

CATHEDRAL
QUARTER
DERBY

BUSINESS IMPROVEMENT DISTRICT

2023–2028
BID PROPOSAL &
BUSINESS PLAN



www.derbycathedralquarter.co.uk

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1. Foreword

Cathedral Quarter - Business Improvement District (BID) Proposal and Business Plan 2023-28

Message from Chair Martin Langsdale

In its 15 years existence the Cathedral Quarter BID has delivered a diverse, comprehensive, and very successful programme of projects and has played a critical role in raising awareness of the area and its offer, driving footfall and developing CQ's sense of place.

The last three years in particular have been extremely challenging for businesses. Besides providing whatever support we can today, we need to look to the future to what can be achieved in the next five-year term of the BID.

I'm delighted to share with you our BID Proposal for 2023-28 which is committed to using the strengths of this area to provide an exciting, attractive and vibrant place where business can thrive and people can enjoy themselves in living, working or visiting the Cathedral Quarter.

We are proud to be introducing this Proposal for the fourth term of Cathedral Quarter BID which – with your **YES** vote – will run for the next 5 years.

Following surveys, consultations and meetings, the BID Board have established clear objectives and identified how the BID will deliver these objectives, through ambitious initiatives and careful investment.

Your support, your **YES** vote, your involvement in the initiatives and your input in how the BID evolves will ensure the BID continues to celebrate, support, and promote Cathedral Quarter and its businesses. Please help us to continue serving you in 2023-28.

Martin Langsdale
Chair of Cathedral Quarter BID
Chartered Surveyor, Raybould & Sons

2. Cathedral Quarter Company Ltd BID Board Members and Directors

The BID Company, Cathedral Quarter Company Ltd is a company limited by guarantee, is the body which has proposed the BID for the purposes of the BID Statutory Provisions and is responsible for the implementation of the BID plan.

The membership of the board of the company is open to all business levy payers in the BID area. Membership of the company is open to all BID Levy payers, and also to Voluntary Members. The Members of the Company control the membership of the Board, through their Articles of Association and votes at General Meetings of Members.

The current members of the BID Board are as follows:

Name	Business Name
Martin Langsdale (Chair of the Board)	Raybould and Sons
James Hurdis	Canopy
Deborah Jardine	Dream Doors
Carley Foster	Derby University
Craig Bunting	BEAR
Fraser Cunningham	Smith Partnership
Carol Thomas	Derby Cathedral
Matthew Eyre	Derby City Council
Nadine Peatfield	Derby City Council

3. Executive summary

3.1. BID background

Business Improvement Districts are created by businesses and organisations which come together to collaborate on initiatives that improve the location where they trade or do business. Business Improvement Districts are driven by participating businesses who work together to draw up a business plan which is voted on and, if agreed, is then funded through a levy based on business rateable values, as well as trying to lever in additional funding where possible for investment into the delivery of projects for the benefit of businesses.

This levy is collected by Derby City Council and paid directly to the Business Improvement District company. This is a not-for-profit company set up by the businesses and is accountable to the businesses in the Cathedral Quarter BID area to manage the delivery of the Business Improvement District business plan.

3.2. The benefits of the Cathedral Quarter BID

The Cathedral Quarter BID has been operating for 15 years, ensuring the BID area is a destination to build on its strengths as a great place to do business, and a dynamic and creative place where you can explore the local culture and heritage of Derby in a way which reflects its values of being individual, diverse and inspiring.

The BID has worked closely with key partners and stakeholders in the city to represent the interests of levy-paying businesses, influence key decisions and to encourage investment and development which improves Cathedral Quarter both now and into the future. The BID attends key city forums such as the Derby Economic Recovery Taskforce, Economic Development Advisory Committee, City Centre Master-planning and City Centre Summit to name a few, ensuring the view of businesses are foremost in discussions and driving improvements. The BID has also been instrumental in helping to attract additional funding to the area, whether for projects and activities for the benefit of businesses or for future development, as with the successful application alongside partners to the Future High Street Fund.

The benefits of a BID do not just come from the ability to deliver projects and services from a guaranteed budget but from the collective influence of the businesses in the BID area. It will have the ability to influence key issues which impact upon the operation and success of our businesses such as promotion of the city centre, crime and safety issues and attractiveness of the city centre for our clients, customers and everyone who lives and works here.

The collective voice of businesses working together also translates into productive relationships and outcomes, and when working with other organisations and public bodies, the ability to influence more strategic issues such as the redevelopment of the city centre.

The plan has been developed to ensure that it:

- is balanced to cover all business sectors
- builds on the success to date
- clearly defines the role of the BID

- seeks to create and take advantage of new opportunities
- has focussed activity but remains relevant for the next five years
- has deliverable and achievable objectives

It takes account of the changes which have occurred over the last five years and clearly lays out a business-led programme of investment to tackle issues identified by businesses, with the aim of creating a positive and more profitable trading environment to potentially benefit all business sectors.

3.3. Finance

This levy will be collected on behalf of the Business Improvement District (BID) by the 'Billing Authority' Derby City Council, which has responsibility for the public administration and collection of business rates of the area covered by the BID. The levy will then be paid directly to the BID Company in its entirety. This charge is payable by non-domestic rate payers in the defined BID area, regardless of whether or not they voted in the BID ballot, or how they actually voted. It is collected by the 'Billing Authority' in much the same way as business rates.

The budgeted income over the five-year period of the BID is planned to be of the order of £1.5 million. The yearly income will be made up of some £1,4 million from the levy revenues and a sum averaging around £100,000 from voluntary private and public sector contributions. (See income and expenditure tables in Section 14).

The BID Company for the Cathedral Quarter BID is a not-for-profit company, directed and controlled by nominated business people who manage the Business Improvement District business plan and are directly accountable to the businesses trading in the Cathedral Quarter.

The manner in which the BID Levy charge is calculated is defined in Section 15.

3.4. The Area

The Cathedral Quarter Business Improvement District is the historical commercial part of Derby's city centre, with a mixture of independent and national retail and hospitality venues. The BID covers the area bordering the inner ring road in the north, to Victoria Street and Albert Street in the south, where it runs along the edge of St Peters Quarter BID. The boundary is defined in the east by the river and in the west by Friar Gate. The boundary has been extended in the west for the 2023-2028 BID term. More details of the extension can be seen in the boundary map in Section 7 'Cathedral Quarter BID area'.

3.5. The Vision

Through a business-led programme our vision is for:

The Cathedral Quarter to be seen as a vibrant destination where people feel welcome and comfortable, where businesses can thrive and prosper and which is recognised as a place which is 'individual, diverse and inspiring'.

3.6. Strategic objectives and activities

The BID investment programme will be delivered through the three key strategic objectives and their related activities:

Objective 1: CQ Experience

To develop a welcoming, vibrant and attractive place, where businesses can thrive and where people want to spend time and enjoy themselves.

Objective 2: CQ Businesses and organisations

To raise the profile of CQ, its businesses, organisations and all it has to offer by innovative marketing campaigns and initiatives to attract new visitors and increase footfall, customers, clients, dwell time and spend.

Objective 3: CQ Growth and investment

To encourage growth, development and investment of businesses which complement and build on the strengths of the Cathedral Quarter.

3.7. BID term

Subject to a successful vote in November 2022, the new BID will start on 1st March 2023 and operate until 29th February 2028.

4. How a BID works

4.1. Background

A Business Improvement District (BID) is a precisely defined geographical area within which the businesses have voted to invest collectively in local improvements to enhance their trading environment.

BIDs were enabled by parliament through the Business Improvement Districts (England) Regulations 2004. This legislation was based on the experience of some twenty years of successful BID activity in America and Canada. Since 2004, over 300 BIDs have been proposed and approved by business communities in England and Wales. These include Leicester, Nottingham, Loughborough, Luton and Milton Keynes. Larger cities such as Birmingham, Manchester and London have a number of BIDs.

There are more than 120 BID areas which have been operating for more than five years and have gone through a renewal ballot and more than 30 have now entered their third term having gone through a third ballot. In most cases BIDs going on to a second term have received an even greater endorsement in the vote than they did the first time. BIDs have brought significant improvements to the trading environment of the businesses based in these locations. Further information about BIDs is available on the BID Foundation website www.placemanagement.org

The lifetime of the BID is prescribed by the Regulations and is set at no more than 5 years. It is possible for a BID to be extended by proposing a new Business Plan at the end of the BID lifetime for a fresh formal vote by the businesses.

The purposes of a BID are to provide new or expanded works and services or environmental enhancements within the prescribed BID area, funded via a BID Levy charge. All services/improvements will be additional to those already provided by Derby City Council. This charge is payable by non-domestic rate payers and is collected by the Council in much the same way as business rates. The manner in which the BID Levy charge is calculated is defined in Section 15.

All works and services will be contracted by the Cathedral Quarter Company Ltd, the BID body for the BID area. The objectives and aspirations of the Cathedral Quarter BID are set out in this BID Proposal and Business Plan.

This business plan has been prepared in line with best practice and with reference to the 'Industry Criteria and Guidance' prepared for Revo in association with: Association of Town and City Management, the Association of Convenience Stores, the British Retail Consortium, Intu and the British Property Federation.

A set of definitions for terms used throughout this document is contained in Appendix 1.

4.2. The Vote

To succeed the ballot has to pass two tests: A simple majority vote of those who vote must register a 'YES' and the aggregate rateable value of those who vote 'YES' must be greater than that of those that vote 'NO'.

If these two criteria are met, the Business Plan is activated and all businesses in the area concerned will be required to pay the levy.

The persons entitled to vote, and be liable for the levy, are the ratepayers of non-domestic premises in the Business Improvement District. Properties with a rateable value of less than £2,000 will be excluded from the vote and levy.

The City Council's Returning Officer will be the Ballot Holder for the Business Improvement District vote, Derby City Council's Director of Legal, Procurement and Democratic Services and Monitoring Officer, Emily Feenan.

For details of voting procedures and how you can confirm persons entitled to vote contact Derby City Council's Elections Team on 01332 640837 or by e mailing elections@derby.gov.uk.

4.3. Alteration of arrangements

The Business Improvement District, its boundaries, business plan and the levy percentage cannot be altered without an alteration ballot, although its board can adjust projects and spend as they feel appropriate, provided the basic tenets and budgets are not compromised. This is explained in more detail in Section 14.

4.4. The Levy

A levy of 2.25% of a premises' rateable value is proposed for businesses with a rateable value (RV) of £2,000 or more which fall within the levy criteria laid down in Section 15.

This levy arrangement will generate over just over £1.4 million of ring-fenced funding over the five-year life of the BID and will also be used to lever in additional funds where possible. This will be used to fund the projects identified in this Business Plan.

4.5. Duration & Commencement date of the BID Arrangements

Subject to the successful ballot in November 2022 our proposal is for the Arrangements for the Cathedral Quarter Proposal and Business Plan to operate for five years and to commence, on the 1st March 2023. After five years, on the 29th February 2028, it can be extended or renewed – but only after being subject to a ballot.

4.6. Timescales

Action Point	Action	Day and Date
1	Notice by BID Proposer to Billing Authority & Secretary of State of intention to hold ballot (at least 84 days before Ballot Holder requested to hold ballot Action Point 4)	Fri 17 June 2022
2	Voluntary stage - issue voter nomination letter to check voter list	Fri 02 September 2022
	Receive voter nominations back from potential levy payers	Wed 21 September 2022
3	Establish Register of Businesses as specified in BID proposal	Target Date: Thu 06 October 2022
		Latest Date: Thu 13 October 2022
4	BID Proposer requests Billing Authority to instruct Ballot Holder to hold a Ballot (BID proposals need to be completed)	Target Date: Thu 22 September 2022
		Latest Date: Thu 13 October 2022
5	Billing Authority formally requests Ballot Holder to hold ballot	Target Date: Mon 03 October 2022
		Latest Date: Thu 13 October 2022
6	Ballot Holder publishes Notice of Ballot (latest date = 42 days before ballot day) also to send copy to Secretary of State , a copy of the published notice of ballot, as per Schedule 2 3(d) of the 2004 Business Improvement Districts (England) Regulations	Target Date: Thu 06 October 2022
		Latest Date: Thu 13 October 2022
7	BID Proposer or Ballot Holder mail out copies of the BID Prospectus to potential levy payers	Target Date: Thu 06 October 2022
		Latest Date: Thu 13 October 2022
9	Ballot Holder issues Letter to Business Ratepayers to give information about the ballot and identify named person to receive ballot paper (latest date is 42 days before Ballot Day)	Target Date: Thu 06 October 2022
		Latest Date: Thu 13 October 2022
9	Ballot Holder Issues ballot papers (at least 28 days before Ballot Day)	Thu 27 October 2022
10	Last day to appoint a proxy (tenth day before Ballot Day)	Mon 14 November 2022
11	Lost ballot papers – earliest date for issuing a replacement for a lost ballot paper (where papers not received by the 4th working day before the ballot)	Fri 18 November 2022
12	Spoilt ballot papers – last day/deadline to apply for a replacement ballot paper for a spoilt ballot paper (not later than 3 working days before the ballot)	Mon 21 November 2022
13	Ballot Day (up to 5pm)	Thu 24 November 2022
14	Count and announcement of result	Fri 25 November 2022
15	Disposal of ballot papers	Sat 27 May 2023

5. BID Delivery and benefits

5.1. The last five years

The third five-year term of the Cathedral Quarter BID began on 1st March 2018, following a successful renewal ballot that took place October 2017. The BID has delivered and supported businesses however the last five years the BID has had to adapt to a massive set of new challenges in the retail economy as well as the challenges of the Covid-19 pandemic that have affected every high street and shopping centre in the country. During the last 15 years the BID has delivered to ensure a meaningful impact on people who live and work here.

A summary of projects and activities the BID has delivered during the third five-year term can be seen below:

The Cathedral Quarter Experience

- Provision of BID Rangers who:
 - Welcome and help visitors to the area
 - Are on hand to support, providing information and guidance on BID projects and initiatives
 - Are SIA trained to monitor and deter crime & ASB, working in partnership with Police and other partners
 - Attend weekly Re-housing Engagement Support Team (REST) meetings.
 - Attend monthly Partnership Engagement and Enforcement Programme (PEEP) meetings
 - Support businesses in addressing day-to-day issues
 - Support events and entertainment
- Cyber security advice provided to businesses, in conjunction with the Police
- Working as part of the Partnership Engagement and Enforcement Programme (PEEP) to tackle substance abuse, rough sleeping and begging in the area. This provides a single cohesive approach to the management of individuals causing significant negative social impact within Derby City.
- Shortlisted in the Partnership of the Year category at the Association of Town and City Management (ATCM) Industry Awards 2018 in recognition of work to address crime & ASB in the city
- Working with the Re-housing Engagement Support Team (REST) which helps homeless people find accommodation and works to prevent them from becoming homeless in the first place
- Working with the Police & Crime Commissioner (PCC), distributing trauma kits to businesses and providing training sessions in their use
- Continue to provide storewatch radios to businesses in conjunction with St Peters Quarter BID and PCC
- Working with DCC and other partners to ensure continuation of accreditation under the Purple Flag scheme for a seventh consecutive year
- Safer Neighbourhood Days in partnership with the Police, visiting businesses to address any concerns and provide information
- Provision of security wands as part of the 'Wandsafe Scheme' and in partnership with DCC, PCC and Pubwatch

- Collaboration with the Derbyshire Business Crime Reduction Partnership, providing businesses with free membership to the scheme and access to the DISC system
- Working with Derby City Council, Derbyshire Constabulary and St Peters Quarter BID to conduct city centre business meetings to provide an opportunity for businesses to speak directly to representatives of these organisations, to highlight any concerns and to obtain updates on current activities.
- Installation of defibrillator on Friar Gate providing essential lifesaving equipment within the Cathedral Quarter area and publicising others in the BID area
- Installation of hanging baskets and planters, during both summer and winter to improve the public realm
- Continued working with DCC to ensure a comprehensive and co-ordinated festive lighting coverage
- Cathedral Quarter Discount Travel Club in association with Arriva, providing discounted travel to employees of CQ businesses
- Organised street days, such as 'Celebrate Sadler Gate', supporting and promoting businesses in this area
- Delivered the 'A Jurassic Day Out in Cathedral Quarter' a free family fun day which had an increase of footfall and sales in the area
- A programme of CQ Live events
- Supporting external providers in delivering key events e.g. Derby Feste, Derby Well, Derby Folk Festival and the opening of the Museum of Making etc
- Working in partnership with DCC on the Window Wonderland competition
- Provision of festive events and entertainment
- Presenting Partner for the Derby Ram Trail, with delivery of additional activities including:
 - Ram Trail themed bunting
 - Activities for visitors on CQ BID website
 - Social media coverage
 - Brand promotion in all Derby Ram Trail promotional material
 - The Great Ram Sleepover, dressing plush rams as celebrities and hosting them in business windows
 - Ram Trail Guided and Ghost Walks
 - Ram Trail Receipt competition

The Cathedral Quarter Businesses

- Creation of marketing videos and promotional material
- Social media coverage and campaigns
- Keeping businesses informed with the provision of ebulletins, newsletters and annual reports
- Providing and maintaining the CQ BID website, promoting the area, its businesses and events as well as the work of the BID
- Cathedral Quarter loyalty scheme, promoting business offers and events
- Publication of a 'Useful Contacts Guide' for BID businesses
- CQ photographic library for marketing purposes and business use

- Regular press coverage generating significant advertising equivalent coverage
- ‘Welcome to Christmas in Derby’ leaflet, promoting events and cultural activities over the festive period
- Hosting of a GDPR seminar in conjunction with Smith Partnership and St Peters Quarter BID for BID businesses
- Holding working groups for businesses to attend and get involved in projects and activities
- Launch of the ‘Too Good To Go’ scheme, helping to cut food waste and provide businesses with another income stream
- Provision of contactless payment packs in partnership with Visa
- Launch of the ‘Business Heroes’ campaign, celebrating the people who make CQ area a special and unique destination

Business Growth & Investment in the CQ

- Installation of window vinyls and boards on vacant units
- Working with partners on developments around Cathedral Quarter to improve the vibrancy and attract footfall and trade
- Funding of footfall cameras, providing data on visitors to the city
- Weekly ‘Retail Sales Monitor’ providing businesses, investors and key stakeholders with crucial information on the city’s performance
- Quarterly vacancy survey, monitoring business premises in the BID area and benchmarking against other towns and cities
- Monthly ‘Business & Retail in the City’ meetings with BID businesses to discuss footfall and sales information and any matters arising
- Representing CQ businesses at meetings, summits, and conferences
- Providing CQ businesses with one voice with which to lobby and campaign on beneficial causes
- Securing of additional funding to supplement levy income and deliver an increased programme of activities e.g. PCC grants, The Big Lottery Fund
- Working with DCC and other key stakeholders on the Future High Street Fund – the city was successful in attracting £15m of additional investment
- Representation of Cathedral Quarter businesses at a variety of meetings, conferences and summits such as:
 - Derby Economic Recovery Task Force
 - City Centre Tasking Group
 - Future High Streets Funds
 - Association of Town & City Management

5.2. COVID 19 Support

Throughout the challenging period of the pandemic, the BID remained open and operational, supporting businesses throughout the pandemic wherever it could and ensuring that latest guidelines and information was available.

In 2022, the BID will enter its final year of this five-year term and we really hope to work with you to secure another term. We will be consulting with businesses to understand your needs and priorities and ensure we have a Business Plan fit for the future of our city's businesses.

Since March 2020, the BID has undertaken the following activities and support:

Working with the local authority:

- The BID was a key partner on the Derby Economic Recovery Taskforce, working to ensure the safe re-opening of the city centre following the relaxation of restrictions and lockdowns as well as helping with the city's recovery. This included:
 - Identification of pinch points and hot spot locations re. social distancing
 - Installation of sanitisation stations
 - Additional street cleansing
 - Traffic Management in hotspot locations
 - Guidance signage in line with Government regulations
 - Working with businesses on queue management and use of outdoor space
 - Co-ordinated communications to increase confidence and promote visits to the city centre safely
 - Assisting with the management of outdoor space
 - Promotion of an industry standard, beyond the Government COVID-19 Secure certification
 - Improving the vibrancy of the city centre
 - Working to attract new investment

Communication

- A dedicated COVID-19 page set up on the BID website – containing the latest information on grants and links to sites such as Gov.uk, Public Health, Federation of Small Businesses etc
- Regular ebulletins, including sector specific guidance
- Social media coverage and campaigns – promoting businesses and providing advice and information
- Social media campaigns such as #lockdownlookback, #businessinthespotlight & #shoplocalonline
- Media interviews with Radio Derby to discuss impact of COVID and to support and promote BID businesses
- Multiple press releases advising on BID activities and support

Specific business support

- The BID team, including the Rangers, engaging with local businesses via phone calls, emails, social media messages and Zoom calls during social distancing measures
- Sector-specific webinars providing businesses with advice and support
- Supporting businesses in grant applications to the local authority
- Provision of COVID-19 Business Recovery support packs, which included items such as sanitiser, face masks, floor stickers, distancing tape etc

- Job Retention Scheme – the BID liaised with businesses about the furlough scheme
- ‘Getting Your Business Ready’ checklist for businesses as restrictions eased
- Publication of a ‘Business Support Guide’, updated following each Government announcement
- ‘Businesses Supporting Businesses’ Facebook group set up to help businesses support and trade with each other
- BID became a ‘Google Local Guide’, advising businesses on their profiles and recommending updates where appropriate
- Working with Visa to offer contactless payment packs to CQ businesses
- Provision of a ‘PPE supplier’ listing to help businesses source protective equipment
- Promotion of the Eat Out to Help Out scheme

Crime and Safety

- As ‘Key Workers’, Rangers continued to work throughout COVID lockdown and restriction periods.
- Daily patrols by CQ Rangers, including security checks on premises
- Business crime updates issued via ebulletins
- Funded additional security patrols during periods of lockdown and overnight, designed to disrupt and deter criminal activity
- Regular briefings with Police and other partners
- Funded and installed COVID information bollard covers around BID area

Other aspects of BID activity to support businesses:

- Liaised with Policy Advisers in MHCLG (Ministry for Housing, Communities and Local Government) and dialogue with BID Industry representatives who have been having direct contact with Ministers and policy advisors, on the challenges facing BIDs in respect of those coming towards the end of their current life and the issues surrounding revenue from levy bills
- Working with BID Industry Bodies - providing, supporting and reviewing the latest advice and guidelines on a daily basis, liaising with the BID Foundation, Institute of Place Management (IPM) and Association of Town & City Management (ATCM) to ensure compliance
- Letters were sent to our local MPs requesting support from the Government for BIDs
- Promotion of the ‘Raise the Bar’ campaign, lobbying the Government to increase support for businesses with a rateable value of more than £51k
- Business continuity log on the BID website, providing visitors with the latest information on businesses trading and/or trading differently
- ‘CQ Lockdown Live’ – provision of live virtual entertainment during lockdown periods
- ‘Health & Wellbeing’ and ‘Working From Home’ tips issued to BID businesses
- Shortlisted for the Marketing Derby Innovation Awards in recognition of the work undertaken to support businesses during the COVID-19 restrictions

6. Working together will make a difference.

The last couple of years have been challenging, and city and town centres have now been left with the scars of the COVID-19 pandemic, and the Brexit transition period. Through the last couple of years, the Cathedral Quarter BID area has seen a lot of changes and there are a number of businesses which have been lost, which leaves a number of vacant units on our streets. The national economy is in uncertain times and whatever happens, many challenges lie ahead and the commercial world continues to change at an ever-increasing pace.

Besides the challenges of the economy, lifestyles are changing and influencing the way in which we use our time and spend our money. Technology continues to develop and change the way we live and work as individuals and operate as businesses.

Trends and changes which impact upon town and city centres such as the increase in on-line shopping had already started before COVID, but over the last few years many of these trends have accelerated.

It is probable that many of these changes will have a permanent impact upon the way in which town and city centres operate and the opportunities and challenges which businesses are grappling with, such as many employees remaining working from home or using their office based within the city centre on an ad hoc basis.

In this very uncertain world, it is difficult to make any predictions for the long term. However, one thing is becoming clear; people are starting to value their local towns and centres more. Town and city centres of the future will become hubs for their local community for all aspects of people's lives. They will not simply be shopping destinations but places where people will want to live, work and spend their leisure time in a flexible way.

We need to think about ways in which we can work together to take advantage of these new opportunities and create a city centre which is welcoming, safe and forward-thinking that serves both the businesses and local community. Within the Cathedral Quarter BID there is a strong sense of community and businesses are keen to improve the area and bring back the spark and life to the area.

The extensive surveys, discussions with key stakeholders and working groups undertaken to develop this BID Proposal identified a clear desire expressed by businesses and organisations from across Cathedral Quarter to work even more closely together, including with Derby City Council and with other key stakeholders to raise the town's profile and improve the appeal to visitors, skilled people and business investors. This collective and focused approach will serve to improve the trading and operating environment and allow existing businesses to flourish and grow and attract new business investment.

Derby city centre has a lot to offer, Derby is home to Rolls Royce and Bombardier. Within the city there are development plans that will have a positive impact on Cathedral Quarter. The first phase of the Becketwell development is well underway which will see the completion of 259 apartments, a performance venue, a hotel and office development. The University is also extending its presence in the Cathedral Quarter with a new Business faculty and plans to build a new theatre on the site of the Assembly Rooms.

Derby City Council has also launched an 'Ambition' plan which highlights the key opportunities for Derby City Centre. The Council is keen to work with the Cathedral Quarter BID as the voice of the business in helping to shape future developments within the city.

Taking on board all of the above, this Business Plan has identified opportunities and taken account of the needs and challenges faced by all business sectors across the BID area. By working together and with strategic partners including the Council and key stakeholders through a renewed Business Improvement District there is huge potential to continue the momentum to make Cathedral Quarter a great place to visit, live, work and grow a business.

7. Cathedral Quarter BID area

The shaded area on the map below shows the boundary of Cathedral Quarter BID area. A list of roads and streets within the BID area is shown in Appendix 2.



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The Cathedral Quarter Business Improvement District is the historical commercial part of Derby's city centre, with a mixed offering of independent and national businesses. The BID covers the area bordering the inner ring road in the north, in the south is Victoria Street and Albert Street, where the boundary runs along the edge of St Peters Quarter BID. The boundary is defined in the east by the river and in the west by Friar Gate. The BID area has been extended in the west for the 2023-2028 BID term. The extension now includes the development site for the new Derby University business school located on Agard Street and businesses on Friar Gate located between Ford Street and Friar Gate Bridge. Towards the south west the boundary has been extended to include businesses on the western end of Friary Street.

A full list of streets within the BID area is shown in Appendix 2. All non-domestic hereditaments within the BID area will, if the BID is renewed, be liable for the BID levy (as defined in Section 15). The BID covers those businesses whose rateable value is £2,000 or greater. Thus banks, building societies, car parks, Council facilities, restaurants, clubs

and pubs, estate agents, leisure operators, recruitment agents, retail and health and beauty outlets, solicitors, hotels, museums, and transport and travel agents and all other non-domestic hereditaments are included within the BID and will, subject to the detailed levy criteria in Section 15, contribute to the BID's collective funding and activities flowing from the combined budget.

8. Services provided by Public Bodies

8.1. Council's Support for the Cathedral Quarter BID

Derby City Council fully supports the Cathedral Quarter BID. In particular, it endorses the fundamental principle of additionality within the BID by providing baseline service statements outlining the provision of existing services from the Council to businesses at their current level (subject to budgetary constraints) across the Cathedral Quarter BID area.

Thus, in line with BID legislation, BID services within the Cathedral Quarter BID will be additional to (not in substitution for) those provided by the Council. If there is a need for any change in service levels provided by the Council these will not be disproportionate to other parts of Derby City outside the BID area.

The Council's commitment to the Cathedral Quarter BID and the working relationships between the Council and Cathedral Quarter BID Company will be set out in complementary documents agreed between the two parties:

- An Operating Agreement which sets out the Council's Operational Support to the BID on a number of specific issues.
- A set of Baseline Service Statements, each defining the benchmark for a specific service provided by the Council and other agencies within the BID area.

8.2. Council's Vision for the BID

Derby City Council welcomes the opportunity offered by the BID disciplines to continue to develop a strong and dynamic partnership between the Council itself and the Derby City Centre businesses. The Council intends that this forward-looking relationship with businesses should take shape along the following lines during the five-year BID period:

- Maintaining the serious dialogue with Derby City Centre businesses through the BID Board and its management team on issues that can promote a stronger trading environment conducive to investment, business development and growth and a stronger community of businesses serving the businesses themselves and all those who live and work in the area.
- Working collaboratively and in partnership with the BID to ensure that the opportunities offered through the BID can be maximised and any investment or joint initiatives are as effective as possible.

8.3. Council Services for Business

Businesses will continue to benefit from all the standard services from Derby City Council providing services into Derby City Centre for the benefit of all stakeholders in the city (cleaning, access, safety, maintenance and public amenities). In addition, Derby City Council delivers a wide range of services either directly or indirectly specifically for businesses, these include:

- Business support and advice
- Economic information

- Grants, help and support
- Sustainable development
- Licensing
- Travel Planning
- Environmental Health and Safety
- Commercial Waste and recycling
- Business Rates
- Energy efficiency
- Parking permits

Details of these services can be found on the Council's website under the Business Tab
www.derby.gov.uk/business

8.4. Individual Baseline Service Statements

In full support of the above commitments, Heads of Service within Derby City Council, and the Derbyshire Constabulary will draw up Baseline Service statements on the specific services they are responsible for. These documents define the benchmarks for the provision of these services and the fact that any change will not disproportionately impact upon the BID area more than any other area outside the BID within the respective administrative boundaries.

They also cover how the services will be measured. The Council attach particular importance to the incorporation of value for money principles and measures within all the Baseline Statements.

The Baseline Services are defined below:

Derby City Council

- CCTV and Community Safety
- Christmas Lights
- City Centre Space Hire
- Community Safety
- Environmental Health
- Events
- Marketing and Comms
- Grounds Maintenance and Arboricultural Services
- Highways Maintenance
- Licensing – this potentially includes licenses for food businesses etc
- Parking
- Public Transport
- Street Cleansing and Waste Service
- Street Lighting
- Tourism Services
- Trading Standards
- Winter Gritting

Other Public Authorities

- Police

The process of creating Baseline Service Statements proves valuable to both the service providers and the BID company. The development of these partnerships and the additional focus on the services provided in the area, will give tangible benefits over and above those derived from the projects outlined below.

8.5. Council's Operational Support for Cathedral Quarter BID

The Derby City Council's support for the BID will take practical shape in the following specific ways:

- Conducting, through the council's Democratic Services, the formal BID vote in accordance with current BID legislation and procedures.
- Assuming a positive outcome to the BID ballot, collecting the BID levy defined in the BID Proposal and Business Plan from Cathedral Quarter businesses and transferring the levy sums direct to the Cathedral Quarter BID Company. The Council proposes to make a charge for the BID levy collection and will pay the gross levy sums to the Cathedral Quarter BID Company within 30 days of collecting it.
- Provide the relevant Cabinet Portfolio Member (a Councillor) to sit as a Director on the BID Company Board.
- Provide a senior council officer at the Board's discretion, to act as an adviser but not as Director to the Cathedral Quarter BID Company Board and to provide a business-focused dynamic link on all BID matters with other senior Council staff or cabinet members.
- Paying the appropriate BID levy set out in the Business Plan in respect of all its own hereditaments within the Cathedral Quarter BID area.

8.6. Monitoring and Review

Derby City Council is committed to the regular monitoring of the BID Operating Agreement and reviewing its effectiveness in conjunction with the Cathedral Quarter BID Company. This will be carried out as follows:

- A regular review of the overall effectiveness of the Operating Agreement. This will be led by the Senior Council Officer whose remit includes the operational relationship between the BID and the Council and will reflect the Council's commitment to work in partnership to the mutual benefit of the Council and Cathedral Quarter BID Company. These reviews will be scheduled to best effect for the Council's and Cathedral Quarter BID Company's yearly budgeting cycles.
- Derby City Council will undertake a regular review of each of the Baseline Service Statements as shown above. This will be led by the respective Head of Service who will discuss any proposed changes with the Cathedral Quarter BID Company and update the Baseline Service Statements to reflect the services each will provide in the following year.

8.7. Monitoring of basic service provision

The Baseline Service Statements from Derby City Council set out the discretionary and statutory services which are delivered to and relevant to the BID area so that it is clear that the BID's activities are totally additional and complementary.

Provision of Baseline Statements will allow the BID Company to regularly appraise the delivery of core services and compare them with the details in the statements. From experience elsewhere we know this has an impact on delivery and helps to guarantee that money provided to the authorities via the business rates mechanism is targeted appropriately and well spent. This means that local businesses have some influence over business rates investment in their area and the effectiveness of local authority service provision.

9. The Research and Consultation Process

9.1. Background

The BID has undertaken extensive research across a wide range of businesses, organisations and stakeholders to ensure that the plan which has emerged has an in depth understanding of the views and aspirations of the businesses in the area as well as an appreciation of the perceptions of those who visit and work in Cathedral Quarter.

Research and findings from the surveys, working groups and interactions with businesses and organisations from across the Cathedral Quarter BID area has been considered, in shaping the ultimate vision, objectives and their associated activities.

9.2. What were the aims of the process?

The aims of the research were to:

- Identify the key issues which impact upon all businesses in the area across all business sectors and to develop solutions to address them which will help businesses achieve their own internal objectives
- Review and assess any related strategies and plans for the area which potentially impact upon and compliment the aims and objectives of the BID proposal.
- Identify and assess the impact and the relative importance of different potential initiatives on businesses
- Ensure that the Vision, Objectives and their associated activities reflect the business challenges and opportunities for the immediate term and the next five years.

9.3. Research and consultation activity

The research encouraged participation from all businesses across the city centre and involved the following activity:

- In March 2022, a detailed survey was produced to get the views of businesses in the BID area.
- All levy paying businesses in the BID area were provided with surveys either through fortnightly renewal ebulletins, during a visit from a BID representative or via the BID website. All businesses were also provided with the opportunity to meet with a member of the BID team in person, via telephone or video call.
- All potential levy paying businesses were included in mail shots and publicity including renewal newsletters, renewal e-bulletins where e-mail addresses were available and shared e-news through social media channels.
- 431 personal business visits were made in total, with 191 of these being unique visits which represents 55% of the 349 businesses which meet the levy criteria having had a visit to discuss the BID
- A total of 134 businesses which met the levy criteria completed detailed four-page surveys.
- A number of meetings were carried out over the renewal period where all businesses were invited to discuss their challenges, opportunities and vision for the future of the city

centre. These included an open forum, discussion events and workshops and drop-in sessions.

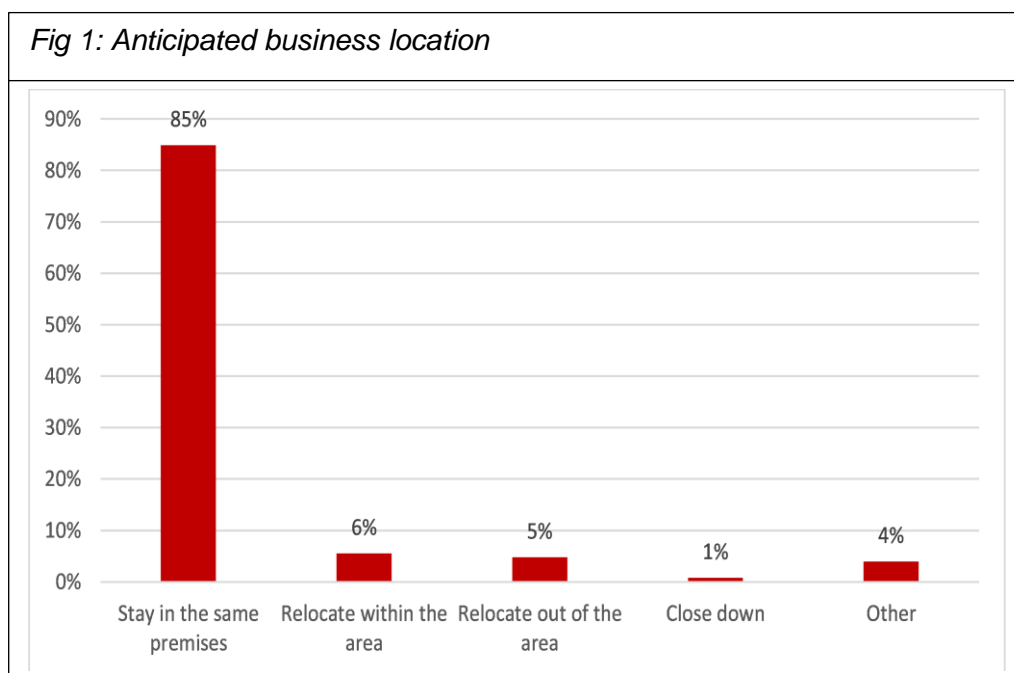
- The BID website and e-bulletins were used to invite feedback and opportunities for businesses to contact the BID team to discuss renewal.
- Active participation and decision making by the business representatives from the Cathedral Quarter BID Board in the development of this plan.

10. Research results

10.1. Business feedback

Surveys were carried out across a range of businesses from all sectors and sizes of Cathedral Quarter.

Despite the economic uncertainty and current cost of living challenges, the confidence to remain trading in Cathedral Quarter is strong. 85% of businesses surveyed anticipate that they will stay in the same premises. Only 1% of the businesses surveyed stated that they planned to close down.



10.2. CQ Experience

From the survey results it is clear that reducing crime and enhancing safety is important to businesses in Cathedral Quarter and is something that needs to continue to be addressed. Two out of the top four issues that were ranked as very poor or quite poor were crime and safety related issues. ‘Street begging and rough sleepers’ ranked as the second worst issue with 56% of businesses saying this was either very poor or quite poor. This was followed by ‘Drug and drink issues on the streets’ at 48%. ‘Crime and safety generally’ was also ranked as the joint highest aspect in terms of importance with 79% of businesses saying it was important to their business.

Also in the survey, three out of the top four current projects that businesses ranked as being beneficial to their business were all crime and safety related. The most beneficial current project to businesses was ‘Provided support for extended CCTV monitoring in the BID area’ at 77%, followed by ‘Working in partnership with the Police and Crime Commissioner, provided knife trauma kits and training to businesses’ at 71% and ‘Work with partners to tackle substance abuse, rough sleeping and begging in the area’ at 70%.

The BID Rangers are a big part of making the area more welcoming. In the survey, the current project that came in second when businesses were asked if they were aware of

them was 'Provided BID Rangers who work with partners to address crime & ASB, engage with businesses and public and report cleansing and maintenance concerns' with 88%, showing the presence and visibility of them on the street.

Another factor in ensuring visiting and working in the Cathedral Quarter is a great experience is the access to the area. In the survey 'Cost of parking' was ranked as the worst issue for businesses, with 58% saying that this was either very poor or quite poor. In addition, both 'Availability of business/customer parking' and 'Cost of parking' were ranked as the joint third most important aspects, with 75% of businesses saying these were important to them. Also in the survey, when businesses were asked to suggest future beneficial projects, projects that came under the category of access were the second most suggested.

An important part of making the Cathedral Quarter experience a welcoming one is the attractiveness and cleanliness of the area. In the survey, 'Street cleansing and litter control' was ranked as joint top in terms of importance, with 79% of businesses saying this was important to them. Also in the survey, 'Targeted cleaning and litter control (in addition to Council provision)' was ranked as the joint second most beneficial future project with 79%.

To ensure the Cathedral Quarter is a destination of choice for residents and visitors alike it is important to bring people in and give them a reason to visit. When businesses were asked to suggest future beneficial projects, projects that came under the category of 'Events' were suggested the most. Comments included a need to focus on equality and diversity initiatives and events, as well as more cultural events as these seem to be well received by visitors. It was also suggested that there should be more events throughout the whole year as well as having events in other parts of Cathedral Quarter and not just the main streets.

10.3. CQ Businesses and organisations

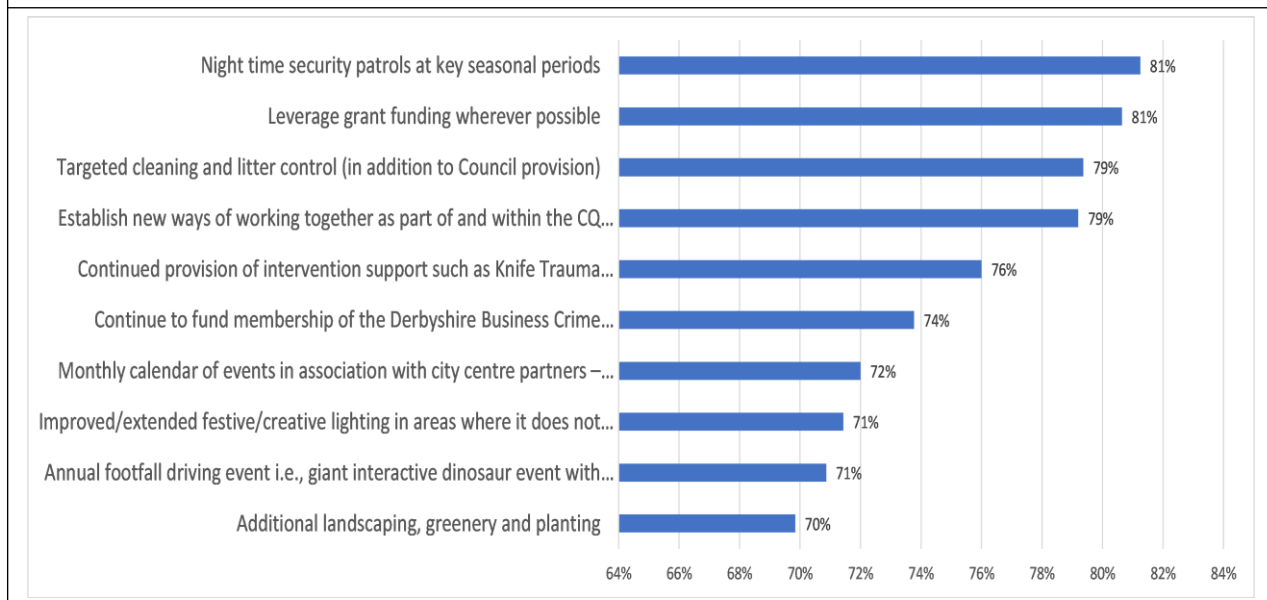
In the workshops, the second most discussed topic was 'Marketing and Promotion' and suggestions for improvements included targeting certain demographics of people more such as the neighbouring residential areas and students. Other comments included moving towards having a more dynamic online presence through spontaneous social media, such as the Rangers showing more of their day through social media stories. It was also suggested it would be a good idea to review what the social media channels are that businesses and visitors are using more frequently than others.

In the survey, marketing also came out as being an important activity for businesses. 'Promotion and awareness of reasons to visit' was the joint second highest aspect that businesses ranked as being important, with 75%.

Another important factor within this objective is helping to develop effective business to business communication and the importance of this was shown in the workshops as the most discussed topic was 'Business Community'. Comments alluded to the fact that there isn't enough interaction between the businesses here and that businesses need to understand that they aren't competing but instead sharing ideas would be more productive. Suggestions for improving business community in the Cathedral Quarter included facilitating businesses to mix through more social events on a regular basis, such as an open day on how businesses can support each other better.

The importance of business community was also shown in the survey results, as ‘Establish new ways of working together as part of and within the CQ community’ ranked joint second in terms of beneficial future projects with 79%. ‘Feeling part of Cathedral Quarter and its activity’ also scored highly in regards to importance, as 72% of businesses said that this was important to them.

Fig 2: Top ten future projects ranked by businesses as beneficial



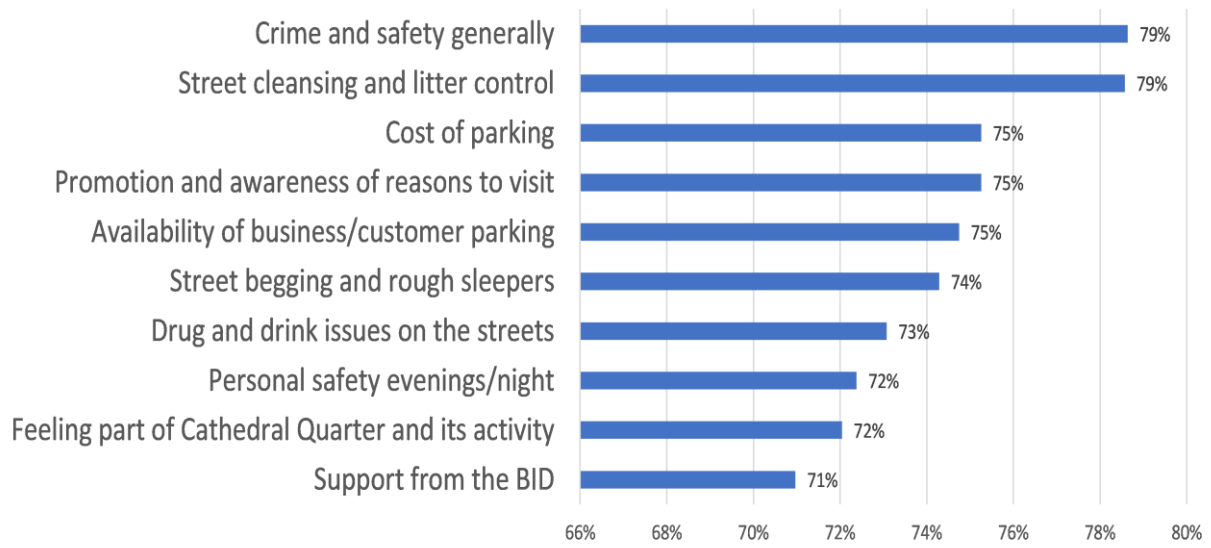
10.4. CQ Growth and Investment

In the survey, when asked to suggest beneficial future projects the joint second most suggested projects were to do with ‘Commercial Attractiveness’. Comments related to commercial attractiveness highlighted the need to focus on filling the empty units by creative thinking and options for more flexible use and also working with the Council and landlords to fill vacant premises. This was also echoed in the workshops and comments included the need to attract more businesses to open in the Cathedral Quarter which in turn would help to bring more footfall the area.

The importance of the BID working with the Council and landlords was also highlighted when businesses were asked to rank certain aspects from very poor to very good, and both ‘Interest shown by the Council’ and ‘Interest shown by landlords’ appeared in the top five as 53% and 44% of businesses respectively said these were either very poor or quite poor.

The importance of improving the commercial attractiveness in Cathedral Quarter was also highlighted in other parts of the survey, as ‘Leverage grant funding wherever possible’ was the joint top future project that businesses thought would be beneficial to them, at 81%. ‘Funded the installation of a number of CQ branded window vinyls and boardings for empty units to make them look more attractive’ was also in the top six for beneficial current projects, as 68% of businesses thought this was beneficial to them.

Fig 3: Top ten aspects ranked by businesses as important



11. The BID's response

Following our extensive research three key project areas of the Cathedral Quarter BID have emerged reflecting the key issues and opportunities identified by the businesses and visitors. The activities within each of the project areas have been specifically designed to address and take advantage of these.

It is evident that the Cathedral Quarter was exposed, even before COVID to the same changing dynamics effecting the way in which people use all towns and city centres. Since the start of 2020, these changes have simply accelerated and now is an ideal time to review the needs of businesses building a plan for the future.

The BID will continue to act as a catalyst for businesses and organisations to come together and play a key role in this new and exciting era in the life of this part of the city. The BID's ability to influence has increased significantly and it is now leading and driving key initiatives working closely with the local authority and other key businesses and organisations on plans which will shape the future of the Cathedral Quarter.

The BID will continue to work with all stakeholders to define, develop and promote the identity of the Cathedral Quarter which reflects its strengths, characteristics and heritage and is a sustainable and vibrant place which generates pride for its businesses, local residents and visitors.

This BID Proposal and Business Plan has been designed to ensure that the activities benefit as wide a range of businesses as possible. It will do this by becoming an accessible, safe, vibrant and attractive city which celebrates its culture and heritage, serves its local business and residential community and is recognised as a great place to be.

11.1. The role of the BID

All businesses and organisations stand to benefit from these additional projects and activities which have been identified by businesses across the Cathedral Quarter as crucial to their future:

- To act as the voice for businesses in the Cathedral Quarter and represent their interests within the context and framework of this BID Proposal and Business Plan
- To position the Cathedral Quarter and build its profile as a destination of choice for local residents and visitors.
- To build on the Cathedral Quarter's appeal as a vibrant, welcoming and safe place for those who visit, live and work in Cathedral Quarter.
- To work collaboratively and strategically, representing business interests to encourage growth, development and investment of businesses in the Cathedral Quarter.

11.2. How will the delivery be monitored?

Monitoring and measuring the performance and effectiveness of the BID activities is an integral and essential part of the plan. Businesses need to be confident that their levy money is being invested as productively as possible to maximise results.

The effectiveness of the measures undertaken will be gauged by key performance indicators monitored and relevant for each project area, including footfall, customer surveys, business surveys, photographic evidence, vacant properties and footfall trends. These measures and key performance indicators are identified for each objective and need to be monitored on a regular basis throughout the life of the BID.

12. Vision and objectives

Assuming a positive BID vote by a majority of businesses by both rateable value and number of hereditaments, BID operations will start on 1st March 2023 and will continue for a total of 5 years.

12.1. The Vision

Through a business-led programme our vision is for:

The Cathedral Quarter to be seen as a vibrant destination where people feel welcome and comfortable, where businesses can thrive and prosper and which is recognised as a place which is 'individual, diverse and inspiring'.

12.2. Objectives, activities and outcomes

Objective 1: CQ Experience

To develop a welcoming, vibrant and attractive place, where businesses can thrive and where people want to spend time and enjoy themselves.

Objective 2: CQ Businesses and organisations

To raise the profile of CQ, its businesses, organisations and all it has to offer through marketing campaigns and initiatives to attract new visitors and increase footfall, customers, clients, dwell time and spend.

Objective 3: CQ Growth and investment

To encourage growth, development and investment of businesses which complement and build on the strengths of the Cathedral Quarter.

Objective 1: CQ Experience

To develop a welcoming, vibrant and attractive place, where businesses can thrive and where people want to spend time and enjoy themselves.

Amount the BID will spend:

An average budget of £101,000 p.a, with a total of £508,000 over five years.

Crime and Safety

1. Work with key partners and stakeholders in the city, including Derby City Council, Police and voluntary organisations to address begging, anti-social behaviour and crime issues which impact negatively upon businesses and the visitor experience.
2. Work with Police, Derby City Council, Derbyshire Business Crime Reduction Partnership and others to maintain and develop CCTV monitoring and an effective business crime reduction scheme and maintenance of Purple Flag Status.

Rangers

3. Uniformed Cathedral Quarter Rangers to:
 - a. Support businesses in addressing and communicating issues which affect their business on a day-to-day basis.
 - b. Welcome everyone, encourage exploration of our area with visitors giving advice or recommendations where appropriate, provide support for events and entertainment in the streets and open spaces and help promote the area.
 - c. Work closely with the Police, and other agencies to share intelligence and information which supports the reduction of crime and anti-social behaviour.
 - d. Liaise with businesses on the benefits and opportunities which exist through BID projects and activities.

Parking and access

4. Through proactive lobbying and key partnerships, address parking, access, and public transport provision to meet the needs of the businesses and city users for both day and night-time economies, by influencing plans and schemes across the Cathedral Quarter and those that directly impact our surrounding area.

Events

5. Encourage, support, develop, and promote events which create an animated feel to the area, benefits businesses and attracts and extends the length of stay of visitors to the Cathedral Quarter and to provide businesses increased opportunities for participation.

Attractiveness

6. Improve the appearance and vibrancy of the streets and open spaces in the Cathedral Quarter by influencing the use of, or adding to, creative or festive lighting, signage, street furniture, public art, floral displays, window dressing and street decorations in such a way as to complement and develop the character of the Cathedral Quarter.

Cleanliness

7. Where appropriate improve the appearance of the street scene and physical environment to provide targeted 'hotspot' cleaning in addition to services provided by Derby City Council.

Measures and Results

- Improved perceptions of visitors of physical attractiveness
- Improved perceptions of those who work in the area of crime and safety issues generally
- Improved perception of parking and access
- Increased reporting of incidents and crime and anti-social behaviour
- Improved perception of reduced levels of crime and anti-social behaviour
- Footfall to the area which is stronger than national high street trends
- Increased dwell times measured through digital sensors
- Regular flow of information and intelligence to support business crime prevention
- Increased number of events and street entertainment and a greater perception of things happening
- Retention of the Purple Flag status for the evening and night time economy

Objective 2: CQ Businesses and organisations

To raise the profile of CQ, its businesses, organisations and all it has to offer through marketing campaigns and initiatives to attract new visitors and increase footfall, customers, clients, dwell time and spend.

Amount the BID will spend:

An average budget of £80,000 p.a, with a total of £403,000 over five years.

Profiling the Cathedral Quarter

1. Continue to develop the Cathedral Quarter's profile locally, regionally and nationally, as a place to visit and enjoy, day and night.
2. Develop destination marketing campaigns, extensive PR, social media, and use of digital and printed marketing to increase the profile of the Cathedral Quarter, its businesses, organisations, events and all it has to offer to attract more visitors.

Promoting all the Cathedral Quarter has to offer

3. Develop the Cathedral Quarter's online and mobile presence, as well as PR, printed marketing and social media to profile its businesses, organisations, events, leisure and cultural offer to increase visitors, clients, spend and loyalty to the area.
4. Promote and support award schemes which profile businesses and individuals and celebrates, recognises and promotes excellent customer service and a great experience.

Communication with businesses

5. Communicate between the BID and its businesses and organisations, to keep businesses engaged and informed of BID activities and opportunities and issues which may affect their environment and to keep the BID informed of business needs and priorities.

Measures and Results

- Increased awareness of Cathedral Quarter
- Numbers of businesses and organisations actively engaged in award schemes
- Increased levels of sales activity and footfall across Cathedral Quarter
- Positive media exposure locally and regionally measured through numbers of articles, publications, reach, click-throughs on digital media and value through using advertising value equivalent. (a.v.e)
- Numbers of businesses and organisations actively engaged in BID activities and the use of and their association with Cathedral Quarter BID in their own marketing and promotion

Objective 3: CQ Growth and investment

To encourage growth, development and investment of businesses which complement and build on the strengths of the Cathedral Quarter.

Amount the BID will spend:

An average budget of £33,000 p.a, with a total of £165,000 over five years.

Investment

1. Work with Derby City Council, Marketing Derby and others to influence and encourage a range of cultural, retail, leisure, office and residential developments which continue to rejuvenate the Cathedral Quarter as a desirable place to visit, live, work and enjoy.

Representation

2. Represent businesses across all sectors and organisation's interests in planning and delivery of developments and the use of the public realm and the buildings of Cathedral Quarter which complement the area and any other issue which may affect their interests.

Collaboration

3. Develop relationships between the Council, businesses and organisations in Cathedral Quarter and those outside the area (in particular with the St Peters Quarter BID and Derbion) who have an interest in seeing a vibrant and successful Cathedral Quarter.

Performance

4. Work with others to provide and report on a range of indicators which monitor the economic performance of Cathedral Quarter including: footfall and foot-flow, commercial performance and customer perceptions.

Funding

5. Seek match funding, grant opportunities and other sources of revenue, both financial and in-kind, both for the BID and others, to increase the BID's ability to achieve its vision and objectives.

Support in the unexpected

6. Work closely with emergency services, the local authorities' statutory services and other key stakeholders during times of national or local incidents, emergency situations or economic or logistically challenging periods to maintain a safe and positive experience for visitors and workers and support businesses in Cathedral Quarter.

Measures and Results

- Increased level of investment in existing and new businesses
- Increased range of businesses and organisations
- Reduced levels of vacant and derelict properties
- Increased number of new businesses and organisations
- Increased interaction with and support from stakeholders including local authorities

13. Organisation, Resources and Delivery

The preparation of this BID Proposal has been managed by the Cathedral Quarter Company Ltd which is a not-for-profit company, limited by guarantee. It is legally and operationally responsible to the businesses in the BID area for all BID activities and acts on their behalf.

The Board is elected by the members of the Cathedral Quarter BID Company, drawn predominantly from those paying a levy in the area and made up of a representative cross-section of the businesses and stakeholders of the area and key agencies associated with the successful delivery of the BID project. It will continue to be driven by the private sector and includes two Councillors from Derby City Council as Directors.

All businesses will be encouraged to be actively involved in the Board and associated working groups to represent the levy payers. Through specific working groups, the Board will be instrumental in prioritising the requirements of the levy payers into deliverable projects which address their needs, within the framework of the business plan.

The main role of the Board is to safeguard the interests of levy payers by ensuring that the business operates in line with the BID plan, is professional and offers consistent value for money in line with its targets. The Board will ensure that the implementation of the BID will be monitored and delivered cost effectively, through keeping overheads to a minimum and using methods which will optimise the use of the revenue budget and add real value to the delivery of the plan.

The Board will continue to provide a consistent, collective and effective voice for the businesses and organisations in Cathedral Quarter. All roles on the Board, and any working groups are voluntary and are undertaken with a commitment to represent the interests of all businesses in the area.

In support of its vision and objectives, the BID will encourage collaboration with all key stakeholders involved in the city centre. Collaborative working between businesses and other organisations in the city centre will also be encouraged to build upon the sense of the business community and ensure that the skills and resources available for delivery of the BID are enhanced and deliver best value.

There will continue to be hands-on dedicated Project and Contract Management to support the initiatives from any working groups. This management role will also provide administrative support and project delivery for the BID Company as well coordinating activity with partner organisations and ensuring cost-effective delivery of projects through tendering and careful management of contracts.

The effectiveness of the measures undertaken will be gauged by Key Performance Indicators for each project area, including footfall, customer surveys, business surveys, photographic evidence, car parking usage and retail turnover movement.

Besides regular newsletters and other forms of bulletins, there will be an annual report providing details on activities and performance of the company against the objectives of the delivery plan for the previous year.

All Levy payers are entitled, on application, to become members of the Cathedral Quarter BID Company. There will be an Annual General Meeting at which all members of the company are invited to attend and vote and at which Directors will be retired by rotation and new Directors elected in accordance with the articles of the company.

14. Cathedral Quarter BID Budget & Finances

14.1. Balancing the Budget

2020 presented the businesses and organisations of Cathedral Quarter with unprecedented and significant challenges and the Board have tried to balance the costs to businesses with the requirement to generate sufficient funds to provide support, make a tangible difference on the ground and help drive the changes needed in Cathedral Quarter going forward.

Given the unprecedented challenges facing businesses over the last three years and that once levy criteria is set it cannot be changed during the term of the BID, the Board has made the following provision:

- Any business ratepayer who is legally required to cease use of their premises will be given 100% relief for that time period if they are not in a position of being able to use for it for any other purpose (see Section 15 Paragraph 14.a for details).

The investment being sought from businesses in the BID area is modest in relation to what can be achieved. For the smallest business in the Business Improvement District, the cost is equivalent to less than a cup of coffee a week at £2.40 a week.

The BID has been successful in leveraging in additional funding and will continue to look to leverage in additional cash funding, grants and value in kind, to support the delivery of this plan and add to the investment made by Cathedral Quarter businesses through the BID.

With a £125 at rateable value between £2,000 and £5,999 and 2.25% of rateable value of £6,000 and above in year 1, the indicative costs to a business would be:

Rateable Value	Annual	This equates to weekly cost of	This equates to a daily cost of
£0 - £1,999	zero	zero	zero
£2,000 - £5,999	£125	£2.40	£0.34
£10,000	£225	£4.33	£0.62
£15,000	£338	£6.49	£0.92
£20,000	£450	£8.65	£1.23
£50,000	£1,125	£21.63	£3.08
£100,000	£2,250	£43.27	£6.16
£250,000	£5,625	£108.17	£15.41
£500,000	£11,250	£216.35	£30.82

14.2. The Cathedral Quarter BID Budget Five years 2023 – 2028

	Year 1	Year 2	Year 3	Year 4	Year 5	Total	% to total
Income							
BID levy revenue (Note 1)	£ 270,691	£ 276,105	£ 281,627	£ 287,259	£ 293,005	£ 1,408,687	93%
Other Income (Note 2)	£ 20,000	£ 20,400	£ 20,808	£ 21,224	£ 21,649	£ 104,081	7%
Total Income	£ 290,691	£ 296,505	£ 302,435	£ 308,484	£ 314,653	£ 1,512,768	100%
Expenditure							
Objective 1 –CQ Experience	£ 101,305	£ 101,511	£ 101,720	£ 101,934	£ 102,153	£ 508,623	35%
Objective 2 - CQ Businesses and organisations	£ 80,351	£ 80,514	£ 80,681	£ 80,850	£ 81,023	£ 403,419	27%
Objective 3 -CQ Growth and Investment	£ 33,000	£ 33,067	£ 33,135	£ 33,205	£ 33,276	£ 165,683	11%
Central Management Costs, Administration, Office (Note 3)	£ 50,500	£ 51,510	£ 52,540	£ 53,591	£ 54,663	£ 262,804	18%
Levy Collection costs	£ 12,000	£ 12,240	£ 12,485	£ 12,734	£ 12,989	£ 62,448	4%
Contingency (Note 4)	£ 13,535	£ 13,805	£ 14,081	£ 14,363	£ 14,650	£ 70,434	5%
Total Expenditure	£ 290,691	£ 292,647	£ 294,643	£ 296,678	£ 298,754	£ 1,473,413	100%
Accrual for Renewal (Note 5)	£ -	£ 3,857	£ 7,792	£ 11,805	£ 15,898	£ 39,353	

Notes

1. Assumes a 95% collection rate and 2% per annum inflation
2. Including income from landlords, associate members of the BID and other sources (including in-kind)
3. Central admin, office and fixed overheads
4. Calculated as 5% of total levy billed
5. Accrual retained from levy revenue to provide for costs of renewal of the BID for any additional term, otherwise they will be spent on additional projects in the final year

14.3. Cost of the BID Renewal

The costs incurred in undertaking the research and developing the new BID proposals have been built into the budget of the current BID. The costs for holding the renewal ballot, are being met by Derby City Council, for which we give sincere thanks.

14.4. Sources of Additional Funding

The BID Company intends to seek additional funding where possible to increase the benefits that can be delivered by the BID to businesses. Other possible income sources will include grants where the criteria match the aims of the business plan, voluntary contributions from property owners, companies and organisations outside the BID area and those not liable for the levy. It is estimated that this could be around £100,000 over the five-year period.

Through discussion, developers, property owners and other stakeholders in the area will be invited to participate in the Business Improvement District and improve delivery against the business plan objectives even further.

14.5. Application of Funds and Alteration of BID Arrangements

The BID funds will be ring-fenced and will be controlled by participating businesses. Details of the BID Company's accountability to businesses are given in Section 11. The BID's Response.

As part of the Alteration of BID Arrangements (see Section 4.3), the budget headings and the project costs can be altered within the constraints of the revenue received through the levy. The Cathedral Quarter BID Company will be empowered to move funds between budget headings and between financial years to provide the services which best meet the requirements of the BID area within the framework of the BID Proposal and Business Plan's objectives. Such adjustments will be fully accountable to the businesses through the performance monitoring arrangements set out in Section 12.

14.6. Governance and management of the BID Budget

In order to ensure that the projects remain relevant and continue to address needs and priorities of the businesses in Cathedral Quarter during its five-year life, the Board of the Cathedral Quarter Company Ltd may from time to time make modifications to the budget allocations for each of the main projects and the management and administration of the BID.

It will be the responsibility of the Board to make adjustments to the allocations of expenditure budget as and when they deem appropriate and to ensure that all the main aims of the BID, stated in Section 12 continue to be addressed and that all BID activity contributes towards the achievement of the vision. The Board will also monitor and gauge the effectiveness of the BID operations and activities.

15. Levy Criteria for Cathedral Quarter BID

Every BID has to establish its own levy rules. Reference has been made to the use of the 'Industry Criteria and Guidance' prepared for Revo in association with; ATCM, ACS, BRC, Intu and BPF in developing the rules which will apply to the Cathedral Quarter BID.

Business Improvement Districts use rateable values of businesses as a means of calculating levy and determining the associated criteria. This provides the basis for an equitable approach to charging to reflect the value which businesses will receive in services and support from the activities of the BID.

The Cathedral Quarter BID Company has tried to balance the ambitions of businesses in the BID plan against the affordability of the levy and the requirement to ensure that the BID is able to deliver best value.

A hereditament is defined in Section 115 (1) of the General Rate Act 1967 (the 1967 Act) as: 'property which is or may become liable to a rate, being a unit of such property which is, or would fall to be, shown as a separate item in the valuation list'. For the purposes of this levy criteria the words, 'land, 'properties' and 'premises' will also be interpreted as a hereditament.

1. Assuming a positive BID vote by a majority of businesses by number and rateable value of those who vote, the BID levy will be charged on all hereditaments listed in the local Non- Domestic Rating List located within the BID area. This applies irrespective of whether or how a business has voted in the formal BID ballot. Legislation within the Local Government Finance Act (2003) enables the local authority to issue a bill for the levy. The levy is collected by the billing authority, the Derby City Council. The Cathedral Quarter BID Company will invoice the billing authority, for the levy collected for exclusive use of the BID.
2. All businesses which will be subject to the BID who are shown on the Derby City Council's (the Billing Authority) NNDR billing system on the day the ballot holder publishes the notice of the ballot at least 42 days before the day of the ballot shown as the liable party (for the purposes of this Ballot taken as the 13th October 2022), subject to final check and audit, will be entitled to vote for the BID proposal in a 28 day postal ballot which will commence on 27th October 2022, with the close of ballot at 5pm on 24th November 2022. The result will be announced as soon as possible thereafter.
3. If successful at the ballot, the BID will be fixed for a term of 5 years. The BID will commence operation on 1st March 2023 and will run until 29th February 2028. Levy bills will be issued for the first payment due 1st March 2023 and each year on 1st April thereafter. (See paragraph 10 for more detail).
4. The levy amounts for non-domestic hereditaments will be applied as follows:
 - a. The BID levy for the billing cycles from the 1st March 2023 to 31st March 2024, will be 2.25% of the 2017 rateable value shown on Derby City Council's (the billing authority's) NNDR billing system as at 13th October 2022 and will only be subject to the changes as stated in the clauses below for each defined business within the

scope of the BID for each year thereafter, with the exception of those hereditaments with a rateable value of less than £6,000.

- b. The BID levy for the billing cycles from the 1st March 2023 to 31st March 2024 for premises with a rateable value of less than £6,000 or more than £1,999 showing on the billing authority's NNDR billing system as at 13th October 2022 will be charged £125 and will only be subject to the changes as stated in the clauses below for each defined business within the scope of the BID for each year thereafter.
 - c. Premises with a rateable value of less than £2,000 showing on the billing authority's NNDR billing system as at 13th October 2022 will not be subject to any levy and will not have a vote for these properties.
5. Any hereditament occupied by museums, theatres, arts centres and dance studios, where the rates are paid by a charitable organisation will be exempt from the levy and will not be permitted to vote for this hereditament in the ballot. Museums, theatres, arts centres and dance studios may enter into a voluntary arrangement with the BID company. Any other hereditament where rates are paid by a charitable organisation will be included – see paragraph 6 below.
 6. Any hereditament where the occupier is a registered charity or has charitable status, in receipt of mandatory charitable rate relief (awarded under section 43 – part 5 and 6 – of the Local Government Finance Act 1988), or discretionary relief (awarded under section 47 part 5B of the Local Government Finance Act 1988) will receive 25% discount for the levy charged as calculated in paragraph 4 above and will be subject to all other criteria in this Section 15. Any hereditament where the ratepayer is a registered charity or has charitable status, and where the property is unoccupied, will receive 25% discount for the levy charged as calculated in paragraph 4 above and will be subject to all other criteria in this Section 15.
 7. The levy will be due from businesses who are liable to pay business rates, including empty properties (even if they are listed under the 'Planning (Listed Buildings and Conservation Areas) Act 1990 or is included in a list compiled under section 1 of that Act', other than those businesses that are exempt within the criteria laid out in Section 15 of this BID Proposal and Business Plan (this section).
 8. The liable person is the ratepayer or person entitled to possession for occupied or unoccupied premises in the year of the collection of the levy. In accordance with the Non-Domestic Rating (Collection and Enforcement) (Local Lists) Regulations 1989 (S.I. 1989/1058) and the Non-Domestic Rating (Collection and Enforcement) (Miscellaneous Provisions) Regulations 1989 (S.I. 1989/1060), The Billing Authority, Derby City Council (acting on behalf of the Cathedral Quarter BID) will be responsible for the imposition, billing, administration, collection, recovery and application of the BID levy. The Billing Authority will also be responsible for any enforcement action that may be appropriate in case of non-payment of the levy. Any retrospective liabilities for previous BID periods

are subject to the BID Levy rules applicable for those BID billing years as well as subject to the provisions of the Limitation Act 1980.

9. With effect from the start of the billing cycle commencing 1st April 2024 there will be an annual inflationary increase of all levy charges year on year for the duration of the Business Improvement District. This will be a minimum of 2% increase year on year or the inflation percentage as determined by the Consumer Price Index as at the 1st December of the year before the next billing process, whichever is the greater, rounded up or down to the nearest two decimal places (e.g. if the levy percentage is 2.25% and increases by 2% then the new percentage to be applied to the levy calculation would be 2.295% rounded up to 2.30%).
10. The BID financial year will last for 365 days (366 in a leap year) between 1st March and 28th February (29th February in a leap year).
11. The BID's chargeable period is a year or part of a year, broken down into daily charges based on the rateable value at 13th October 2022. It is to be paid in full in advance, the first chargeable period will be 31 days from 1st March 2023 to the 31st March 2023 and for 365 days (366 in a leap year) each year thereafter starting on the 1st April 2023. The only exceptions to the due date of the 1st March 2023 or 1st April each year thereafter, is where a proportional liability exists due to any change in circumstances identified in this Section 15 'Levy Criteria for Cathedral Quarter BID', in which case, the levy charge will fall due 14 days after the demand is issued and in the final year of this BID term from 1st April 2027 which will end on the 29th February 2028. The daily BID levy charge for each individual ratepayer is to be calculated by multiplying its rateable value by the BID percentage levy and dividing the result by the number of days in the financial year or part year of the chargeable period or where the amount has been capped at a specified amount, dividing the capped amount by the number of days in the financial year or part year of the chargeable period. The BID Levy liability is calculated on a daily basis based on the position as at the "end of the day" - midnight. If there is a change of occupier part way through the chargeable period the BID Levy liability will be recalculated for the outgoing occupier on this basis (so for example: if someone moves out on, 1st June 2023, then their liability ceases on 31st May 2023 and they do not pay a levy for 1st June 2023). The BID levy liability will then fall to whoever qualifies under this levy criteria and any levy calculated on a pro-rata basis.
12. The levy will be charged for each chargeable period in advance and is to be paid in full by the due date. At the start of the chargeable period, the bill is issued based on the assumption that the levy payer remains in occupation throughout the course of the financial year. Any business which ceases to become the liable party during the period must apply to the Derby City Council, the Billing Authority for a refund for the remainder of the period if an apportionment is required between the outgoing and incoming liable parties, and the new liable party will be charged on a pro-rata basis.
13. If a property is deleted from the Rating List or there is any other change covered by Section 15 paragraph 12 a revised bill will be issued as a final adjustment notice. The

charge or refund amount will be calculated pro rata between the date of the change in occupation and the date of the financial year end. Refer also to Section 15 paragraph 11 above.

14. The BID levy is payable in one instalment. This instalment date will be specified on the Demand Notice. The notice will be served as soon as practicable after the Billing Authority becomes aware of a BID levy liability and the liability will be calculated from the effective date of any of the following changes being recorded on the Rating List even if the effective date is prior to the 13th October 2022.
- a. **NEW PROPERTY:** New premises, or properties which were not on the 'local non-domestic rating list' at the start of the BID but become subject to rates within the BID boundary or on new streets within the BID boundary after the BID is in force, will be expected to pay a BID Levy based on the % or fixed levy charge appropriate in relation to its new/current rateable value.
 - b. **SPLIT PROPERTY:** Where property is split, two or more BID levies should be made on the revised premises from the date of split on the basis of the revised new/current rateable values shown in the 'local non-domestic rating list'.
 - c. **MERGED PROPERTY:** Where premises are merged the BID Levy should be based on the % or fixed levy charge appropriate in relation to the revised property's new/current rateable value shown in the 'local non-domestic rating list'.
 - d. **CHANGE OF USE OR OWNERSHP:** Any change of use, ownership or occupancy of a property where the business rate payer as the liable party for the levy, changes, will be liable to the levy rate current at the time of the change.
 - e. **NEW PROPERTIES:** The creation of a new business rated hereditament within the BID boundary will be liable to the levy rate based on the rateable value shown in the 'local non-domestic rating list' at the time of change of use or creation of the new business hereditament.
 - f. **RE-STATEMENT:** If a property which had been deleted from the rating list or been assigned a zero rateable value is bought back into rating on the 'local non-domestic rating list' or assigned a rateable value of more than zero. The charge or refund amount will be calculated pro rata between the date of the change in occupation and the date of the financial year end.
 - g. **CHANGE OF STATUS:** Where the status of the hereditament changes from one where a levy is due within the meaning of the levy criteria in this Section 15 to one where it is not due.

Adjustments will be made and revised bills issued. The charge or refund amount will be calculated pro rata between the date of the change covered by this paragraph 12 and the date of the financial year end. Any BID levy refunds due will only be fulfilled in the method deemed acceptable by the Billing Authority.

15. No amendments will be made to the rateable value of any property in the BID area as a result of any general or property specific re-valuation other than for the criteria listed above whether or not it is applied retrospectively to a point in time prior to the 13th October 2022 and in any case BID levy calculations for the period up to the 1st March 2023 will be based upon the criteria of the BID Proposal 2018– 2023.

16. No other relief or exemption will be given to any class of BID levy payer and there is no distinction made between occupied or unoccupied hereditaments, both occupancy statuses attracting the full BID levy, unless it is a hereditament: -
- a. whose owner or occupier is prohibited by law from using it for the primary purpose for which it was originally intended, for clarity and for the purposes of this levy criteria it will only cover a property where the prohibition by law results in no 'value or benefit' to the possessor and at the discretion of the BID.
 - b. which is kept vacant by reason of action taken by or on behalf of the Crown or any local or public authority with a view to prohibiting the occupation of the hereditament or to acquiring it;
 - c. which is vacant and is included in the Schedule of Monuments compiled under section 1 of the Ancient Monuments and Archaeological Areas Act 1979;
 - d. where, in respect of the owner's estate, there subsists a bankruptcy order within the meaning of section 381(2) of the Insolvency Act 1986;
 - e. whose owner is entitled to possession of the hereditament in his capacity as trustee under a deed of arrangement to which the Deeds of Arrangement Act 1914 applies;
 - f. whose owner is a company which is subject to a winding-up order made under the Insolvency Act 1986 and as amended in the Corporate Insolvency and Governance Act 2021 or which is being wound up voluntarily under that Act;
 - g. whose owner is a company in administration within the meaning of paragraph 1 of Schedule B1 to the Insolvency Act 1986 and as amended in the Corporate Insolvency and Governance Act 2021 or is subject to an administration order made under the former administration provisions within the meaning of article 3 of the Enterprise Act 2002 (Commencement No. 4 and Transitional Provisions and Savings) Order 2003;
 - h. whose owner is a company in 'Company Voluntary Arrangement' within the meaning of Insolvency Act 1986 and all and any legislative amendments made thereafter and during the lifetime of the BID.
 - i. whose owner is entitled to possession of the hereditament in his capacity as liquidator by virtue of an order made under section 112 or section 145 of the Insolvency Act 1986 and as amended in the Corporate Insolvency and Governance Act 2021.
 - j. where it is a place of religious worship.
 - k. where it is a Magistrates Court, High Court or County Court

in which case the hereditament will be exempt for the period of time where any one of these above criteria in Section 15 paragraph 14 apply.

17. For clarity a hereditament which is the subject of a building preservation notice within the meaning of the Planning (Listed Buildings and Conservation Areas) Act 1990 or is included in a list compiled under section 1 of that Act will be subject to levy unless its use is covered by any of the other exemptions listed in this section 15 of this business plan 'Levy Criteria for the Cathedral Quarter BID'.
18. The levy will be due from any business or individual who is entitled to possession of any hereditaments on any road or street which has not yet been constructed or named at

the time of the ballot and any new hereditament built or created within the shaded area of the map shown in Section 7 in this Proposal and Business Plan which fall within the levy criteria of Section 15, from the 13th October 2022 at any time during the life of the BID but which are not specifically identified on the map in Section 7, with effect from the date at which their rateable value takes effect.

19. Subject to the criteria stated above within the BID boundary as defined in Section 7, the BID levy is a statutorily compulsory payment regardless of whether the person or business entitled to possession of a liable property exercised its vote or voted against the BID.

16. Risk analysis

16.1. The responsibilities of the BID Company

The Cathedral Quarter Company Ltd (The BID Company) is a company limited by guarantee, and a significant business in its own right. It not only has all the attendant risks and responsibilities that go with this but also, subject to the vote in favour of the BID, will have a mandate from the businesses in the area to deliver the BID Business Plan. This is a significant responsibility which has an influence over the commercial prosperity of the Cathedral Quarter, the businesses in the area and everyone who rely upon it for their living.

It is important therefore, to articulate some of the external and internal issues that have a direct bearing on the ability of the Company to trade successfully, as well as highlight the consequences of not adopting the principles of the BID and the benefits that accrue from the delivery of the plan.

16.2. BIDs in other places

BIDs have been proving their worth and commercial value across the UK over the last eighteen years as effective mechanisms to improve trading environments for all sorts and types of businesses. Over the last three years, during the challenges faced by businesses during the pandemic, BIDs have stepped up to provide whatever support they can to their businesses.

Where BIDs have reached the end of their first term many have seen even greater votes in favour and larger turn-outs than the first time of voting. They are seen as providing businesses with very effective returns on investment.

There are many towns and cities in the Midlands which now have Business Improvement Districts and many of these are already in their second, third and even fourth terms. These include Derby's St Peters Quarter which is now in its third term, Nottingham BID in its fourth term and Birmingham which has twelve BIDs within its administrative boundary.

16.3. The Importance of Voting 'YES'

If you want the BID, its collective influence and all its associated benefits to continue and support your business, you will need to vote for it. If the vote does not get sufficient votes in favour both by number and rateable value, the BID and all its associated activities will stop as of 28th February 2023.

There will be no collective voice or mechanism through which you can shape or control the support you receive, and businesses will be left to face the challenges and uncertainties of the future alone.

16.4. Working with key partners

In order to deliver exceptional value for money within the framework of the aims and objectives of the plan, the BID will continue to work closely with other key stakeholders such as property owners, developers, the Local Authorities and the Police. It will seek, wherever possible to influence larger projects to the benefit of its own aims while supporting others to achieve their own objectives.

In working with others, the over-riding principle of the BID should not be compromised i.e. that the BID is providing services and benefits additional to those which would have happened if the BID had not been in existence.

16.5. Sustainable mechanism for the development of the Cathedral Quarter

The BID is a unique mechanism which combines solid business support with a compulsory payment scheme which creates benefit for all on an equitable basis. It also guarantees constant cash flow to deliver the projects and priorities identified by the businesses. It provides a solid platform for the BID Company to control costs, plan over the longer term and rise to the expectations of its stakeholders.

A contingency is contained within each of the project areas, meaning, that should the income from the additional voluntary contributions fall short of those budgeted for any period, costs can be adjusted accordingly.

In the unlikely event that circumstances beyond the control of the BID Company mean that it fails to bring about the benefits envisaged, the business electorate will have the final say. At the end of the 5 years, if no discernable difference is detected then a vote against renewal can simply “switch off” the BID and with it all business contributions.

There is no plan to rely upon bank or other financial support other than the levy and so there is no prospect of financial insecurity. In any event, the Company will produce monthly management accounts and financial forecasts for information for the Board, nominated by the levy payers. Appointed auditors will produce end-of-year accounts, made available to all contributors and the local authority and these will be filed at Companies House in the normal way.

The Cathedral Quarter Company Ltd is VAT registered to ensure that the tax can be reclaimed on expenditure. It is also benefits from mutual trading status meaning that it is exempt from any Corporation Tax liability on the levy and grants revenue received.

17. Final thoughts

Throughout the period of the BID being in operation we have continued to do all we can to support businesses and give them a sense of pride in the Cathedral Quarter. Your feedback has highlighted just how valuable this has been and how important it is that this work continues.

Without the BID, your interests and concerns as diverse businesses in the Cathedral Quarter, and the power of your collective voice would be lost.

Cathedral Quarter BID strives to improve the area by delivering new and refreshed initiatives, continuing in providing a voice for our businesses, influencing key local decisions and bringing about positive change where it's needed.

This business plan sets out how we will continue to provide opportunities to forge even stronger links between the business community and key stakeholders. To be a vibrant economy and a place which attracts, feels safe and is perceived to be a great place to live, work and do business, we need to be brave and radical and work together collectively to ensure that we all benefit in the future.

The first step for you in making this happen is to vote YES in the ballot in November.

Martin Langsdale
Chair of Cathedral Quarter BID
Chartered Surveyor, Raybould & Sons

Appendices

Appendix 1 – Definitions

The following terms, used throughout this Proposal document, shall have the same meaning as provided in the Local Government Act 2003 and the Business Improvement Districts (England) Regulations 2004.

- “BID” means Business Improvement District.
- This document is a BID proposal for the purposes of the Act. If approved it will become the BID arrangements which govern the way in which the BID levy can be used.
- “the 2003 Act” means the Local Government Act 2003.
- “the 1988 Act” means the Local Government Finance Act 1988.
- “the COVID Act” means the 2020 Coronavirus Act, Chapter 7, Part 1, Section 79.
- “BID ballot” means a ballot under Section 49(1) of the Local Government Act, 2003.
- “BID body” means, the body (whether corporate or not corporate) responsible for the implementation of the arrangements in this case defined in the plan as the ‘Cathedral Quarter Company Ltd’.
- “BID Company” is the ‘Cathedral Quarter Company Ltd’ and is accountable for the budget and delivery of the BID Arrangements in accordance with this BID Proposal and Business Plan.
- “BID proposer” means the person or body who draws up BID proposals as defined by the BID Regulations, in this plan it is the ‘Cathedral Quarter Company Ltd’
- “commencement date” subject to regulation 9(12) of the Business Improvement Districts (England) Regulations 2004, means the day, pursuant to Section 53 of the 2003 Act, the BID arrangements are to come into force.
- “hereditament” means anything which is or is treated as being a hereditament by virtue of the provisions of or any provisions made under Section 64 of the 1988 Act including any hereditament to which regulation 6 of the Non-Domestic Rating (Miscellaneous Provisions) Regulations 1989 applies but otherwise excluding any hereditament to which regulations made under Section 64(3)(b) of the 1988 Act apply.
- “renewal ballot” means a ballot under Section 54(2) of the 2003 Act.
- “BID Levy” means a charge imposed on the non-domestic ratepayers, or a class of such ratepayers in the district

Appendix 2 – Streets included in the BID Area listed alphabetically

A complete list of all streets, roads and squares in the BID area.

Street	Definition
Agard Street	Part only (north side only) up to last property before Golden Eagle pub
Albert Street	North side only
Amen Alley	
Bold Lane	
Brook Street	Part only (from Junction of St Helens Street and Willow Row to bend at which it goes North West)
Cathedral Road	
Chapel Street	
Cheapside	
College Place	
Cornmarket	
Corporation Street	Council House and car park only
Curzon Street	Part (junction with Wardwick only)
Ford Street	
Friar Gate	Part (from St Werburgh's Church up to Friar Gate bridge only)
Friar Gate Studios, Ford Street	
Friary Street	Part (up to and including Saxon House only)
Full Street	
George Street	
George Yard	
Heritage Gate	
Iron Gate	
Jury Street	
King Street	Part (between j/o St Alkmunds Way and bridge over St Alkmunds Way then eastern side between bridge over St Alkmunds Way and residential block just before j/o Edwards Street)
Lock Up Yard	
Market Hall	
Market Place	
Old Blacksmith's Yard	
Queen Street	
Sadler Gate	
Sadler Gate Bridge	
Sowter Road	To junction with St Alkmunds Way
Stafford Street	Between the junction of Friar Gate and Friary Street
St Alkmunds Way	Between Ford Street and Causey Bridge

St James Street	
St James Yard	
St Marys Gate	
St Michaels Lane	
Tennant Street	
The Strand	
The Strand Arcade	
Victoria Street	North side only
Walker Lane	
Wardwick	
Willow Row	

Acknowledgements

The BID Company, Cathedral Quarter Company Ltd would like to acknowledge the support of the following in preparing this Business Plan:

Derby City Council
Partnerships for Better Business Ltd

Further information

For more information about the BID or to discuss any aspect of this business plan please contact Brad Worley BID Manager by calling 01332 419053 or emailing bidmanager@derbycathedralquarter.co.uk

CATHEDRAL QUARTER DERBY

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