



CATHEDRAL
QUARTER
DERBY

INDIVIDUAL : DIVERSE : INSPIRING

ANNUAL REPORT **2020**

www.derbycathedralquarter.co.uk



@DERBYCQ



CATHEDRALQUARTERDERBY



QRANGERS



DERBY CATHEDRAL QUARTER



CATHEDRAL QUARTER BID

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CATHEDRAL
QUARTER
 DERBY

Chair's INTRODUCTION

Welcome to Cathedral Quarter Business Improvement District's (BID) Annual Report for 2020.



Our third full year of the third term of the Cathedral Quarter BID has brought unprecedented changes with the arrival of the COVID-19 pandemic. The BID team have continued to work throughout these challenging times, adapting the projects and activities which you, the businesses, have identified as being your priorities, whilst ensuring that we still offer the much-needed support and promotion that we would normally provide.

The determination of businesses in the Cathedral Quarter to adapt to the circumstances and to continue to trade is admirable and a shining example of what can be achieved when a business community comes together.

I am truly saddened by the loss of some businesses from the area and those that continue to battle on have my deepest sympathy. I do believe, however, that if we continue to work together, we will see better times and be able to take advantage of some key opportunities as they arise.

The BID team will continue to work with you to help guide you through the recovery period and beyond. Towns and Cities across the UK are undergoing a process of great change and Derby is no exception to this. New developments bring promise, with construction on the Becketwell development due to commence in the Spring and the Museum of Making to open before the start of summer. Residential developments at Castleward and Nightingale Quarter continue apace, whilst the Derby Ram Trail is just one of a number of major cultural events lined up for this year. Despite the current challenges, there are many reasons to be optimistic and it is important that we look forward and continue our work to make the Cathedral Quarter the destination of choice for visitors to this wonderful city.

Warm Regards.

Martin Langsdale MBE – Chair of Cathedral Quarter BID Board

Chartered Surveyor, Raybould & Sons

THE CATHEDRAL QUARTER VISION

“To support and enable all businesses to benefit from the Cathedral Quarter as a place which is attractive and vibrant with a sense of community and a lifestyle which is individual, diverse and inspiring.”

Cathedral Quarter BID BOARD MEMBERS

The Cathedral Quarter BID Board is elected by members of Cathedral Quarter BID Company, drawn predominantly from those paying a levy in the area and made up of a representative cross-section of businesses, stakeholders and key agencies associated with the successful delivery of the BID project.

The role of the Board is to safeguard the interests of the levy payers by ensuring that the BID operates in line with the Business Plan and offers consistent value for money in line with its targets.



MARTIN LANGSDALE
Chair of CQ BID Board and Chartered Surveyor, Raybould & Sons



DAVID NELSON
Partner, Smith Cooper



FRASER CUNNINGHAM
Partner, Smith Partnership



JAMES HURDIS
Owner and Director, Canopy



MOHAMMED SULEMAN
Director of Resources, Derby Museums



CARLEY FOSTER
Head of the Centre for Business Improvement, University of Derby



DEBBIE JARDINE
Director, Dream Doors



CRAIG BUNTING
Co-founder & Marketing Director, BEAR



CLLR JONATHAN SMALE
Cabinet Member for Neighbourhoods and Streetpride, Derby City Council



NADINE PEATFIELD
Derby Labour Councillor, Derby City Council

Cathedral Quarter BID TEAM

Cathedral Quarter BID is project managed by Partnerships for Better Business Ltd (pbbb UK), who are a BID Management Consultancy specialising in the delivery and development of BIDs and led by Ian Ferguson and Melanie Ferguson-Allen.



ASHLEY LEWIS
Senior BID Project Manager



EVE TAYLOR
BID Project Executive



DANIELA IVANOVA
BID Project Executive



POOJA SHARDA
Admin/Bookkeeper



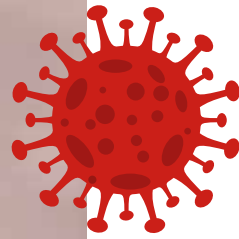
CHARLOTTE FEARN
Admin/Data Analyst



SCOTT HARRIS
Cathedral Quarter Ranger



JON MCKENZIE
Cathedral Quarter Ranger



COVID-19 support FOR BUSINESSES

We know that 2020 was very difficult for everyone and things changed considerably from what we all had planned. COVID-19 has brought major challenges and pressures for our businesses. The BID Project Team has worked throughout the restrictions and lockdowns, endeavouring to provide support to our levy payers, delivering projects designed to promote the area and your business and to help with continuity (albeit by delivering differently) through these difficult times. The following provides an overview of some of these activities.

“NOW THIS IS
AWESOME SUPPORT,
REALLY USEFUL AND
NEEDED.

TOP WORK GUYS.”

John's Framing – Cathedral Road

COVID BUSINESS RECOVERY SUPPORT PACKS

The BID produced **COVID-19 Business Recovery support packs** to enable levy paying businesses to open with the correct measures in place to make their premises safe for visitors and staff alike. Containing items such as information posters, hand sanitiser, social distancing floor stickers, reusable face masks and distancing tape, the recovery support packs also included an essential checklist providing advice on processes that needed to be undertaken by businesses in order to reopen safely.

ADDITIONAL FACE MASKS FOR CUSTOMERS

Following the Government guidelines which made wearing face masks in shops, pubs and restaurants mandatory, the BID provided businesses with **free CO-branded masks** to offer to customers. Along with the face-coverings, businesses were given free posters to advise customers they must wear a mask whilst on the business premises.

COVID BUSINESS SUPPORT GUIDE

With the overwhelming amount of information from the Government throughout the pandemic, the BID consolidated it into one **easy to navigate support guide**, updated regularly, allowing businesses to access the information they needed at the click of a button. The BID also put together a list with a number of local and national PPE suppliers to aid businesses with reopening safely.

BUSINESS COMMUNICATIONS

The BID has issued a large number of communications over the course of the year to assist businesses with the continuation of their operations and to give guidance where possible.

Regular ebulletins have been sent out to quickly inform about Government announcements, grants and other funding available, and any other information of relevance. The BID website was updated with a dedicated COVID-19 support section which enabled businesses to quickly access not only information relevant to their business, but also information that was pertinent to their staff and customers.

Our Social Media channels were also utilised to provide updates to all businesses regarding coronavirus information and other important matters that may affect them.

“HI GUYS! THANKS VERY MUCH FOR THE
RECOVERY STARTER PACK. IT HAS COME IN VERY
USEFUL AND IS MUCH APPRECIATED. THANKS FOR
THE CONTINUED SUPPORT AND INFORMATION.”

Portobello – Queen Street



Bollard Covers

Derby City Council



Hand
sanitising
station

External use only
Continue to wash hands for
20 seconds with soap and
water regularly
No smoking

Hand Sanitising Station



COVID Support Pack

WORKING WITH DERBY ECONOMIC TASK FORCE

The BID worked closely with Derby City Council and other partners to ensure that the City Centre was safe for all visitors and workers to return to as lockdowns eased. The Taskforce undertook a number of activities to help the **recovery of the city centre** including the identification of pinch points and hot spots with regards to social distancing, installation of sanitisation stations, guidance signage and information bollards and worked closely with businesses to manage outside areas and queuing systems.

SECURITY MEASURES

During the pandemic the BID have liaised with the police and other agencies to **monitor crime and safety** in the area. The Rangers have continued working throughout the year, performing patrols on a daily basis and checking businesses are secure. The BID also funded overnight and early morning security patrols undertaken by a private security company. These were designed to

disrupt and deter criminal activity as well as check on the security of business premises. Issues and intelligence were reported to the Police as appropriate and the BID liaised with businesses where any incidents occurred.

LOBBYING FOR BETTER SUPPORT ON YOUR BEHALF

The BID team championed the **Raise the Bar** and **Bounce Back Better campaigns** which were aimed at providing greater support and financial assistance to retail, hospitality, and leisure businesses. The BID has also written directly to MP's and the Government and worked with industry bodies to get better support for you.

PRESS AND MEDIA CAMPAIGNS

During the pandemic the BID has sent out **regular press releases** to highlight business support, the work of businesses to make the area and their own premises safe for people to visit, and to detail how the city centre has adapted in response to the virus. As well as coverage in the

“IT’S SO KIND OF YOU GUYS. THE HELP AND SUPPORT SHOWN TO ALL DURING THIS TIME HAS BEEN OVERWHELMING – THANK YOU ALL.”

Antiques in the Quarter – Queen St

print media, features were also aired on BBC Radio Derby, East Midlands Today and ITV Central News.

MARKETING DERBY INNOVATION AWARDS

Cathedral Quarter and St Peters Quarter BID's were shortlisted for the **Marketing Derby Innovation Awards** in September in recognition of the work undertaken to support businesses during the COVID-19 restrictions.

COVID SUPPORT WEBINARS

The BID hosted a series of **COVID support webinars** to provide further advice and support to businesses in the area. The webinars included an overview of footfall and sales both pre and post COVID-19 restrictions, support available through your Business Improvement District, guidance on how businesses could adapt, updates on Government advice regarding business operations and advice on business support and funding options.



CQ Ranger Security Patrols



CQ Social Distancing Floor Stickers

The Cathedral Quarter EXPERIENCE

The Cathedral Quarter BID has been created, funded and led by the local business community since 2007 with the aim to make the area a more individual, inspiring and diverse place for visitors and workers alike. We continue to invest your levy payments into making the area a safer, more attractive and more entertaining place for all.

KEY STATS

3585

Hours of BID Rangers on Duty

2362

Business Visits undertaken

318

Ambassadorial engagements carried out by the Rangers

125

Crime/ASB Street Briefings attended

2

Safer Neighbourhood Days organised

40

Storewatch radios provided together with St Peters Quarter

410

COVID recovery packs delivered

1700+

Hours of security patrols provided



THE CATHEDRAL QUARTER RANGERS

The **BID Rangers** are SIA trained, and as essential workers have continued working throughout all three lockdowns, providing a morning patrol of the BID areas, external security checks on premises and

liaising with businesses via telephone and social media notifying them of COVID support opportunities. They have also continued to support those businesses that remained open and provided advice and information to the public.

SECURITY PATROLS

The Rangers have continued working throughout the year, performing **security patrols** on a daily basis. Working alongside a private security firm funded by the BID, overnight and daytime security patrols have been undertaken providing a round the clock presence designed to disrupt and deter criminal activity as well as check on the security of business premises.

PARTNERSHIP ENGAGEMENT AND ENFORCEMENT PROGRAMME (PEEP)

The BID Rangers continue to attend monthly **PEEP meetings** in an attempt to tackle substance abuse, rough sleeping and begging in the area. The BID is an active partner

in the Partnership Engagement and Enforcement Programme (PEEP) providing a single cohesive approach to the management of individuals causing significant negative social impact within Derby City.

PEEP is designed to improve efficiency and effectiveness in the management of identified offenders through the co-ordination of services in the city.

RE-HOUSING ENGAGEMENT SUPPORT TEAM (REST)

The BID Rangers also continue to attend weekly **REST meetings**. REST works across the city, reaching out to help homeless people find accommodation and prevent them from becoming homeless in the first place.

STOREWATCH RADIO SCHEME

Cathedral Quarter BID continues to provide the **Storewatch Radio** loan scheme to businesses to help make the area safer and for businesses to share information. The BID purchased 40 Storewatch Radios in 2019 with funding secured through the Police



and Crime Commissioners Office. The radios enable businesses to keep in contact with one another, the Rangers and other partners, such as the Police and CCTV.

TRAUMA KITS

The Police and Crime Commissioner, in partnership with Cathedral Quarter and St Peters Quarter BIDs, Derbyshire Constabulary and the East Midlands Major Trauma Centre, purchased and distributed **trauma kits** to businesses across the city to be used in an emergency if somebody has suffered life-threatening knife injuries. Businesses in the area undertook trauma training shortly prior to the first lockdown in 2020.

INSTALLATION OF DEFIBRILLATOR

Following a successful application for funding from the British Heart Foundation, The BID installed a **defibrillator** on Friar Gate providing essential lifesaving equipment within the Cathedral Quarter area. The cabinet is situated on Norman House, next door to Smith Partnership and



has already been used to deliver life-saving treatment. Thanks also go to Smith Partnership for their contribution to the costs of this project.

PURPLE FLAG ACCREDITATION

Following an assessment prior to lockdown earlier in 2020, it was announced that Derby has retained its **Purple Flag status** for a seventh consecutive year. Cathedral Quarter BID supported Derby City Council and other partners in its application to the Association of Town and City Management (ATCM).

First achieved in 2013, Purple Flag is an international accreditation scheme which recognises a town's excellence in managing the evening and night-time economy.

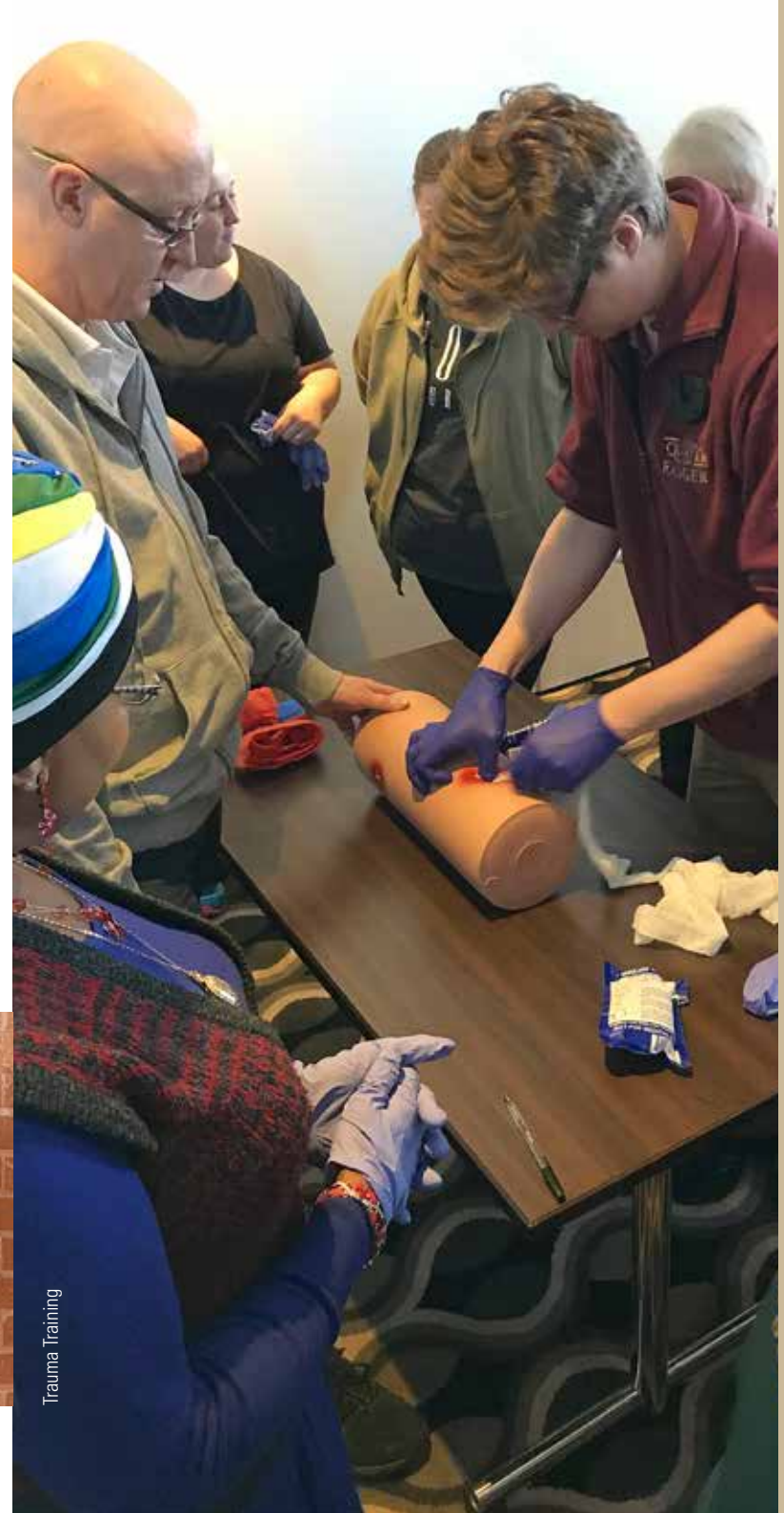


CYBER SECURITY ADVICE

The last year has seen a significant increase in activity by hackers and cyber scammers.

To help businesses avoid becoming a victim, the BID dedicated a page on the BID's website with useful advice for businesses on how to protect themselves.

This has been updated on a regular basis with latest trends on cyber and fraud.



The Cathedral Quarter EXPERIENCE

KEY STATS

35

Hanging baskets installed

20

Three-tier summer planters

20

Christmas planters

14

Business Heroes

FOR THE SUMMER MONTHS...

The Cathedral Quarter BID installed **bunting** on Corn Market, Iron Gate, Sadler Gate and The Strand throughout the summer months this year. The bunting was installed at the start of July in time for the lockdown being eased and was in place until October.

The Cathedral Quarter BID provided funding to install a large number of eye-catching 3-tiered **planters** and **hanging baskets** in the BID area. Working alongside Derby City Council, the floral displays were in place throughout the summer months and into autumn.



Summer planters



Cathedral Tower Projection



Christmas light and planters

...AND THE WINTER MONTHS

Cathedral Quarter BID purchased six new **CQ-Branded Christmas light displays** for Friar Gate, Victoria Street and Full Street this year and has worked with Derby City Council to ensure that the city continued to have substantial festive lighting coverage.

Although there was not an official lights switch on this year, it is hoped that the lights continued to provide a positive experience for visitors throughout the festive period.

The BID also worked with Derby City Council and Quad to co-fund a series

of **festive light projections** onto the Derby Cathedral Tower.

The BID funded 20 **winter planter displays** throughout the Autumn and Winter months. In order to create a festive feeling throughout the city centre, the BID organised the installation of small Christmas trees with lighting in twenty locations in November through to January. These were seen across the city to complement the fantastic lights display and provided additional decoration to the festive trails!

CQ BUSINESS HEROES

The BID launched the **Business Heroes project** as a thank you to the dedication, courage, determination, and commitment of people working and trading in the area, ensuring that Cathedral Quarter continues to be a special and unique destination. The project recognised and celebrated the most inspiring individuals in our city centre – our 'Business Heroes'.



Rach Clark - Resurgence



Nigel Jovanovic - The Kitchen



CQ BID EVENTS

Despite the circumstances, Cathedral Quarter BID provided virtual and other entertainment during the first 4-month period of lockdown, helping to deliver the 'Experience' objective of the BID business plan.

DERBY WELL

Cathedral Quarter BID were proud to sponsor the **Derby Well** initiative, which was launched with Derby Well Re-Dressed by Déda, a city arts trail that took place in September. During the event the city centre and surrounding area were transformed into a street gallery with artwork, performances and contemporary well dressings from artists, performers, writers and craftspeople from across Derby.

VE DAY CELEBRATIONS AT HOME

The BID delivered celebrations for everyone to enjoy from the comfort of their own home, in commemoration of the **75th anniversary of Victory in Europe**.

A timetable was put together to ensure a day full of festivity. It included a recital of the poem 'Unmentioned in dispatches' written by Peter Wyton and recited by local poet Dan Webber via the BID's Facebook page and a live service from Derby Cathedral.

THE DERBY WITNESS

The BID was also proud to sponsor **The Derby Witness**, a poetry street art trail written in response to the Coronavirus Lockdown. Poet Dan Webber commissioned the piece which was made up of 49 lines of text, submitted by members of the public, one for each day of the UK nationwide lockdown between March

and May 2020. The lines of text were created as stencils and painted at 49 locations across Derby City Centre as part of the Derby Well/Feste weekend on Saturday 26th September 2020.

DERBY FOLK FESTIVAL AT HOME

The BID supported the **Derby Folk Festival** which this year had to move online due to the pandemic. Running from the 2nd – 4th October, the festival was broadcast live into the living rooms of the audience with a number of performances free to watch via Facebook live and also via ticketed sessions. The weekend attracted visitors from all over the UK, to Denmark, USA, Canada and Australia.

WINDOW WONDERLAND

The BID once again worked with Derby City Council to launch the **Window Wonderland competition**. Window Wonderland not only gave businesses the chance to make their shop window wonderfully festive and be in with a chance of winning a cash prize, but businesses were also featured on the Visit Derby website and through the BID's social media channels – ensuring extra publicity this Christmas! A special mention to Déda, NatWest and Nationwide who scooped the prizes this year.

ELF TRAIL

Along with Window Wonderland, Derby City Council and Cathedral Quarter BID provided an opportunity to the businesses in the area to take part in the **Festive Derby Christmas Elf trail** by either including an Elf on the Shelf in their window or displaying a Christmas elf window sticker. The elves formed part of the Christmas Elf trail, which worked its way around the city centre encouraging shoppers to move around safely visiting all areas and was an added attraction for families.



The Cathedral Quarter BUSINESSES

By utilising a variety of mediums we continued to build the local, regional and national reputation of the Cathedral Quarter brand and supported businesses during the pandemic, promoting the Cathedral Quarter as a safe place to visit when restrictions allowed and providing opportunities for business promotion, including during lockdown periods.

KEY STATS

5

COVID support webinars

4

BID Postal Newsletters issued

16%

Increase in Twitter followers

21%

Increase in Instagram followers

61%

Increase in Linked in followers

55

E-Bulletins distributed

925

visitors to website Coronavirus advice page

1325

visitors to CQ Live platform

CQ LIVE

The Cathedral Quarter BID launched a new digital platform www.cqlive.co.uk to showcase local businesses over the festive period. Moving to an online platform as opposed to the more traditional print magazine, allowed the BID to respond and adapt to changing COVID-19 restrictions, helping to promote not only a businesses' physical store but also their online trading, takeaway and delivery and click and collect services.

DERBY MARKET PLACE FOOD COURT

The BID worked with Derby City Council as party of the Derby Economic Recovery Task Force to bring the **Derby Market Place Food Court** to the City Centre. Providing extra socially distanced seating space for restaurants and cafes in the area, the eye-catching, alfresco dining space was a welcome addition for the summer months. During the course of December, the food court was transformed into a COVID-secure

Christmas Market hosting a number of festive stalls and attracting much needed footfall to the area in a safe and responsible way.

PROMOTION OF 'SHOP LOCAL ONLINE'

In November, Cathedral Quarter BID launched a **'Shop Local Online' campaign** to encourage the public to continue shopping locally and support the businesses in the BID area during lockdown. The BID team put together a business continuity list and kept the Cathedral Quarter website Business Directory updated on a regular basis to enable visitors



Derby Market Place Food Court

SHOP LOCAL ONLINE

'Shop Local Online' Promotion

to the area to understand which businesses were open, those trading online and those offering delivery, takeaway or click and collect during the festive period.

WELCOME BACK TO DERBY VIDEO

A **video** showcasing the safe welcome awaiting visitors to Derby city centre was produced by Cathedral Quarter and St Peters Quarter Business Improvement Districts (BIDs) in conjunction with Derby City Council. The video was commissioned as part of the partnership work initiatives spearheaded by the Derby Economic Recovery Taskforce. Created by 'AV IT! Media, the video showcased the range of quality shops, salons and hospitality businesses in the city centre and highlighted the key measures taken by both businesses and partners to address concerns around COVID-19.

The video can be viewed on Cathedral Quarter BID website.



Welcome Back to Derby Video

CONTACTLESS PAYMENT PACKS

Cathedral Quarter BID worked with the Association of Town and City Management (ATCM) to procure packs from Visa which enabled businesses to promote the availability of **contactless payment options** in-store and build high street confidence for customers and businesses.

50 packs were given to businesses on a first come, first served basis which included a sticker, open/close signs, window decal and wobblers.



Contactless Payment Packs

CQ I WORK AND I LOVE LOYALTY SCHEME

The **CQ loyalty scheme** continues to grow with over 2600 card holders. We would encourage all CQ businesses to take advantage of the additional custom which can be generated through the scheme. Businesses who wish to promote an offer simply need to email details to the BID office and we will add this to the website. Employees who work in the Cathedral Quarter are also eligible for the free CQ I Work card which can be obtained via the BID website.

CATHEDRAL QUARTER BID NEWSLETTERS

Over the course of the year the BID project team published four Cathedral Quarter **BID Newsletters** to update businesses on BID projects and activities.

This year, a dedicated COVID-19 newsletter was put together to advise businesses of the support available via your BID in such unprecedented circumstances.



Derby Market Place Food Court



SOCIAL MEDIA

Cathedral Quarter has continued to build its online presence, generating a larger network of followers and interacting with audiences to encourage footfall back into the City Centre post lockdown.

We continue to share appropriate posts from businesses where the

BID is tagged and encourage your business to keep doing so in order for us to promote the quality offering in CQ.

Campaigns included Veganuary, Dry January, Valentines Day, National Pizza week and Purple Flag month amongst others.

CQ Business

GROWTH & INVESTMENT

A considerable amount of work has taken place behind the scenes this year to continue to encourage growth, development and investment of businesses which complement and build on the strengths of the Cathedral Quarter.

KEY STATS

52

Weekly Retail Sales Monitors Distributed

4

Vacancy Surveys undertaken

2

Letters of Support for Becketwell and Assembly Rooms plans

3

Footfall cameras funded

£15M

Future High Street allocation

DERBY ECONOMIC RECOVERY TASKFORCE

Cathedral Quarter BID continue to be an integral part of the **Taskforce** set up to lead Derby's economic recovery from the effects of the coronavirus crisis.

Working alongside Derby City Council and partners, the Taskforce has assessed the economic impacts facing businesses in Derby and liaised with Central Government to access support. The taskforce also aims to drive existing planned developments in the city, retain and create new employment, embrace new opportunities and work to increase the vibrancy of the city centre.

BECKETWELL REDEVELOPMENT

Development work on Derby's £200 million **Becketwell regeneration scheme** will begin in the spring of 2021 after detailed planning permission was granted for the first phase.



St James Securities will now be able to start work on phase one of the scheme, which includes the construction of 259 build-to-rent apartments on the site of the former Debenhams store on Victoria Street. A new public square, on the site of the former Central United Reformed Church, remains the centrepiece of the development and will also be delivered as part of the first phase.

MUSEUM OF MAKING

Derby Silk Mill is nearing the end of a five-year development programme to create the **Museum of Making**

on the site of the world's first factory. Celebrating the area's rich history of innovation, the Museum of Making in the Derwent Valley Mills UNESCO World Heritage Site will be a contemporary space telling Derby's 300-year history of making to inspire new creativity.

Designed and made by the people and industries of Derby with exhibits, workshops, activities and events, the Museum of Making is scheduled to open in 2021 and will be a key attraction in the city centre.



Footfall and Sales monitoring

FUTURE HIGH STREETS FUND

The Government have announced **Future High Street Fund** allocations for local authorities, with £15 million being awarded to Derby. Cathedral Quarter BID worked alongside Derby City Council and other partners to submit a successful expression of interest to the funding. The submission set out plans to reinvigorate the city centre, attract more visitors and create hundreds of jobs.

PERFORMANCE MONITORING

Partnerships for Better Business

(pfbb uk), contract managers for Cathedral Quarter and Cathedral Quarter BIDs, have continued to operate a **weekly sales and footfall monitor scheme** covering both BID areas. This data has been crucial in helping to monitor the performance of the city during periods of restrictions and will assist decision-making during the recovery and transformation of the city. The data is also a vital tool in helping to attract new businesses and investment into Cathedral Quarter.

The BID undertakes a quarterly vacancy survey which assists in



Museum of Making

evaluating the economic health and performance of the area whilst also informing future projects and initiatives.

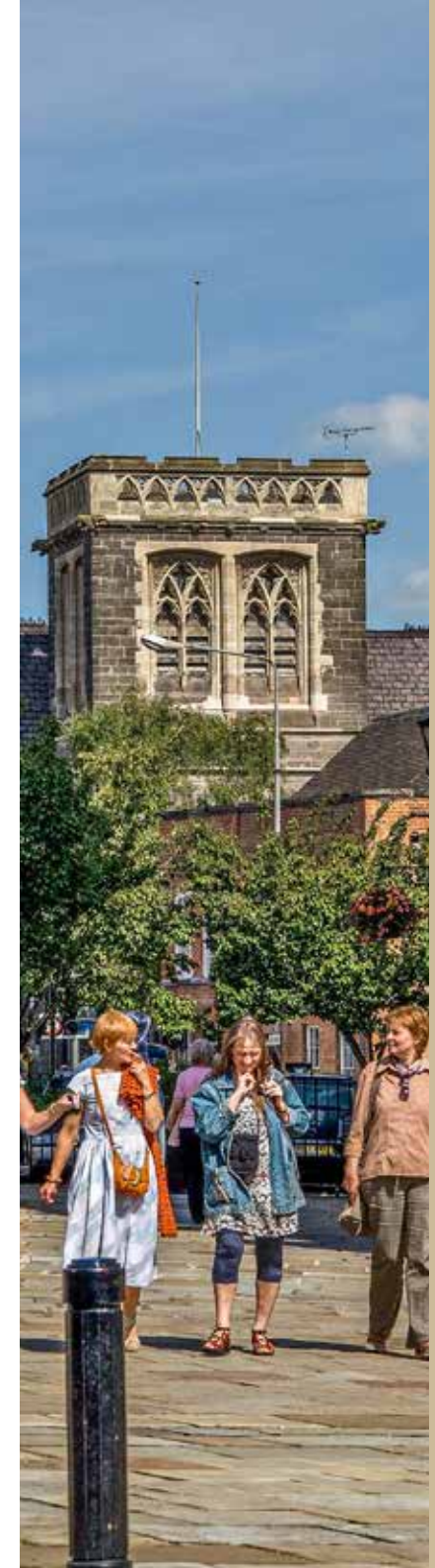
REPRESENTING CATHEDRAL QUARTER BUSINESSES

As well as delivering projects and activities within the Cathedral Quarter BID area, the BID has been represented at a variety of meetings, summits and conferences over the course of the year. This helps build the profile of Cathedral Quarter both locally and nationally, ensuring that the views of the BID

and its businesses are taken into consideration.

Examples include:

- Derby Economic Recovery Taskforce
- Future High Street Fund
- Marketing Derby Bondholder events
- 300/Momentous steering group
- City Centre Summit
- Association of Town & City Management conferences
- BID Foundation Council meetings



CQ BID FINANCIALS

Unaudited accounts including estimated accruals as at January 2021

ACTUAL & ESTIMATED SPEND

BUDGET PER OBJECTIVE

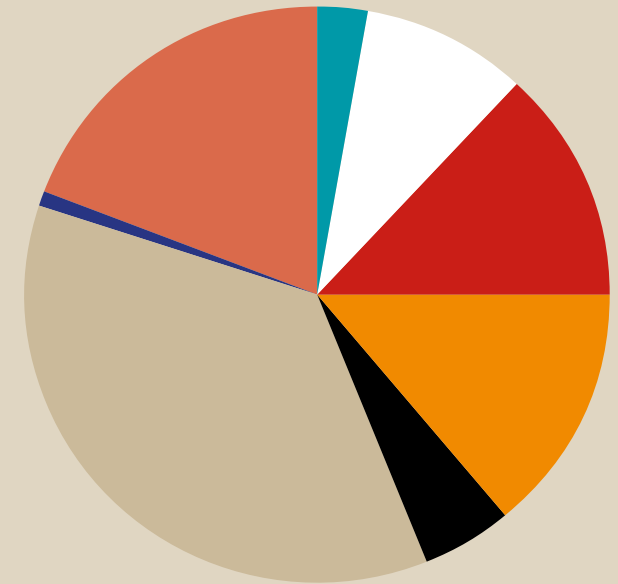
Actual and estimated spend as at January 2021

Objective 1 Experience	135,403	115,665
Objective 2 Businesses	47,939	54,490
Objective 3 Growth and Investment	26,230	37,006
	–	–
Renewal Accrual	10,000	10,000
Contingency	10,000	10,000
Central Admin & Overheads	25,733	27,813
Levy Collection costs	11,997	11,998
TOTALS	266,972	266,972

As a result of Derby City Council recognising the challenges the BID and its business levy payers would face during COVID, the Council helped by providing an advance of levy revenues to the BID of £275,792.04 ahead of any money collected. This has helped cash flow and enabled the BID to continue to provide valuable support to the businesses throughout the last year.

Over the course of 2020, the Cathedral Quarter BID was able to lever in over £44,306 in savings and in-kind funding for projects and activities in support of Cathedral Quarter Businesses. The BID Project Team also worked with partners including Derby City Council to source additional investment for the city, most notably from the Future High Street Fund which awarded Derby £15m in December 2020.

Sector Breakdown



- CULTURE – 3%
- EVENING ECONOMY – 9%
- FOOD AND DRINK – 13%
- HEALTH AND BEAUTY – 14%
- LEISURE – 5%
- PROFESSIONAL SERVICES – 36%
- SCHOOL, COLLEGE, UNIVERSITY – 1%
- SHOPPING – 19%

Paying your BID LEVY

Every business in the Cathedral Quarter is required to pay a levy which is in addition to Business Rates and needs to be paid separately (regardless of how you pay the Business Rates)

Prompt payment will help ensure that the objectives that were voted on in the Business Plan come to fruition.

You can pay your levy in the following ways. Please always quote your BID account reference. This is an eight digit number starting with a 5.

- **By debit or credit card**, telephone **0345 600 1982** or online – **www.derby.gov.uk/payments**
- **Online** by creating a new payee for the Derby City Council and using the following account details: Lloyds Bank sort code **30 92 59** account number **00008503**

PLEASE NOTE: Due to the implications of COVID-19, cash payments are unavailable for the foreseeable future and payment by cheque is no longer accepted. Please use one of the alternative payment methods.

If you have any questions, please contact the Business Rates office at Derby City Council. Tel **01332 642428** or email **business.rates@derby.gov.uk**

The Cathedral Quarter BID levy criteria can be found in the BID Business Plan, available to view online or on request from the BID office.





@DERBYCQ



CATHEDRALQUARTERDERBY



CDRANGERS



DERBY CATHEDRAL QUARTER



CATHEDRAL QUARTER BID

CATHEDRAL QUARTER DERBY

INDIVIDUAL : DIVERSE : INSPIRING

Cathedral Quarter Offices
Iron Gate House, 10 Iron Gate, Cathedral Quarter, Derby DE1 3FJ

Tel: 01332 419053

enquiries@derbycathedralquarter.co.uk

www.derbycathedralquarter.co.uk

Derby Cathedral Quarter BID is project managed by Partnerships for Better Business Ltd (pffb UK)