







Horeword

EXCITING AND INTERESTING PLANS FOR THE FUTURE. A NEW ERA FOR COVENTRY BID IS DAWNING AND WE HAVE SO MANY

But for that future to move forward, it is of great importance for the businesses to support Coventry BID for another five years.

sets out the objectives of the BID and what the BID intends to achieve right through until 2023 and is based on the feedback from the consultation papers completed by 216 businesses telling us what they would like to happen in a new term for Coventry BID. You will see through these pages, that Coventry BID board have listened to and taken our city centre on board your views. Coventry BID board are all Coventry business owners themselves and are passionate about We are thrilled to be introducing the Coventry Business Improvement District (BID) Business Plan 2018-2023. This

totally focused on Your Needs. For our new term Coventry BID intends to set up as an independent, standalone, and not for profit organisation,

brands and independents that help to make up the heart of the city centre. We currently assist over 700 BID businesses in the city centre. We have a diverse and wonderful mix of big name

networking forums and events and promotion that increase visitors into the city centre includes providing a retail radio, a visible security presence in the city centre and access to retail crime initiatives such as Pubwatch and DISC. We also know that YOU, the businesses, want business support, advice and We know from the consultation that YOU our businesses are looking for an increased security presence which

through our thriving Coventry City Centre Facebook, Twitter and Instagram pages. BID provides a voice for all businesses large or small and offers advice, support and guidance as well as promotion We also know Coventry BID can do better at communicating the fantastic services that the team provides. Coventry

to benefit from some of the Coventry BID services and can opt to "buy" back into the BID scheme which will provide a large volume of physical changes to our city centre. This doesn't mean, however, that these businesses aren't able the BID Levy from 1st April 2018. This is to support these businesses financially, realising that there is about to be Coventry BID intends to give all the businesses that have a rateable value below £16,000 an exemption to pay into specific services such as a retail radio, access to DISC and marketing support for just £20 plus vat per month, i.e. ust £240 plus vat per annum.

Please take a look at our new exciting and business driven Business Plan for 2018-2023

Nicola Cormell

Chair, Coventry Business Improvement District (BID)

Trish Willetts

Manager, Coventry Business Improvement District (BID)





What will the new) term **deliver**

RELATIONSHIP HAS BEEN FORGED BETWEEN OVER THE YEARS, A STRONG WORKING COVENTRY BID AND THE COUNCIL.

we will carry out to help enhance the city and bring people in to visit. As an independent BID we will have a whole host of other projects that

want the BID to focus on. These have been identified and continue to be the things that businesses

include networking and finally enhancing and promoting the city. The main areas are security, environmental, business voice and support to

For the new term Coventry BID will be operated as an independent company limited by guarantee.

Consultation **results**

THE SECURITY OF THE TOWN CENTRE MORE MONEY SPENT ON IMPROVING OF BUSINESSES TOLD US THEY WANTED DURING OUR CONSULTATION, A MAJORITY

65.88%

of businesses said that the Pubwatch/retail radios scheme was very important

55.56%

marketing and promotion valued the Christmas

87.2%

are pleased that we intend to keep the 1.2%

52.17%

are looking for retail and business forums

60.39%

enjoyed the cleanliness of the city centre

64.73%

footfall increased city centre said that the BID events

10,000+

19,000+

1.2N

hrough BID supported events

300+

annually. The BID pays for

Key facts

70+

What Coventry BID has delivered so far

INDEPENDENT VOICE FOR THE BUSINESSES COVENTRY BUSINESS IMPROVEMENT DISTRICT RING ROAD OF COVENTRY CITY CENTRE. LOCATED WITHIN THE BID LEVY AREA BEING THE (BID) IS AN ORGANISATION THAT PROVIDES AN

March 2018. their vote as to whether or not Businesses will be asked to cast Coventry BID continues after

business and key partners such as City of Culture 2021, Coventry business voice is heard. and many more to ensure the City Council, West Midlands Police liaison between city centre Coventry BID acts as a direct

notable success stories: the BID has delivered some Over the past 5-year period

- Created closer links with the increase city centre security and to support the exclusion community policing team to led CBOs. scheme, and police
- scheme to all specific BID levy Provided a FREE retail radio companies.
- Directly delivered and city centre. and contributed towards the BID paid for the headliner act Switch On event where the part in the Christmas Light the city centre. Playing a major attracted 1.2million visitors to supported events that have Christmas lights within the

- Organised and managed have directly benefited retailer's student shopping nights that
- 3,000 incidents and 1,500 city centre crime issues such introducing the DISC incident Enhanced the Business Crime offenders. us to capture data on over The system has so far allowed as shop theft and ASB issues. enables businesses to report reporting scheme which Reduction Partnership by
- Greening services have won up the centre. national awards for brightening
- direct help to businesses. Have a BID team that provides
- centre's gems. work on some of the city well as reactive maintenance the centre environment as cleansing team to improve Provided a dedicated deep
- businesses a voice. offers support and gives the Have a BID Manager that
- the business on social media, We have continually promoted website and VIP app.

O G CovCityCentre

www.coventrycitycentre.co.uk





Coventry 's Businesses

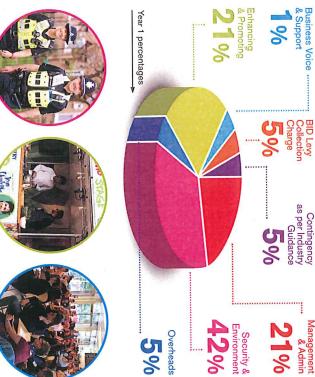
WORKING ON YOUR BEHALF TO ENSURE COVENTRY CITY CENTRE IS A DESTINATION OF HABIT.

<u>ATTRACTIVE</u> LEAN

do business. A better place to live, work and

Our BID plans

THAT YOU **VOTE YES** IN THE POSTAL BALLOT IN OCTOBER TO ENSURE WE CAN CONTINUE TO MAKE COVENTRY CITY CENTRE A MORE ATTRACTIVE AND VIBRANT RETAIL, OFFICE THE STRONG LEVEL OF SUPPORT ALREADY EXPRESSED FOR COVENTRY BID IS SIGNIFICANT – IT IS IMPORTANT AND LEISURE DESTINATION.





Environment Security &



& Promoting Enhancing



Business Voice & Support

A SAFER COVENTRY

environmen: **Security** and

HIGHLIGHTED WITH THE RECENT BUSINESS CONSULTATION. SECURITY IS A MAJOR ISSUE FOR ALL BUSINESSES THAT HAS BEEN

OUR KEY COMMITMENTS

Consultation results

38%

tribution to safety – we want to

67%

30%

the night time economy.

Marshalling

social behaviour and reduce crime, plus a DISC system dedicated to

An incident reporting and information sharing scheme to tackle anti-

providing additional resource to ensure an immediate response. the service provided by the response team in the control room and dedicated to combat crime in the city centre. We are also enhancing Sector specific retail and Pubwatch radios linking to the BID team

Enhanced radio service

65%

provide a reassuring presence working alongside the Police service.

are introducing staff that will walk the city streets to prevent crime and of ensuring that they have a safe and informed experience. The BID Providing experienced staff dedicated to Pubwatch and retail crime to

help visitors to Coventry City Centre during the evening, with the aim

37%

during the evening.

those that need it allowing our Police force to remain patrolling our city Providing a safe place within the city for care to be administered to

Pastors

38%

Enhanced Security Collaboration

and in conjunction with our Marshalling service during the night time Volunteers from local churches offering assistance during the day

Sunday 12-4pm*. and help our visitors. Monday to Friday 3.30-7.00pm, and Saturday to to give visitors the reassurance that the city is joined up to reduce crime teams with our own to provide an even more effective security service Working with our city centre partners we aim to join up private security



Landscaping

a place where people want of the city centre and is points. To sit alongside some of especially on the city centre's entry to improve the streetscape, focusing be proud of. to dwell for longer. By creating an dedicated to making Coventry improve the general ambience displays and attractive greenery. be accented with beautiful floral old and new, the city centre will forward for Britain in Bloom, aiming key stakeholders, will put Coventry inviting to visitors and is a place that dedicated to ensuring that Coventry is events and vast array of shops, we are attractive backdrop to the bustling Coventry BID will assist to Coventry's most unique buildings, The BID, in partnership with other local people and businesses can



PASTO

Timings may be subject to change

THE BID INVESTS IN VARIOUS INITIATIVES TO PROMOTE COVENTRY CITY CENTRE AS A DESTINATION VENUE FOR ALL THAT VISIT.

OUR KEY COMMITMENTS

important information about the businesses. Create a new app that will promote the latest offers from all BID members and will provide access to all

Events and Promotions

increase footfall to the city centre. events will help to promote Coventry City Centre and event and the Christmas light switch on. These centre such as the Food Festival, Student discount The BID will host and support events in the city

BID website and social media

and a useful resource and contact point for Providing marketing promotion for the businesses

Innovation

Book parking spaces, travel hotspots and

Surveys

provide valuable details over the coming years. people think about the city centre, which will Surveys will be carried out as well to find out what

Maps and Guides

specific marketing and events. Providing guides and maps based around

49%

16%

mytor

36%

AN INDEPENDENT VOICE

Coventry Business Improvement District Business Plan 2018-2023

=

and support **Business voice**

THE BID OFFERS A HUGE AMOUNT OF SUPPORT AND A VOICE FOR THOSE THAT IT REPRESENTS TO MAKE SURE THAT THEY ARE NOTICED BY VISITORS.

OUR KEY COMMITMENTS

Networking

security forums which give advice and support with key speakers. Arrange regular networking forums such as CovHourLive and

Communicating

latest developments and events in Coventry. Weekly e-newsletters sent to all BID businesses informing them of

Business advice and support

businesses in the city centre and this will progress through the More advice and support will be offered after hugely successful sessions with expert Alison Read, who has worked with many

Point of contact

University, and Coventry and Warwickshire Local Enterprise business help and advice and who will arrange engagement with key stakeholders such as Coventry City Council, Coventry Providing the BID manager who will be a point of contact for Partnership.

Consultation results



What you would LOSE

- No city centre radio scheme to monitor and combat crime in the town centre
- entertainment, markets and events A LESS VIBRANT city centre with less
- promoting everything Coventry has to offer No dedicated Coventry City Centre website
- No enhanced Christmas headliner act
- NO Student Discount event
- behaviour and improve the night time economy NO PubWatch forums to help reduce anti-social
- No Data and Intranet for Safer Communities (DISC)
- No business support
- No chewing gum removal service
- NO VIP app promoting business offers
- developments, issues and news No one to keep you updated on city centre

What you would MISS OUT on

- **REDUCED** Street Pastors
- No city centre Marshalls
- NO stakeholder engagement and fourms
- NO BID street security at key times





401,069	401,069	401,069	401,069	401,069	
20,053	20,053	20,053	20,053	5% (Industry Guidelines) 20,053	5% (Inc
381,015	381,159	381,016	381,015	Total Expenses 381,016	Total E
22,250	21,665	21,095	20,540	Collection Charge (CCC) 20,000	Collecti
18,474	19,562	18,154	18,000	General Overheads 20,500	Genera
88,774	86,440	84,167	81,955	Management and Admin 79,800	Manage
1,000	1,500	1,500	2,500	Business Voice and Support 2,500	Busines
57,205	64,278	67,319	74,046	Enhancing and Promoting 78,920	Enhanc
193,313	187,715	188,780	183,975	Security and Environment 179,296	Security
Year 5 2022-23	Year 4 2021-22	Year 3 2020-21	Year 2 2019-20	Expenditure (£) Year 1 2018-19	Expen
401,069	401,069	401,069	401,069	ncome 401,069	Total Income
401,069	401,069	401,069	401,069	401,069	BID Levy
Year 5 2022-23	Year 4 2021-22	Year 3 2020-21	Year 2 2019-20	ne (£) Year 1 2018-19	Income (£)

and Small Print' on pages 18 & 19. For Legal Agreements, Alteration of the BID Levy and Collection of the BID Levy please see 'BID Levy Rules

£2,005,490 to enhance Coventry City Centre

www.coventrycitycentre.co.uk



15

COVENTRY BID WILL BE A BUSINESS-LED NOT FOR PROFIT COMPANY SERVING AND WORKING TO IMPROVE COVENTRY CITY CENTRE FOR BUSINESSES, VISITORS AND LOCAL RESIDENTS.

www.coventrycitycentre.co.uk, when we are successful in our next term and copies of audited accounts will be available at by guarantee. The company's Memorandum and Articles of Association Coventry BID will be an incorporated and not-for-profit company limited

operational sub-groups. encouraged to put themselves forward to sit on the Coventry BID board and All levy paying businesses are automatically members of the BID and are

Coventry BID is accountable to businesses paying the levy. The results are Our performance

Crime statistics

Footfall statistics

measured through the following Key Performance Indicators:

- Website visits/media coverage Social media followers and reach
- Discount app and newsletter open rates/click-throughs

Baseline Agreements

found on our website, when we are successful in our next term. the Council. Our new agreements and draft agreements for 2018-23 will be Coventry BID to provide services above and beyond those currently provided by understanding of baseline services provided by Coventry City Council, allowing Formal agreements will be arranged with Coventry City Council to provide a clear











Coventry City Council

David Cockcroft









Vatwest Martin French











Coventry BID Governance

AUTHORITY, WHO ARE PASSIONATE ABOUT COVENTRY. DIFFERENT BACKGROUNDS AND EXPERIENCE, TOGETHER WITH THE LOCAL COVENTRY BID IS MADE UP OF COVENTRY BUSINESS OWNERS FROM ALL

Nicola Cormell









Coventry BID board members

John Kiely McDonalds Franchisee

















Trish Willetts Coventry BID Manager









Fargo Village & Complex Developments Projects Jo Truslove







Associate Member

board directors. The structure of the Board reflects the number and types of business in the town centre BID area. The board will provide strategic direction, input and will be responsible to stakeholders for the conduct, BID Regulations 2004. and will consist mainly of BID levy-paying businesses or statutory service providers as dictated by the sub groups may from time to time be established to support the work of the board under the supervision of the board. From time to time, the Board may co-opt new members or invite observers to board meetings. Additional unpaid. The board will meet at least four times per year and all levy payers will have the opportunity to apply to join monitoring finances throughout the course of the year. Membership of the board is voluntary and directors are performance and due governance of the BID Company. It will be responsible for setting the annual budget and The Coventry BID will be governed by a board of directors consisting and representing levy payers from across the

www.coventrycitycentre.co.uk







BALLOT TIMETABLE - KEY DATES

aunch of the BID Proposal Jublication of the Notice Ballot

Last day of Ballot - 5pm for Ballot papers to be returned

Announcement of ballot result

Ballot Period

uary - 12th February

ballot, both by number and by the total rateable value those In order to continue for a further five years, Coventry BID must businesses represent. receive a 'yes' vote from a majority of businesses voting in the

be responsible for managing and co-ordinating the ballot to ensure it is carried Ratings List at the time that the Notice of Ballot is issued. Coventry Council will out fairly and not influenced by the BID. The BID papers will be delivered by an independent company and the BID will pay for this. The ballot will be a confidential postal ballot of all eligible hereditaments on the

12th February 2018 The ballot will run from 15th January until 5pm on

a ballot paper for each individual unit. Each paper counts as one vote and it is therefore important that every voting paper is completed and returned. one rateable business unit with a rateable value of £16,000 or more, it will receive that has a rateable value of £16,000 or more. Where a business has more than A voting paper will be sent to you for each business unit that you own or occupy

GET IN TOUCH

any further information or would like to arrange a meeting to discuss our Please do not hesitate to contact the Coventry BID team if you would like proposal in more detail.

Call: 02476 831266

Email: Bids@coventrycitycentre.co.uk

Old Grammar School, Hales Street, Coventry, CV1 1JD Coventry Business Improvement District (BID)







MUST RECEIVE A 'YES' VOTE FROM A MAJORITY OF BUSINESSES VOTING IN THE BALLOT, BOTH BY NUMBER AND BY THE TOTAL RATEABLE VALUE IN ORDER TO SECURE A NEW TERM OF FIVE YEARS, COVENTRY BID THOSE BUSINESSES REPRESENT.

What is a BID?

in industrial, commercial and centres, however they are also majority of BIDs exist in town to improve a defined commercial result BIDs vary greatly in 'shape' mechanism allows for a large mixed-use locations. The BID City Centre. In the UK, the area, in this case Coventry business-funded body formed (BID) is a business-led and A Business Improvement District degree of flexibility and as a

million. Legislation enabling the in Canada and the US in the in Scotland. The first BID in respectively) and in 2006 published in 2004 and 2005 (with subsequent regulations in 2003 in England and Wales formation of BIDs was passed £50,000 per annum or over £2 £600,000 but can be as little as the largest over 1,000. Annual fewer than 50 hereditaments and some of the smallest having 300-400 hereditaments, with and Australia. globe, including in South Africa 1960s and now exist across the BID. BIDs were first established April 2008 as did the first Welsh The first Scottish BID started in England started in January 2005. income is typically £200,000-The average size of a BID is Germany, Japan, New Zealand

Coventry BID will be a notmade up of representatives from of non-executive Directors, guarantee. It will have a Board for-profit company limited by available on our website. Full details of the Board will be sizes, sectors and locations. the local business community, representing different business

cost me? How do I know what it will

mandatory and payable annually paying the levy (and therefore exclude certain businesses from 5 year term. BIDs can choose to for all eligible businesses for the is successful the BID levy is £192 per annum. Once a ballot value of £16,000 would pay value. A business with a rateable as 1.2% of a business' rateable BID levy, which is calculated A BID is funded through the under £16,000. those with a rateable value exclude the smallest businesses Coventry BID chooses to from voting in the BID ballot).

Outline budgets are in this 5 year What is the levy used for?

not-for-profit organisation and all our website. Coventry BID is a accounts will be published on business plan and our audited

Who actually is Coventry BID? Coventry City Centre. expenditure is focused on activities and initiatives for

does that work? When do I get to vote and how

to identify the nominated voter occupy. Each business is asked vote for each hereditament they Every business receives one by Coventry City Council to each for their business and this was Monday 12th February 2018. Coventry City Council by 5pm on voter. These must be returned to May. Ballot papers are sent out confirmed through a mailout in

ballot paper? What choices do I get on the

for, it is a simple Yes/No vote. There are no third parties to vote and support from Coventry BID. term or No to cease the services Coventry BID for another 5 year Yes to continue to support There are just 2 choices - vote Who is standing for election?

What does the BID need to be successful in the ballot?

voting 'Yes'. businesses in the BID area rateable value of the eligible majority of those that vote, voting ballot needs to meet; a simple 'Yes', and a simple majority of the There are two measures that the

www.coventrycitycentre.co.uk

CovCityCentre





Levy rules and

- The levy rate to be paid by each hereditament is to be calculated at 1.2% of its rateable value as at 1st April 2018 based on the rateable value shown in the current
- All new hereditaments entering the Rating List after 1st April 2018 will be levied at 1.2% of the prevailing list.
- chargeable period from April to March each year, starting on 1st April 2018 using the rateable value on the 2017 The levy will be charged annually in advance for each
- Charges will be recalculated on any changes in
- Charge is calculated daily and payable by the defined ratepayer.
- The BID levy may increase by an annual inflationary factor of up to 2% (ie. up from 1.2% multiplier to 1.22% in year 2 and so on). The board will be required to decide on whether to apply the inflation factor each year.
- In the case of an empty or untenanted premises, the property owner (the ratepayer) will be liable for the BID levy with no void period, and will be entitled to vote in the
- No discounts will be provided on retail trading charities or non-retail trading charities.
- The term of the BID will be five years from 1st April 2018

of the BID and will appoint appropriate resource - either in-house staff and / or outsourced - as required during the term of the BID. All resourcing decisions will be ratified through the The BID board will be responsible for ensuring suitable staffing

Legal Agreements

2018-23 will be found on our website. by the Council. Our draft agreements for above and beyond those currently provided allowing Coventry BID to provide services services provided by Coventry City Council understanding of baseline and operating Formal agreements will be signed with Coventry City Council to provide a clear

annual income. partners and stakeholders to supplement its possible, Coventry BID will work with BID area over its five-year term. Where £2,005,345 to be spent exclusively in the The Coventry BID levy will raise

Board and minuted accordingly. Decisions on expenditure and budget allocation will be governed by the BID

- The budget has been based on an estimated collection rate of 95%.
- annual levy per annum. The levy collection charge is 5% of the
- accountancy costs associated with running the BID. Management and overhead costs of the BID include all staffing, office accommodation and legal and
- area that may arise from time to time and with specific reference to any The budget must remain flexible to revaluation of rateable values. allow for changes within the BID

levy payers per calendar year. annually taking into account the number of by Coventry City Council and Coventry BID NB Levy collection charges will be reviewed

arrangements Alteration of the BID

rating list. included in the BID area may change due to alterations in Coventry City Council's The streets and hereditaments to be

cases where amendments are made to the ratings list that either remove rateable units £16,000 or they are newly added to the below £16,000. from the BID area and BID levy charge in ratings list and the rateable value threshold during the BID period, meets or exceeds Rateable business units may additionally be from the list or alter the rateable value to criteria is met. They may also be excluded included if their rateable value, at any time

budget variations will be ratified by the BID board. Any variation to the percentage theme allocation beyond 15% of the whole will be subject to an EGM. Any alterations to BID delivery and/or

proposal to alter: BID arrangements may be altered without an alteration ballot as long as there is no

- The geographical area of the BID
 The BID levy in such a way that would:
- Cause any person to be liable to pay the BID levy who was not previous liable to pay;
- Increase the BID levy for any person mentioned above. other than for inflation purposes as

be presented at the AGM to which all BID members will be invited. The BID's finances will be independently audited and reviewed each year and will

> baseline agreement with the Council to clearly define the levels of service that can beyond public services already provided by Coventry City Council. To that end, be expected from Coventry City Council. Coventry BID will be entering into a BID represent additional value above and It is important that the activities of the

entered into with Coventry City Council so that all of the contractual arrangements for BID levy will be defined. collection and enforcement of the Formal operating agreements will be

www.coventrycitycentre.co.uk For further details visit

Collection of the BID levy

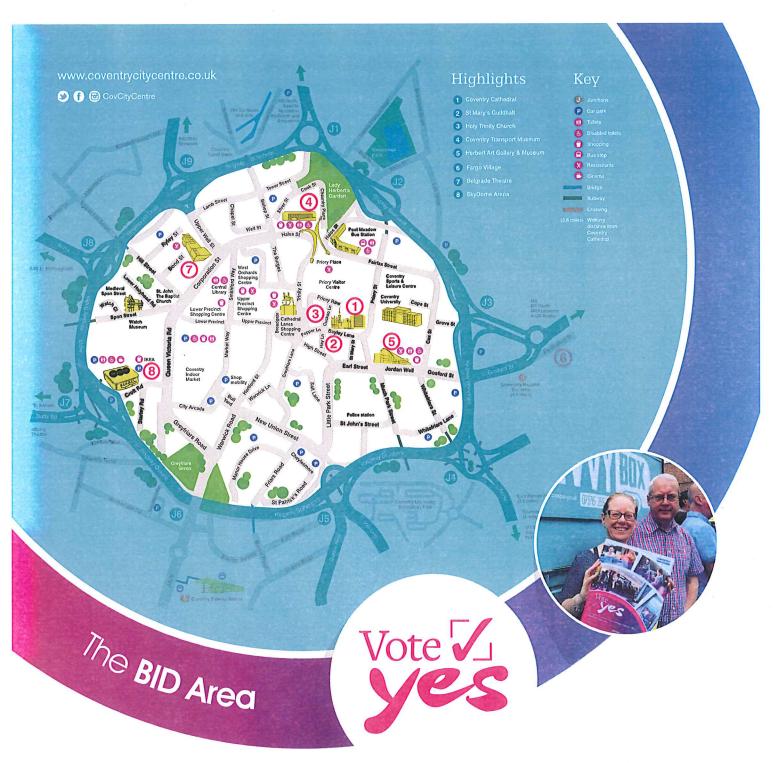
levy will be set out in the formal Operating Agreement between Coventry BID and will be on our website. Arrangements for the collection of the BID

in the BID (England) Regulations 2004.
Coventry City Council will be responsible for collecting the BID levy on behalf of Coventry BID. administered within the guidelines set out These arrangements are governed and

Coventry City Council. the BID levy are detailed in the Operating Enforcement measures for collection of separate account solely for Coventry BID. due on 1st April each year and held in a The levy will be collected in one instalment Agreement between Coventry BID and

www.coventrycitycentre.co.uk 🔾 🕝 @ covCityCentre





The map is reproduced from Ordnance Survey material with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office.

© Crown copyright. Unauthorised reproduction infringes Crown copyright and may lead to prosecution or civil proceedings. Coventry City Council 100026294. 2016



Coventry Business Improvement District (BID)

Old Grammar School, Hales Street, Coventry, CV1 1JD 02476 831266 BIDS@coventrycitycentre.co.uk www.coventrycitycentre.co.uk