

Q4Report

Ballot win secures funds for street cleaning and steampunk event



Jonathan Evison, the Humberside Police and Crime Commissioner, pictured at the HullBID ballot launch.

HullBID wasted no time in turning promises into action after being re-elected by a resounding majority of city centre businesses.

Executive Director Kathryn Shillito confirmed the order for a new van and new jet washing equipment which are expected to be delivered early in 2022, making HullBID Cleaning and Maintenance Operative Martin Foster even more effective in keeping the city centre smart and welcoming.

The new equipment has been funded by the Humberside Police and Crime Commissioner, Jonathan Evison, following up on the pledge he made as one of the key speakers at the HullBID ballot launch event which took place at The Deep in August.

The PCC will also support HullBID in bringing an exciting, crowd-pulling event into the city centre with a steampunk festival planned to take place over the Halloween weekend in 2022.

Kathryn said: "I visited Jonathan during the build-up to the ballot to explain more about HullBID, what we do

and how the city centre businesses benefit. I told him about Martin's work with the van and the jet washing equipment, removing unpleasant waste and mess, and he said he would be able to help."

The grant from the PCC was conditional on HullBID succeeding in the renewal ballot, which in September returned a majority of 81 per cent of businesses in favour of another five-year term.

The funding has covered the cost of a new van which has a larger capacity and has a more environmentally-friendly specification than the previous vehicle. It has also covered the jet wash equipment and will enable Martin to work more efficiently as he tours the city centre removing graffiti and clearing waste from doorways and snickets.

Kathryn added: "I also told Jonathan about our events programme including Hull Street Food Nights and the Yum! Festival, and he mentioned the success of steampunk festivals in pulling the crowds. It's something we'd thought of before but not really had a chance to explore properly and now, with the PCC's support, we're

working with the Ministry of Steampunk to bring a festival to the city centre in the last weekend of October. They organise events around the UK including a festival in Lincoln which is long-established and attracts thousands of people to the city every year.

Kathryn said: "We're working on the final programme but it's likely to include a steampunk ball, a soiree, a parade, a tea party and more. The organisers are very excited about having our historic buildings as a backdrop for their activities and it promises to be a real spectacle. Bringing the steampunk community to Hull from far and wide, including Northern Europe, will provide more opportunities for city centre businesses, inevitably boosting the local economy. The unique, attention-grabbing costumes will be remarkable and we look forward to welcoming everyone."

Jonathan added: "I've been really impressed with the work of HullBID, helping to keep the city centre a vibrant and safe place to visit, live and work in. I'm pleased to support these initiatives and look forward to further improvements."

HullBID Introducing

Sustainability at the top of Arco agenda

With longstanding ties to Hull since the opening of its first shop in Queen Street in 1893, Arco, the UK's leading safety company, has relocated back to Hull's Fruit Market.

The family business has moved into a new office at Blackfriargate, bringing together colleagues from three separate locations to provide a single point to best serve its customers.

Arco's new home has space for 600 people and is the largest new-build office development for a single user in the Hull area since the late 1960s.

The new site is easily accessible on foot from the city centre and via public transport links and features bright, open-plan office space with zones for collaborative working, meeting rooms and training suites with state-of-the-art conference technology and 56 secure cycle spaces.

Sustainability was at the forefront of Arco's requirements. All construction materials, fixtures, fittings, paint and furniture used are free from toxins, invisible pollutants and harmful chemicals or fibre.

The construction was undertaken by local company PDR Construction, with materials sustainably and locally sourced, wherever possible. The development has been awarded a 'very good' BREEAM rating for its environmental impact.

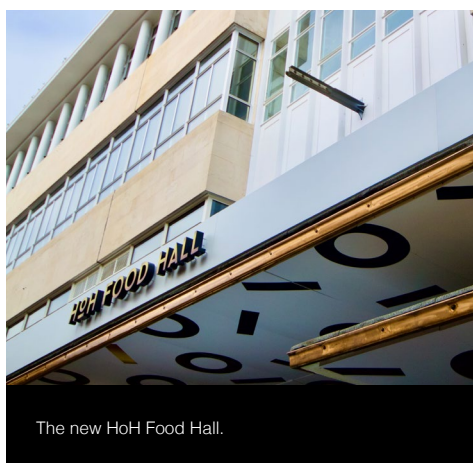
Arco uses renewable sources for its power and high-efficiency heating and lighting equipment to significantly reduce the development's carbon footprint. Its completion marks a major milestone in Hull's rejuvenation.

David Evison, Managing Director at Arco, said: "Our new development has transformed previously disused land and has allowed Arco colleagues to remain close to Hull's centre and able to access all the facilities it has to offer.



The new Arco building in Hull's Fruit Market.

"This investment futureproofs our commitment to customers and will play an important role in the way we support them into the future."



The new HoH Food Hall.

Food Hall is full of local flavour

HoH Food Hall is to unveil an exciting new concept in the heart of the Hammonds building, combining a vibrant collection of dining, organic grocery, retail, food, music and art offerings including artisanal food and beverage stations.

The project has created more than 200 local jobs in a community of foodies, creatives and emerging artists.

Eann Smith, creator and operator of HoH Food Hall, said: "With the help of the building owners, we have managed to create a destination that Hull can be proud of. HoH is a hive of local producers, makers and bakers. We aim to attract two million visitors a year.

"Our artisanal and organic farmers' market will carry over 6,000 hand-picked produce items, working closely with suppliers in Hull and Yorkshire to bring the best farmers and growers into our food hall. Every week, we hand-select producers to offer experienced tasting workshops and masterclasses, so our customers get to meet the people behind the produce.

"We also have pop-up opportunities for aspiring producers to promote their brand or concepts. This gives a platform to those talented individuals and will keep HoH fluid with a vibrant mix of creative independent businesses."

HoH Food Hall will formally open to the public on Friday 3 December with a weekend-long launch event, in association with Hull Street Food Nights, featuring local street food and entertainment.

Tattoo team making a mark in new home

A former ice hockey player who swapped the rink for the ink is helping a tattoo team make their mark on local residents and visitors to the city after finally getting their new premises up and running.

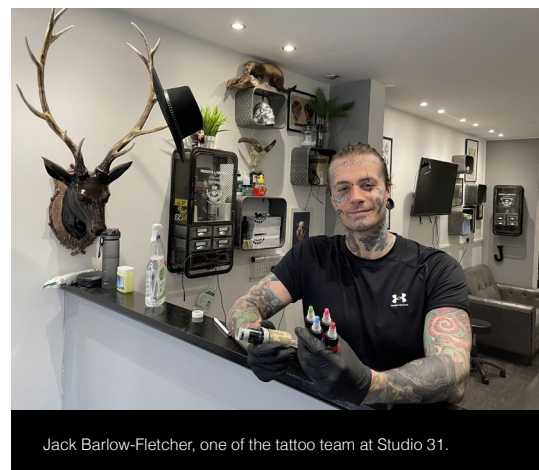
Liam Jackson joined his dad 'Big Rob' as a full-time tattooist and was soon winning awards at conventions across the country. They expanded their team to five and opened Studio 31 in Savile Street in March 2020 – but then Covid struck.

Since reopening earlier this year, business has been booming with customers of all ages joining the team in taking a safety-first approach.

Rob said: "It's good. We just have to be extra careful because we have to make sure we look after people, and all our customers have been really good and very respectful.

"We get people having their first tattoo at 18 and the oldest I have done was 90. Many of them are from Hull but we get a lot from the wider region because we won a few awards before the conventions were stopped by Covid.

"All the lads work for themselves so their hours are flexible and the secret of our success is that we are all friends out of work. We've been together for a long time now and we all get on together."



Jack Barlow-Fletcher, one of the tattoo team at Studio 31.

HullBID Introducing

Middle Child returns to launch Rapunz'ull

A theatre company formed to showcase Hull's creative strengths has marked its tenth anniversary by setting out ambitious plans for growth in a new home.

Middle Child initially brought together nine University of Hull drama graduates under the guidance of Paul Smith, newly armed with a directing MA from the London Academy of Music and Dramatic Art and eager to fill what he saw as a gap in his adopted city for a small company to come in and produce theatre.

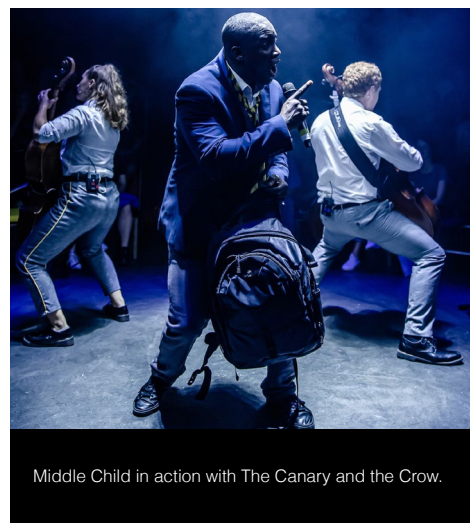
They each chipped in £40 to start making shows and have since secured a string of awards and a reputation for innovation and excellence, earning

National Portfolio Organisation status with Arts Council England.

Now the company has a team of four core staff and two freelancers at its premises in High Street, and generates work for up to 100 freelance creatives.

Middle Child is noted as pioneers of the gig theatre concept with hybrid productions combining a night at a gig, storytelling and stand-up. The format proved a big hit with *The Canary* and *the Crow*, a Middle Child production which toured before lockdown and won five national awards.

The latest show, *Rapunz'ull*, is set to continue Middle Child's series of madcap Christmas pantomimes and will run at Social in Humber Street from 16-24 December, with sponsorship packages available for local businesses. For tickets and further information about the company visit <https://www.middlechildtheatre.co.uk>



Middle Child in action with *The Canary* and *the Crow*.



Nick Granger at Enigma in Princes Quay.

From lockdown to lock-up at Enigma

Customers clamouring to escape from lockdown have jumped at the opportunity to get trapped in Enigma, bringing a boost for the business as it establishes itself in Hull.

Nick Granger, a director of the company which now has seven sites, said Enigma's escape rooms in Princes Quay are attracting people from across the country, with some booking overnight stays in the city.

Enigma opened its first escape rooms in Doncaster in 2016 and has franchises in Lincoln, Retford, Scunthorpe, Skegness and Wakefield. The company operates the Hull site itself, which opened late in 2019 but did not get fully up to speed until the summer of 2021.

The success of the three games on offer – *Impact*, *Dracula's Tomb* and *Escape the Chocolate Factory* – has inspired Nick to start planning a fourth game which he hopes to launch next summer.

Nick said: "We don't replicate the games from one centre to another and we find that a lot of customers travel to each town and city to try them all. It's been very busy since we were able to re-open properly – people who were fed up being locked up at home have been coming to get locked up here!"

Each game lasts up to an hour and can be played by between two and six players. The Hull Enigma is open every day except Tuesday, with evenings and weekends the most popular.

To find out more visit <https://enigmarooms.co.uk>

German street food at new restaurant

A restaurant is offering a new take on an old street food favourite after bringing the taste of Germany to the city centre.

Mr Hugo has launched its signature 'kebaps' rather than kebabs, using lean meats and artisan bread and joined on the menu by a range of more familiar German dishes.

The restaurant has been opened on the corner of Paragon Street and Chapel Street by a local team who have operated a number of other restaurants in the area in the past.

Lucas Billingham, a director of the business, said: "We have been in the industry for some time but we haven't done anything like this before – we looked at the general trends before coming up with the German theme.

"It helps that we know the area. We've seen the city centre getting better all the time and this is a good spot with Paragon Arcade and the Bonus Arena nearby. We looked at doing something before Covid and then everything went on hold, but then we were able to move quickly."

Offering 'fast-casual dining' for up to 65 people, the restaurant menu will include bratwurst, currywurst, schnitzel, smashed burgers and a variety of vegetarian and vegan options, as well as shakes, cocktails and German beer.



Bratwurst, currywurst and more at Mr Hugo.

Mr Hugo will create about 15 jobs and will be open seven days a week from 11am until 10pm.

Q4News

Back in business with Christmas build-up and BID Awards



Richard Hewick and Paul Green - Stuf

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Great independent shopping
in Hull city centre

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HullBID For a positively thriving city.

Imagery from the billboard campaign supporting independent traders

City centre businesses are taking a starring role in two promotional initiatives which will showcase the quality of local, independent retailers.

A retail brochure with a print run of 20,000, including 15,000 copies which will be door-dropped in and around the city, will showcase independent retailers and will be supported by a billboard campaign featuring some of those businesses including Bad Wolf Gaming, Koda, Stuf and Form.

HullBID is also working in partnership with Visit Hull on the installation of unique window vinyls to brighten up vacant units in the run-up to Christmas. Other festive projects include contributing to the Christmas events at Princes Quay and in the Fruit Market, working with Hammonds of Hull to present Hull Street Food Nights at the launch of the new food hall, and bringing the popular gingerbread houses back to the city centre.

The Christmas in Hull website will make a welcome return along with its social media channels featuring festive opening times, offers, news and events around the city centre at www.christmasinhull.co.uk.

As we near the end of 2021, it is an appropriate time to urge all BID member businesses to share their stories of

success and achievement by taking part in the eighth HullBID Awards, which are open for entries now. The gala celebration evening is booked at the DoubleTree by Hilton Hotel on Friday 25 February 2022.

Kathryn Shillito, HullBID Executive Director, said: "The food and beverage brochure did a lot to raise the profile of our businesses in that sector and we decided to do the same to recognise the growing number of independent retailers in the city centre. These are all owned by people who live and breathe their business every day. It's about their passion and their enterprise."

The HullBID Awards will give shortlisted city centre businesses the chance to bounce back from the unprecedented challenges since the last ceremony and celebrate their success at the glittering evening.

Kathryn said: "We hope BID members will respond by entering as many categories as they wish, identifying the impact they have made, and encouraging colleagues and customers to join in. It's important we raise awareness of the quality and the camaraderie that we have in the city centre business community."

The 11 categories for the 2022 Hull BID Awards are Safe City Award sponsored by Hull & East Yorkshire Credit Union, Dressed to Impress Award sponsored by

AA Global Languages Services, Outstanding Employee or Team Award sponsored by East Yorkshire Buses, Innovative Marketing Award, sponsored by 360 Chartered Accountants, Customer Service Excellence Award, sponsored by Kingston Recruitment, Judges Special Recognition Award, sponsored by Allenby Commercial, Contribution to the Community Award, sponsored by Hammonds of Hull, Best Business Progression Award, sponsored by St Stephen's Shopping Centre, Commitment to Training and Development Award, sponsored by Pepperells Solicitors, The Best in Food and Drink Award, sponsored by Hull Trains, and an Outstanding Contribution Award sponsored by HSBC.

Applications can be submitted in all categories except the Judges Special Recognition. A shortlist will be revealed after the closing date of Monday 24 January 2022.

Hard copies of the application form will be available from the BID support officers and downloadable from www.hullbid.co.uk. You can also apply online at www.hullbidawards.co.uk

All shortlisted businesses will receive four free tickets to the event. Tickets can be bought, at cost, for £40 plus VAT by contacting francesca@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 07739 759783. www.hullbid.co.uk

Jewellery firm celebrates its 50th anniversary

The Managing Director of a jewellery business which started in Hull and now operates across Yorkshire has marked the company's 50th anniversary with a thank you message to customers and colleagues.

Paul Rice, son of Hugh Rice, the founder of the business, highlighted events of the last 18 months and affirmed the company is committed to helping people celebrate in style to make up for lost time.

He said: "The incredible support that we have received from our customers has been tremendously humbling and I would like to thank all of our loyal customers from the bottom of my heart.

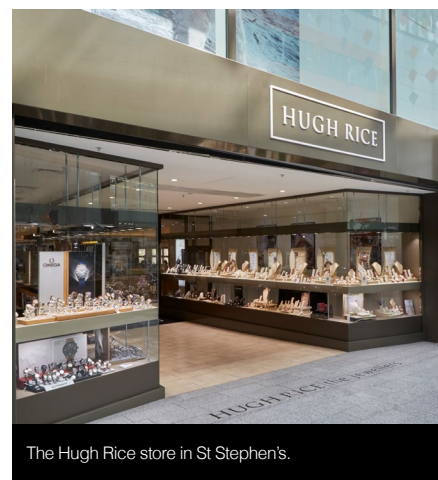
"Our brilliant colleagues have gone above and beyond during these unexpected times and we're doing everything we can to make shopping with us safe, comfortable and, as always, unforgettable."

Hugh Rice worked as an apprentice jeweller at the prestigious Carmichael's department store in Hull in 1965 and, in 1971, with the help of a £200 bank loan, opened his first store as a watch and clock repairer.

He then made his mark in the jewellery trade and the business now has stores in Hull, Beverley and Harrogate as well as a Rolex showroom at its Hull store in St Stephen's shopping centre and two Luxe by Hugh Rice stores in Hull and Beverley.

The Swiss watch range now includes Rolex, OMEGA, Breitling, TUDOR, TAG Heuer and more and the company also has its own exclusive range of Hugh Rice diamond jewellery including engagement and wedding rings as well as pieces from world-renowned designers including Mikimoto and Gucci.

To find out more visit <https://www.hughrice.co.uk>



The Hugh Rice store in St Stephen's.

Charity offers city commuters bikes for loan

A charity has launched a scheme to promote Hull as a cycling city by offering commuters the free loan of a bike for a year.

R-evolution, which operates the cycle hub in Trinity Market, is offering 30 bikes with the message that people working in the city centre can help the environment and themselves.

Participants can call in at the cycle hub for servicing and minor repairs. They have to return the bikes after a year – but they get to keep the helmet which is supplied when they start the loan.

R-evolution is based in Cottingham and opened the hub in Trinity Market in March. The charity's main aims are to bring unused cycles back to life – getting them repaired and serviced by professional mechanics who also teach trainees looking for a new career in light engineering.



David Allen (left) and Gareth Jones at the R-evolution workshops.

The new, refurbished bicycles are then redistributed into the community through bike libraries to help children get to school, asylum seekers gain independence, commuters get to work and much more.

Hanna Moore, R-evolution's Events and Communications Co-ordinator, said: "The loan scheme is designed to help people utilise the cycle lanes, beat the traffic, improve their fitness and reduce carbon emissions by choosing to bike to work. We understand not everyone gets the opportunity to own a bicycle, and that's where we come in.

To support the White Ribbon campaign, which works to engage with men and boys to make a stand against violence against women, R-evolution is offering free cycle servicing and minor repairs on Thursday 25 November between 7.30am and 5.30pm. Donations encouraged.

"If you would like to loan a bike, pop down to our unit and see what we have. We have 30 bikes funded to be loaned out which will be distributed on a first come first served basis."

To find out more visit @revolutiontrinity on Facebook and Instagram.

Hat-trick of wins for Goldenfry in national awards

The team at a fish and chip shop and restaurant in Hull city centre is celebrating a hat-trick of wins in the nationwide Good Food Awards.

Goldenfry in Savile Street won the fish and chip category in 2020 and 2021 and has now been awarded a coveted Gold Seal in the 2022 edition of the awards.

Michelle Rennison, who owns the restaurant and take-away with husband John, said: "The first time we won we were all over the moon. I had never won an award before and everybody has worked so hard to help us get where we are today. Second time around we had to work even harder because we were closed for so long."

The couple took over the business in May 2019 and set out from the start to be different, researching other fish and chip shops and introducing new specialities.

Among the cod and haddock you'll find sea bass, lemon sole and skate wings as well as mussels and a Yorkshire fishcake – a slice of fish between two slices of potato.

Michelle also serves up home-made specials including lasagne, beef stew and more to ensure groups of customers can still enjoy the food even if some of them don't like fish. Vegetarian options are also available, and vegetable oil is used for all frying.

Goldenfry also supports the community with its Chips 4 initiative, with customers able to buy plastic tokens to distribute to homeless people who can then exchange them for food.

Customers who voted for Goldenfry in the Good Food Awards praised the quality of food and service, and restaurant improvements including a new floor and a stairlift.



Goldenfry owners Michelle Rennison (left) and husband John with colleagues Ann Langley (manager, right) and Julie Smith.

News

Praise for Credit Union team after national award

An organisation which has been providing a loans and savings lifeline for families for more than 20 years has been rewarded with a top accolade in a nationwide awards scheme.

HEY Credit Union, which has just over 20 staff and serves 15,000 members from its headquarters in Brook Street, shared top spot in the Treating Customers Fairly category in the Consumer Credit Awards 2021.

John Smith, Chief Executive of HEY Credit Union, said: "This is a fantastic achievement because it puts us right up there with the biggest players in the financial services sector.

"It also reinforces our efforts to challenge any perception that we are not a proper bank. You can save safely with

us, you can take loans out with us, we are ethical, we can beat what the banks do and this proves it. None of the traditional banks featured in these awards."

As a not-for-profit mutual business, HEY Credit Union has assets of £15million and, since its launch as the City of Hull Credit Union in 1999, has issued more than 65,000 loans to a total value of £46million and looks after members' savings of £14million.

Every customer who was contacted by awards sponsors Smart Money People reported 100 per cent satisfaction with HEY Credit Union's services.

John said: "The awards are entirely voted for by the customers so we have our members to thank for getting us on to the winners list.

"But we know these things don't happen by chance. It is the team effort, day in and day out, to go the extra mile, generate trust and loyalty, produce great solutions and treat our member-customers fairly and with kindness. The directors and I am so proud of our team!"



John Smith, Chief Executive of HEY Credit Union, and some of his colleagues at the head office in Brook St.

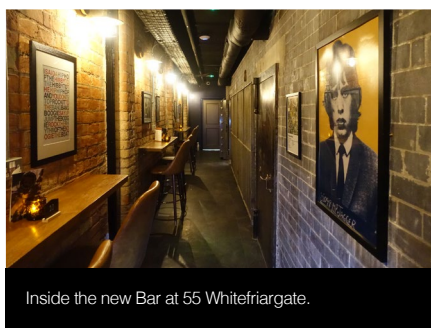
Former bank is transformed into stylish new bar

The team behind Hull procurement company Pagabo has teamed up with local distiller Hotham's to open a luxury bar on Whitefriargate.

The venture has created an intimate and exclusive venue offering a high-end bar in the old bank vaults, a rooftop terrace, and a range of unique events.

The Bar at 55 Whitefriargate opened in October in the stylishly refurbished former HSBC bank building, which is also home to the multi-award-winning Hotham's Gin School.

Retaining the 19th Century building's heritage at its core, the Bar at 55 Whitefriargate features a bespoke



Inside the new Bar at 55 Whitefriargate.

bar menu with the best of Yorkshire craft beer, wines and spirits – including the complete Hotham's range.

Initially opening to the public, the bar will become a private members' bar in spring 2022 and will also be available for private events.

Gerard Toplass, a director of Pagabo, said: "The interior design is intended to create a contemporary interpretation of a 'private club'. Timber panelling reclaimed from elsewhere in the building, coupled with the retained, massive vault doors and bar gates contrast with the new bespoke bar and back bar fittings, lighting, and soft furnishings.

"The high-spec decoration, coupled with the authentic feel of the old bank, makes it a great space to relax. In the new year, we'll be announcing the benefits of joining, which will include access to the private bar and rooftop terrace, presales of ticketed events, and a private business hub fully equipped with meeting rooms and work stations. It's a fantastic refurb and a great place to work and meet colleagues, and to relax with friends and colleagues."

For more information, and to learn more about membership, visit <https://www.bar55.co.uk>



Chair's statement Jim Harris, HullBID Chairman

It is great to see Christmas 2021 approaching with so much positivity around the city centre!

It has been a long, tough journey over the last 20 months but we are seeing some amazing progress with exciting offerings from so many new businesses. At HullBID, building on the great ballot result, the team has already secured external funding to refresh the cleaning service and announce plans for a steampunk festival and BID awards. We're also ramping up the marketing so look out for the retail brochure and seasonal digital campaign over the next few weeks. As always, stay safe and have a great Christmas and New Year.

Got a question?

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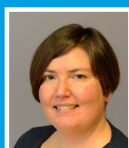
The HullBID team

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



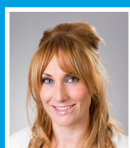
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