles and Company in Trinity Market, The Store on Pier Street and behind the bar at the New Lexington, the roof bar at the DoubleTree by Hilton.

To find out more visit www.hothams.co.uk

Business Lounge becoming a hub for entrepreneurs

A business support service in the heart of Hull city centre is adding to its provision with activities which are taking on greater relevance as the battle against Covid-19 continues.

The Business and Intellectual Property Centre (BIPC) operated by Hull Culture & Leisure in Hull Central Library provides specialist business information and resources for anyone thinking about self-employment, setting up, or growing a business.

Included in the current schedule is a two-day business support programme covering the essentials of the first 90 days when starting a business and a series of webinars with 10 themes to help businesses Reset, Restart.

Mal Williamson of Creator Coach said: "The events have generated a lot of interest and the feedback indicates the information is proving helpful to local businesses.

Subjects covered have included Managing Multiple Projects for 100 Different Bosses, Social Media for Beginners and Experts Alike, and Resilience, which is something we were already covering but which is even more relevant now."

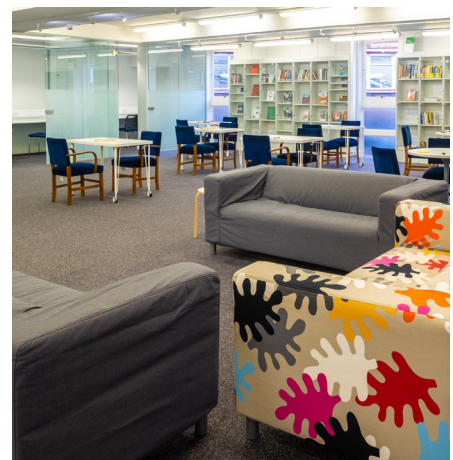
The BIPC opened in June 2017 to support start-up businesses and entrepreneurs with developing the insight, skills and confidence to start and grow successful businesses.

The centre also provides free access to databases, market research, journals, directories and reports worth thousands of pounds through 13 National Network Centres.

A Business Lounge which opened earlier this year offers work space that is flexible and space and freedom to develop ideas plus a comfortable communal open area with sofas, desks, iPads, books, industry magazines.

Membership starts at £25 per month and includes WiFi, tea, coffee and soft drinks, display cases for member use, regular networking opportunities and workshops and free expert clinics.

To find out more email Reference.library@hcandl.co.uk or call 01482 223344.



The Business and Intellectual Property Centre at Hull's Central Library.

News

Family fun trails for Halloween and Christmas

A family fun trail which proved a summer success for businesses by attracting people into the city centre is back with a creepy but cute Halloween edition.

Organisers of the MonsterHero Safari are also planning a festive version of the trail, which will become one of the city centre's big Christmas attractions.

The MonsterVillain trail was launched at the beginning of October and will end on Halloween on Saturday 31 October.

The trail works by utilising contactless QR codes, without the need for families to download or sign up to anything. Vinyl window monsters have been placed in 10 businesses around the city centre for families to

hunt down and scan on their smartphones utilising a QR code to learn about each character's names, stories and powers.

Among the participating businesses is Take the Exit, which was opened in 2018 by Matthew Greenacre and offers a variety of escape games.

Matthew said: "We've made a few changes to how we work to make sure everything is Covid secure. We're also working on devising and creating Take the Exit games in a box that people can enjoy with families and friends at home or maybe by Zoom.

"But our location isn't very high profile – it's a door and a hanging sign in Silver Street – so the MonsterVillain Safari is a great initiative to help us promote where we are and to encourage people to come into the city centre and do something that's safe and different."

Details of the Christmas trail will be announced nearer the time along with information about the return of the gingerbread house and archway and other attractions throughout the city centre.



Matthew Greenacre at Take the Exit.

Scooter showroom and Greek taverna are new to the K2

A multi-space complex in the heart of Hull city centre has announced two major openings as it builds on the return of businesses.

K2, which includes a mix of offices and leisure businesses has welcomed NIU Hull with a gleaming showroom selling electric scooters.

And within weeks of the closure of the well-known Operetta restaurant the building has also welcomed the arrival of a high profile neighbour, Artemis Greek Taverna.

Peter Knott and son Tony of NIU Hull previously ran the Chevron Cars business in east Hull and Kirk Ella. Peter



Peter (right) and Tony Knott of NIU Hull. Picture courtesy of Hull Daily Mail.

said: "We decided to move into this because being part of the biggest-selling brand in the world was too good an opportunity to miss! We've got a wonderful location and the product fits the profile of the building

really well. The support we have had in setting up has been terrific."

Artemis Greek Taverna opened in November 2019 on the corner of Jarratt Street and Charles Street. The original premises will continue to operate a delivery and collection service and the new restaurant is due to open by the end of October.

Mark Butters, Director of Trade Park, said: "We are always about 90 per cent full and we get people coming in with new ideas and ventures. We are also in discussions with specialist partners about a cultural installation which will bring a completely new dimension to the city centre.

"We offer flexibility and good value with a great team led by Lucy Rose, the Centre Manager. She's doing a great job and people respond to that. We try to trade with the occupiers of the building as well, creating a hub for business-minded people."



Chair's statement Jim Harris, HullBID Chairman

These are strange times for the UK high street in general and yet, as is often the case, we seem to be able to show a positivity and resilience that is unique to Hull city centre and our amazing businesses.

I know trading is difficult for us all, yet we are able to welcome some great new businesses to our numbers and also during these continuing tough times Kathryn and the team are always there to help; either directly via Hull BID or to point you elsewhere.

Got a question?

For more information about how to share your news or ideas, email catherine@hullbid.co.uk or call on 07739 759783.

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The HullBID team

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



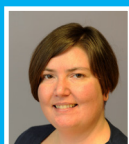
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