



YOUR BUSINESS, OUR PRIORITY, BRISTOL'S FUTURE

Bristol BID Business Plan

2025 - 2030



Our Ambition

Following an extensive consultation commencing in **November 2024** with businesses across the area, we are delighted to share our plan to **unite and grow** the three Business Improvement Districts (BIDs) that operate in Bristol city centre to form a new '**Bristol BID**', from **November 1, 2025**.

Thank you to everyone who participated in the [Bristol BID consultation](#) and attended the many workshops, webinars and one to one meetings, and completed our online survey, all helping to shape our five-year business plan that we are proudly presenting in this document.

The [consultation feedback](#) showed very robust support for the Bristol BID proposals with a large majority of all respondents to our survey, webinar attendees and workshop participants being in strong support of the new BID's ambition, vision and planned themes of work.

There was also broad enthusiasm for expanding the BID boundary, with many businesses in the new and existing BID areas commenting on the **power of operating under a collective vision to deliver a cohesive plan**, providing a powerful mandate to influence key city partners while **representing and promoting Bristol as a leading UK core city**.



Bristol is such a vibrant city known for its rich history, diverse culture, and creative spirit. It's a hub for the arts, technology, and innovation, often regarded as a leading green city in the UK due to its focus on sustainability. As a business owner that aims to drive high quality investment into our city, I am sure that the Bristol BID vision and work will be able to strongly influence positive outcomes right across the city centre.



David Foley

Chair of Bristol City Centre BID and owner of DJ Foley Property Consultants





As the chair of the Redcliffe & Temple BID, I am fully supportive of the credible and ambitious plan to unite and grow the three existing BIDs to help deliver success for businesses and the wider community in the heart of our city.

This transformative initiative will bring together the existing Bristol City Centre, Broadmead, and Redcliffe & Temple BIDs under one collective vision with important new areas of the city added; driving greater investment, enhanced efficiencies and a more powerful voice for businesses.



Jon Bower

Chair of the Redcliffe & Temple BID and Partner at Womble Bond Dickinson



St Mary Redcliffe Church

Many businesses who engaged with the consultation process provided positive feedback for the 1.9% levy option. We have therefore decided to proceed to ballot with this option and we are confident the additional ~£1.1M pooled investment will generate more returns and provide even greater value for our businesses over the five-year term.

The new Bristol BID will ensure the existing business plan commitments and levy % rates for the full terms of Bristol City Centre BID and Broadmead BID are fully delivered and applied. For clarity, the commitments will remain in place in Bristol City Centre BID until 31 October 2027 and in Broadmead BID until 31 October 2028 respectively at which points, the rules and levy rates as detailed on pages 34 and 35 will come into effect. In practice, if the Bristol BID ballot is successful we will operate fully as Bristol BID across the area detailed on pages six and seven from 1 November 2028 under the commitments laid out in this document.



Voting yes for a new Bristol BID in the ballot, open from 5 June - 3 July 2025, will ensure that we can continue to support businesses to face new challenges and embrace opportunities together. We will invest and deliver for Bristol with high impact projects and initiatives that will make our city centre an even better place to work, live and visit, building on our mission: **“Your business, our priority, Bristol’s future.”**

What is a BID?

A Business Improvement District (BID) is a defined area in which business rate payers vote to agree to pay a levy into a fund for a fixed period. This levy is used to develop projects under themes laid out in a business plan which will benefit businesses and the community in the local area over and above those delivered by a local authority.



Bristol Harbour



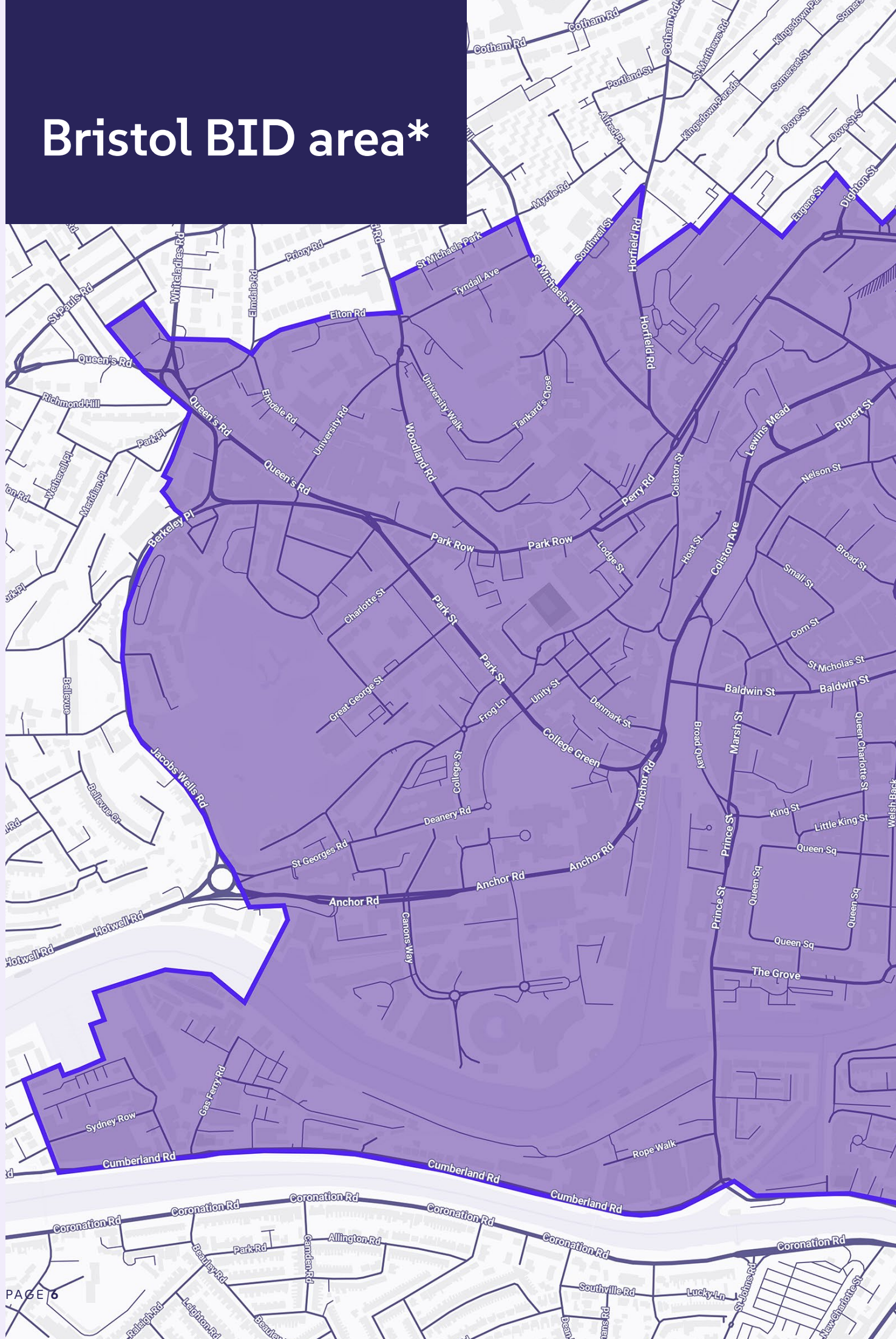
As chair of the Broadmead BID and a passionate advocate for the city centre, I am fully in favour of the plans to combine and expand the BID operations. The opportunity for growth and to elevate Bristol's position across the UK as a vibrant and thriving community is clear. I know first-hand the effectiveness of working together and supporting the dedicated and experienced BID team to deliver impactful projects and initiatives and I look forward to seeing what can be achieved over the coming years.

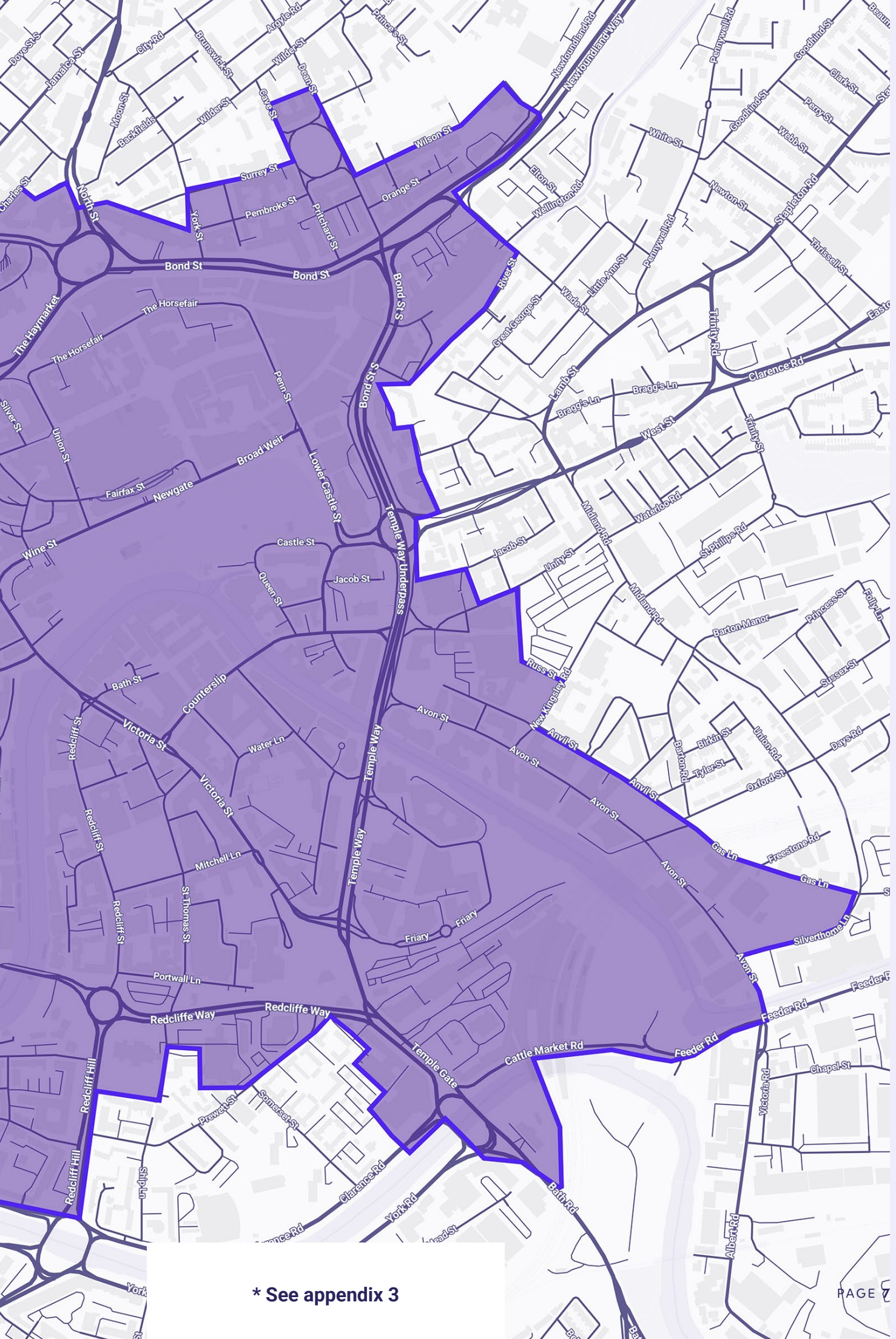


Jack Simpson

Chair of Broadmead BID and Centre Manager at The Galleries

Bristol BID area*





* See appendix 3

Our vision for Bristol BID:

We have been successfully operating BIDs in Bristol city centre for 20 years.

Broadmead BID was voted in by businesses in 2005 and has since delivered multiple projects and initiatives, helping to make it a better place to shop and work. In 2017, a new Bristol City Centre BID was formed to complement Broadmead BID, covering a large area from Queens Road and Park Street to the Old City and Harbourside, offering wide ranging support to a broad mix of over 700 businesses across all sectors. Finally, in 2021, the trio of BIDs was completed, when Redcliffe & Temple BID joined the family, operating predominantly in the thriving commercial business district of the city.

The face of Bristol city centre is changing rapidly. With new, high-quality developments and even more planned, there are increasing opportunities to attract investment. We feel now is the right time to **unite and grow**, not limited by existing boundaries, under one **Bristol BID** with a collective vision.

An important part of our plan in uniting and growing the Bristol BID is to realise efficiencies and deliver economies of scale for everyone that pays a levy charge. As an example, in our current three BID set up, we deliver multiple events and projects individually. By uniting, we will be able to maximise our resources and deliver projects to a wider business community in the city centre.

The new Bristol BID will streamline operations, ensuring businesses get maximum value from their contributions. This strategic unification will generate over £500,000 in savings across the next five years, including removing the need for multiple BID ballots and the associated resources expended, investing in just one BID brand and website, streamlining our digital presence and reducing overall administration costs. These savings mean we can reinvest in high-impact projects that enhance the BID areas' public spaces, visitor experience and business support, while significantly reducing duplication of efforts.

How we will implement the vision:



Listen to your feedback to better understand what is important for your business to help it succeed and thrive.



Strengthen the collective business voice with city partners, influencing and maximising opportunities for all the communities we serve.



Represent and support businesses even more effectively through partnership working.



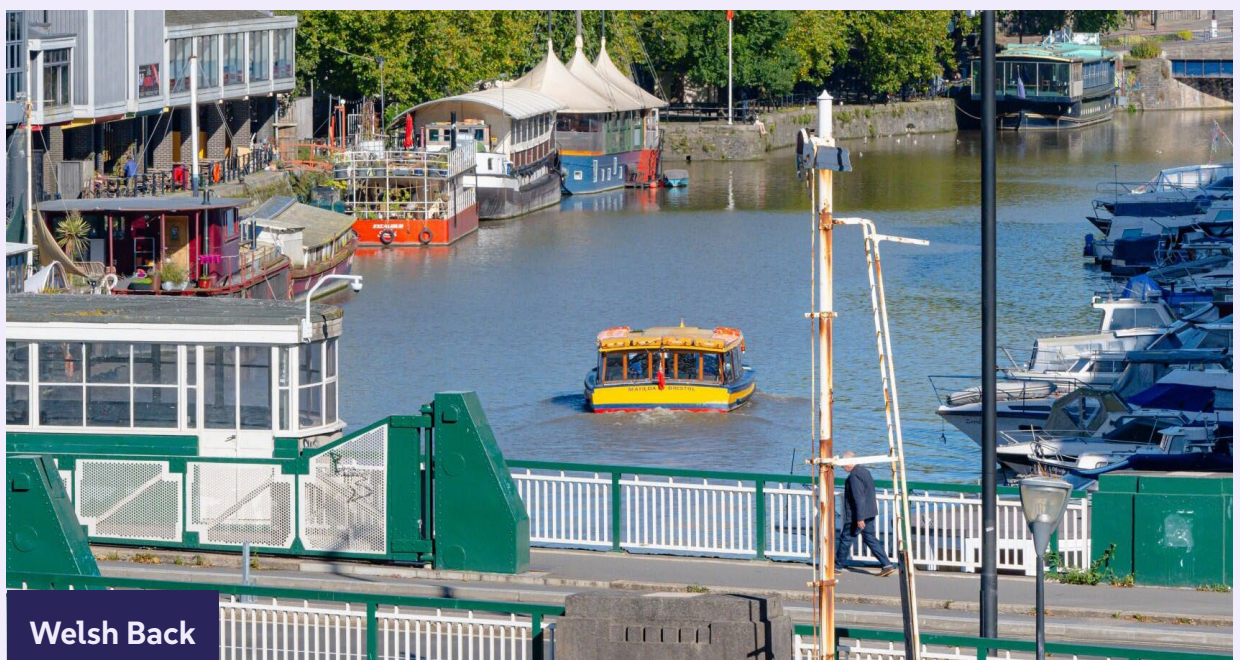
Deliver greater value for money through investing in high quality placemaking projects and initiatives right across the expanded BID area.



We are keen supporters of the BIDs in Bristol and particularly the work they do in high quality, sustainable place making and important safety initiatives. Our staff and students already benefit greatly from the services they deliver and the proposals to operate under one collective vision and the expansion in to Temple Quarter will positively support our new campus operations in a vibrant and new part of the city.

Matt Birch

Director of Sport, Exercise and Health,
University Of Bristol



Welsh Back

Our themes of work and priorities

Our current work across the three BIDs will be familiar to many of you, and we will continue to invest across different themes that will offer support to help your business thrive, with projects that are highly relevant and impactful. The key difference will be our ability to deliver, invest and influence for you across a united Bristol BID footprint.

We will advocate for over 1,000 Bristol businesses and the wider community with key city partners and cross sector industry bodies. Our team sit on a range of boards and networks including the

One City Economy Board, One City Culture Board, One City Transport Board, Place Management Group and Sustainable Transport Network, to enable us to advocate effectively.

We commit to delivering our existing services and expanding these into new areas, whilst also bringing additionality to our programme of work with the new Bristol BID. We will invest the levy funds of up to £18M over five years, directly into the BID area and our planned themes of work and priorities for Bristol BID will be:





Experiences & Promotion

Deliver, initiate, and support events, activations, PR, and marketing to promote our city and its businesses.



Safe & Supported communities

Deliver projects to improve safety, skills, digital connectivity, and promote wellbeing and community engagement.



Clean & Welcoming

Create well maintained spaces and deliver additional cleansing. Represent businesses and improve the city's welcome.



Sustainable & Green

Support businesses towards a sustainable future by connecting our community with accessible green and environmental initiatives.

OUR THEMES

Experiences & Promotion

Bristol Light Festival

The BID's major award-winning winter event, delivered annually, which attracted over 275,000 attendees in 2024 and generated an additional spend of £8.7M.

Seasonal campaigns

We work in partnership with Visit West LVEP to deliver summer and winter activations and campaigns to drive footfall and promote our city and its businesses.

Love Bristol Gift Card

Promoting a circular economy and providing a perfect gifting solution. The Love Bristol Gift Card is accepted at over 180 venues across the city centre from shopping to dining and entertainment.

Planned five-year BID term investment of circa **£5.75M**



Bristol Light Festival 2025



Bristol Cocktail Weekend 2024



Bristol Harbour Festival 2024



Bristol Light Festival has brought additional footfall during the darkest winter evenings for the past few years. It's been a great addition to the city's cultural calendar and the team have enjoyed getting involved, hosting influencer events on the opening nights. With Cabot Circus retailers joining the new Bristol BID, we look forward to the event going from strength to strength.

Natasha Ruhomutally

General Manager, Harvey Nichols

Support for city-wide events and culture

Working in partnership to further amplify the work and positive impact of the city's festivals and cultural offering. Working with, for example, Bristol Harbour Festival, Bristol Technology Festival and the Festival of Nature.

Bristol Shopping

Launch a new Bristol Shopping website in partnership with Visit West LVEP to help retailers and venues promote their offers and products driving additional footfall and increasing sales. We will also explore opportunities to further support the evening economy in the city through our website development.

Christmas lights

We deliver the annual lights display across the city centre, dressing our city ready for the festive period.

Events for local businesses

A regular programme of lunchtime and sector networking events for city centre workers to improve wellbeing and connectivity, such as lunchtime walks, yoga and breakfast events.

Venue-led activations

Driving footfall and sales to businesses in the quieter months of the year. For example, Old City Sounds, Bristol Cocktail Weekend, a new Restaurant Week, and The Bristol Comedy Festival.



Spike Island are really looking forward to working with the BID team and hope that the ballot in the summer is a huge success. There are so many benefits in working together to celebrate and promote Bristol's world class arts and culture sector and the BID will play an important role in bringing further investment into the community that will benefit the many visitors, residents and workers right across the city.

Kate Ward

Deputy Director, Spike Island



Old City Sounds 2024, Bristol Old Vic



Our team are very engaged with the free lunchtime events programme available to them – an invaluable offering to help to maintain a work/life balance across a whole host of interesting themes each month.

Steph Housty

Head of Marketing & Sustainability,
Ecosurety

Your Yes vote would also mean...

Bristol BID delivering greater investment in marketing, enhancements to Bristol Light Festival, and a **stronger focus on business-to-business events** and promotion. We will further amplify and support the city's thriving food culture, it's nighttime destinations and the **world class cultural offering across the BID area.**

OUR THEMES

Clean & Welcoming

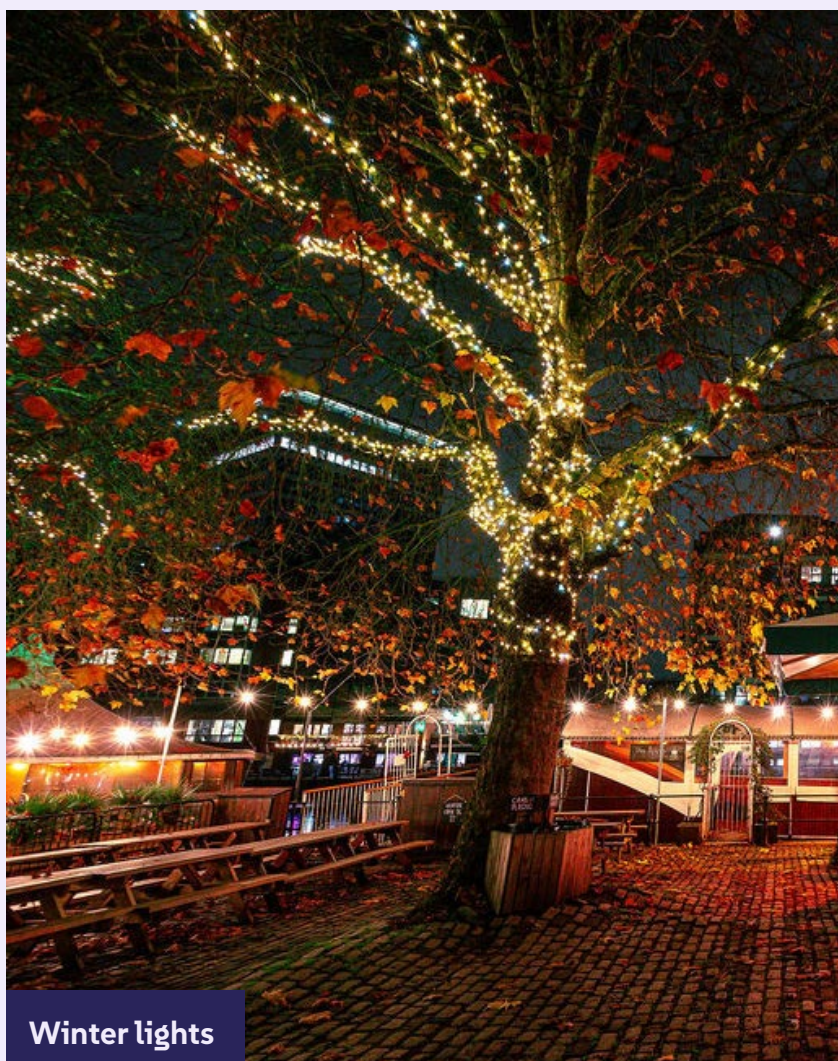
BID cleansing team

We will increase our dedicated resources to deliver additional and targeted jet washing and graffiti removal service 7-days a week, whilst also responding to over 200 cleansing requests each year directly from businesses. This service will be extended to all new BID areas to help create a clean and welcoming city for all.

Winter lights

We will continue to expand our programme of adding additional tree lights to improve the welcome at key locations across the city centre and brighten up darker spots of the BID area, strengthening the perception of safety.

Planned five-year BID term investment of circa **£4.21M**



Winter lights



Street cleansing



The cleansing team's commitment to keeping Bristol pristine is remarkable. Their tireless efforts ensure our public spaces are welcoming, safe, and beautiful for both residents and visitors. Their hard work truly enhances the charm of our city.

Ahad Vahabzadeh

Hotel Manager, DoubleTree By Hilton



Cleansing vehicle



The BID delivers a fantastic cleansing service, keeping our pavements clean and litter free and always responding quickly to requests for graffiti removal or when our steps, a key entry point to the shopping area, need jet washing. Additionally, The Horsefair would look rather sad in winter without the festive and seasonal lighting provided by the BID.

Jason Edward

Store Manager, Primark



As the manager of a business on Union Street, I have been really pleased to see the BID-funded seasonal tree lights there for the past three winters. They not only look great, but they also make the area feel safer for our staff and customers. We get lots of comments about them. The BID team have been great at listening to feedback too and have made adjustments each year to the dates and times the lights are switched on.

Mark Fullwood

Store Manager, Slater Menswear



Bristol 650 - Paint Jam

Public art and public realm investment

Delivered in collaboration with city partners, we will help to transform many of our public spaces into safer, vibrant, welcoming, and inclusive areas. We have identified a number of key locations to prioritise, including the welcome points of Bristol Temple Meads, Bristol Bus Station and the coach drop-off locations.

Representing Bristol's Businesses

We respond to major transport, place and planning applications and share these with businesses to gain feedback and increase engagement. In recent times, we have responded to the Local Plan, supported the City Centre Development and Delivery Plan, City Centre Transport Changes and Harbour Placemaking Strategy. We expect to play a key role in the consultation process for the Workplace Parking Levy, Kerbside Strategy and future Mass Transit Proposals.



Public art

Your Yes vote would also mean...

Bristol BID will help develop ambitious plans with city partners to improve the welcome to our city, with targeted place making projects to enhance the experience, look and feel of the city centre's main arrival and departure points. Additionally, improved signage and visitor information, with a City Ambassador resource will also be planned to support the experience of those that work, visit, and live in the city.

OUR THEMES

Safe & Supported Communities

Footfall and Spend

Footfall and visitor insights are available monthly, with spend by category on a quarterly basis. We partner with external suppliers to provide detailed reporting and dashboards available to all businesses.

Free Training Hub

With over 200 online courses covering topics from Leadership and Communication Skills to Microsoft Office 365 and Health & Wellbeing. All of which are available to employees within BID businesses to support their continuing professional or personal development goals.

Planned five-year BID term investment of circa **£2.75M**



Safe Space pilot



TAP for Bristol



Street Pastors



Babbasa partnership

Street Pastors

Sponsoring a group of volunteers who provide a judgement-free caring service to those in need on Saturday nights. Working with businesses, security teams and the police to make communities feel safer.

TAP for Bristol

25 contactless donation points, hosted by businesses across the city centre, supporting the reduction of homelessness via local grant-giving, which raised in excess of £150,000 from its inception in 2019 to 2024.

Equality Diversity and Inclusion

Promoting Equality, Diversity and Inclusion (EDI) within our local business community, for example, funding for Babbasa's Workplace Inclusion Health Checks and bespoke action plan support.



The BID's retail support ranger service is fantastic and much appreciated. They patrol the area and respond to stores when they have shoplifters or other incidents involving members of the public causing a nuisance or displaying aggressive violent behaviour towards shop staff. They are very professional while carrying out their duties and I know they make the smaller stores, who do not have their own security, feel a lot safer as well as helping the rest of the area's security/loss prevention teams when they need assistance. The amount of stolen stock they recover for businesses is incredible, but they also prevent many incidences of shoplifting from happening at all.

Svend Best

Contract Security Manager, Cabot Circus

Cost Savings

Dedicated resources to help you save money on your business operating costs such as utilities, merchant fees, recycling costs and commercial waste. Since the project began, over £460,000 has been identified in savings for businesses.

Student Engagement

Working with our universities and colleges and their students to support student wellbeing, safety and investigating ways to forge stronger links with our business community to increase retention of our home-grown talent.

City Innovation Fund

To invest in, or sponsor opportunities that would have a positive impact on businesses from all sectors and the wider city centre community.

Digital Connectivity

To support businesses navigate the future of work and digital innovation through working with city partners to amplify and share opportunities to develop their teams and processes.

A close working partnership with Bristol Nights

To deliver nationally recognised safety initiatives within the nighttime economy including drink spiking awareness and harm reduction campaigns and initiatives.

Neighbourly

Partnering with Neighbourly, an award-winning, giving platform, providing local businesses with the opportunity to make a positive impact in the Bristol area. Facilitating employee volunteering and donations to local causes.

Business Crime Reduction Partnership

Bringing together businesses, the local authority, and the police to reduce crime and its impact. Includes:

Dedicated resources

A dedicated Police Community Support Officer (PCSO) resource supporting businesses with the crimes affecting them and providing advice and support for those concerned about the impact of criminal behaviour on their business and the wider community.

Street Intervention Services Officer working in partnership to help individuals experiencing homelessness. Also helping to reduce incidents of anti-social behaviour and providing advice and support to businesses on interacting with the street community.

Street Rangers to help tackle crime and anti-social behaviour, together with addressing the issue of homelessness within the area.

Bristol City Centre radio scheme & Disc

Security radios linking businesses with other radio users, together with Bristol City Council Operations Centre and our dedicated PCSO, to maintain communication across all parties to combat criminal and anti-social behaviour. Disc is the information and intelligence sharing platform to help businesses counter criminal activity.



Your Yes vote would also mean...

We are committed to supporting young people by funding a **dedicated Youth Services Officer** in collaboration with key community groups, offering opportunities and fostering hope for future generations. Additionally, we will partner on a night-time safe space initiative and enhance our investment in additional security ranger resources, to **better support local businesses**.

OUR THEMES

Sustainable & Green

Sustainability Strategy

All of our projects within this theme will form part of an overarching strategy guided by the UN Sustainable Development Goals (SDG's) to support Bristol BID businesses and partners to improve their environmental impact and net zero ambitions.

Green Infrastructure

A programme working with partners across the city to create a Green Infrastructure Action Plan to improve our streets and green spaces with a range of interventions. For example, enhancing existing parks, creating new public spaces, green walls, seating, and tree planting. We will also seek to support the Harbour Placemaking Strategy by identifying opportunities to improve the ecology and sustainability of the harbour.

Planned five-year BID term investment of circa **£2.22M**



Old City planters



Refill & reuse



The sustainability programme that the BID offers is an excellent opportunity for businesses to accelerate their climate journey across a whole host of projects. We particularly loved getting involved with the coffee cup refill pilot and the annual bring your own lunchbox to work initiatives; two great projects that align so well with our business.

Steph Housty

Head of Marketing & Sustainability,
Ecosurety



Wildflower meadows



Bring your own lunchbox



AHMM has greatly benefited from the initiatives led by the BID, especially their Sustainability Programme and Lunchtime Events. The Dr Bike visits have been a great support in promoting our commitment to sustainable commuting, while activities such as mindful sketching, yoga and planting sessions have enhanced our team's well-being. BID's dedication to sustainability and community engagement aligns seamlessly with AHMM's values, and we look forward to continuing our support and participation in their impactful work.

Ellie Gregg

Studio Manager, AHMM

Dr Bike

Regular programme of free bike maintenance sessions for workers in the city centre to encourage more sustainable travel. This initiative has serviced over 3,500 bikes since launching in 2021 and would be expanded to all areas of the BID.

Refill and Reuse

Partner with key stakeholders and businesses to reduce single use materials across the city centre including the harbourside through developing a programme to cut waste from coffee and plastic cups, and takeaway lunches.



Climate Action Support

Dedicated resources and events to support BID businesses with their climate action work, including expanding our programme with Bristol Climate and Nature Partnership. This partnership offers free events and resources for businesses, and going forward, will offer a 'Getting Started' programme for SMEs to progress their sustainability work.

Freight consolidation

Work with partners including Bristol City Council and West of England Mayoral Combined Authority to consolidate freight in the city centre, helping businesses become more sustainable and reduce vehicle movements in the city centre.



Green wall

Your Yes vote would also mean...

Bristol BID supporting greater investment in larger scale greening initiatives across the city centre, bespoke climate action planning, and greater support for reducing single use materials.

The BID will also support investment to increase the use of the Bristol floating harbour providing even greater leisure use opportunities.

Engaging with Bristol City Council

Bristol City Council is the local authority for the Bristol BID area. Bristol City Council officers have been involved with the set up and management of the Bristol BIDs since 2004/5.

A Bristol City Council senior officer/director and two Bristol City Councillors will sit on the BID Advisory Board and a single point of contact for the BID has been provided by Bristol City Council to support partnership working.

A baseline statement has been written to show the level of services currently provided by the city council and is included as Appendix 1 of this document. The BID will only provide services that are additional to the services provided by the local authority within the baseline statement.

The baseline statement performance will be reviewed annually during the BID term.

An operating agreement will be prepared that deals with the collection, handling, and transfer of BID levy payments;

This agreement will include levy collection costs, collected annually at source.



BID Arrangements

Arrangements with respect to Business Improvement Districts are laid out under the Local Government Act 2003 (Part 4) and the Business Improvement Districts (England) Regulations 2004.

Ballot

The ballot for Bristol BID will commence with the distribution of voting papers no later than 5 June 2025. The ballot papers will be despatched to the named voter for a business. Please note, a ballot paper will be issued for each individually rated property/ hereditament, so it is possible one business or voter will receive multiple ballot papers. All ballot papers are valid and MUST be returned, these are not duplicates.

Bristol City Council has appointed Civica Election Services to manage the independent postal ballot process.

The ballot date is 3 July 2025. This is the final day on which postal ballots will be accepted. The ballot result will be announced and publicised by the BID team and Bristol City Council as soon as it is received from Civica.

The ballot will be successful if it has a simple majority in favour, both in number of votes cast and in rateable value of votes cast.

Voter List

Compilation of the voter list is the responsibility of the ballot holder. We have used the following methods to encourage persons entitled to vote in the BID ballot;

- Face to face enquiry at the business address.
- Telephone or email enquiry with the business head office.
- National voter database provided by British BIDs, followed by email or telephone checks.
- Research and enquiry with the business rates team and/or property agents.
- Internet searches followed by email or telephone checks.

We will also undertake an auditable process by which persons entitled to vote can, should they choose, inform the ballot holder (Bristol City Council) directly of their wish to nominate an alternative.

In addition, there will be a means by which a proxy can be appointed, full details of which will be included in the Notification of Ballot documentation issued (by Civica on behalf of the ballot holder) no later than 23 June.

Hereditaments

It is anticipated that at the time of ballot, there will be just under 1,400 hereditaments within the BID area, which will be liable to pay the BID levy, if the BID ballot is successful.

Local Authority

The billing authority is Bristol City Council, who will be responsible for the issue of bills and collection and enforcement of the BID levy payments.

Notices

The Secretary of State for Housing, Communities and Local Government was notified of the intention to hold a ballot on 17 February 2025.

The ballot holder, Bristol City Council, propose to issue the Notice of Ballot no later than 22 May 2025.

Voters will get a notice of ballot approximately 14 days before the ballot papers arrive.

Proposed BID Services

The services to be provided by the BID will be in addition to those provided by Bristol City Council in its statement of baseline services (Appendix 1).

Term

The Bristol BID term will be five years and will run from 1 November 2025 to 31 October 2030.

Alteration Ballot

Any proposal to alter the BID arrangements in respect of the geographical boundaries of the BID area and/ or the BID levy in such a way that will increase the BID levy or will cause any person who was not previously obliged to pay the BID levy will be put to an alteration ballot in accordance with the [BID regulations](#).

An alteration ballot will not be needed to include any new developments in the BID area which fall within the BID levy rules detailed within the operating agreement.



BID Management

BID Body

Visit West is both the BID proposer and, assuming the BID proposals are approved by the ballot, will be the BID body, responsible for the implementation of the BID arrangements set out in this business plan.

Visit West

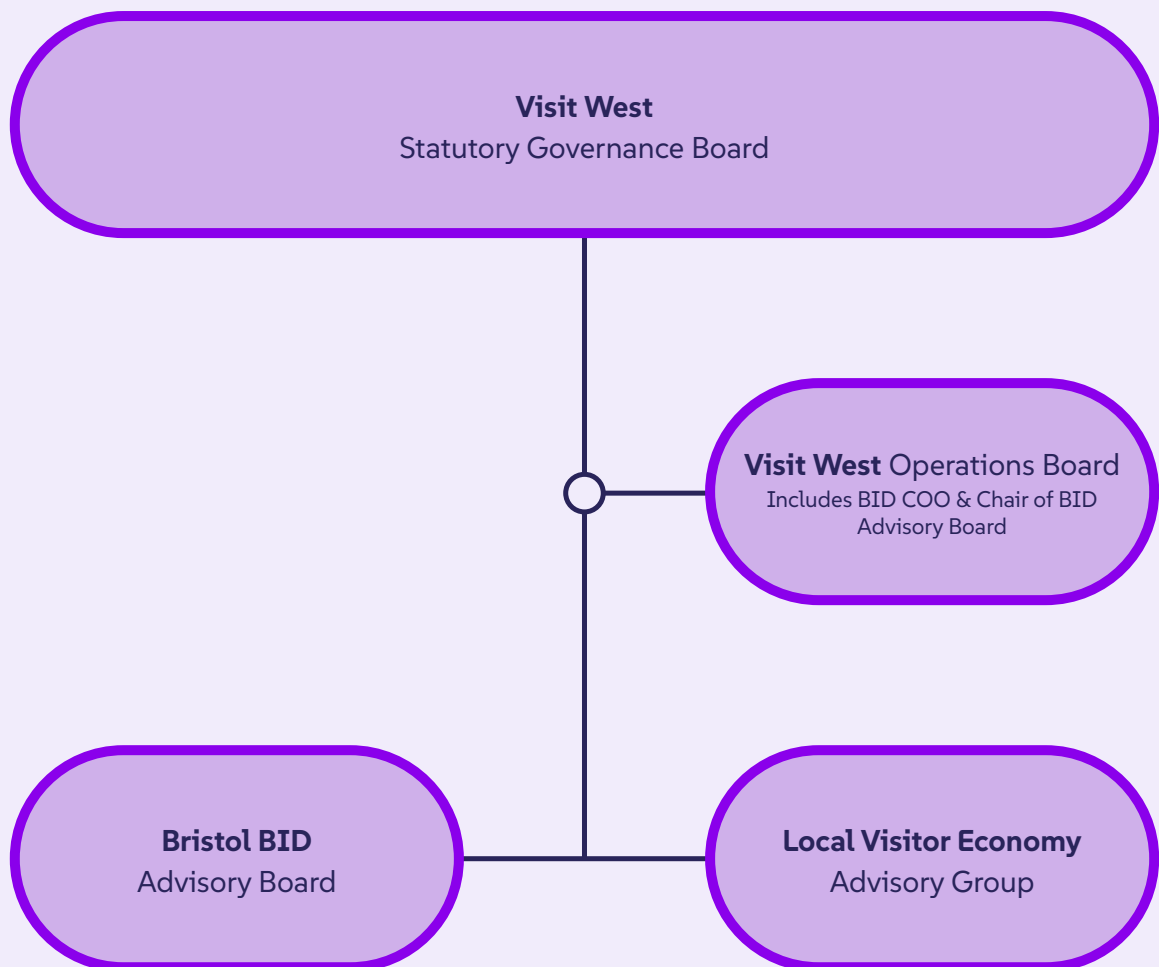
Visit West is a company limited by guarantee supported by Business West, the West of England Mayoral Combined Authority, Local Authorities and its broad membership base of businesses operating within the visitor economy.

Working in close partnership with its members, Business West, and the West of England Mayoral Combined Authority, partner destinations and travel and tourism stakeholders, Visit West's aim is to improve business competitiveness, support employment and economic growth, provide services to visitors and market the Bristol city region as a world-class leisure and business travel destination.

Visit West has been the proposer of all three Bristol city centre BIDs and has played a critical part in managing and developing the BIDs to their full potential.

Visit West (company number 3715280 registered in England and Wales) is a company limited by guarantee.

The structure of the Visit West Board is as follows:



Bristol BID Advisory Board and Working Groups

Visit West will set up a Bristol BID Advisory Board, consisting of existing and new members who will meet quarterly and have delegated responsibility for the governance and financial arrangements of the Bristol BID. The Advisory Board Chair and the BID Director will sit on the Visit West Operations Board.

The involvement of Bristol BID businesses on the Advisory Board is vital and applications will be sought from the levy paying business community following a successful ballot in 2025.

Working groups will be set up and finalised following the ballot result to support our themes of work. They will be chaired by either an Advisory Board member or another levy paying business member.

Please see our current Advisory Boards here:

- [Bristol City Centre BID](#)
- [Redcliffe & Temple BID](#)
- [Broadmead BID](#)

The BID Advisory Board will be structured as follows:

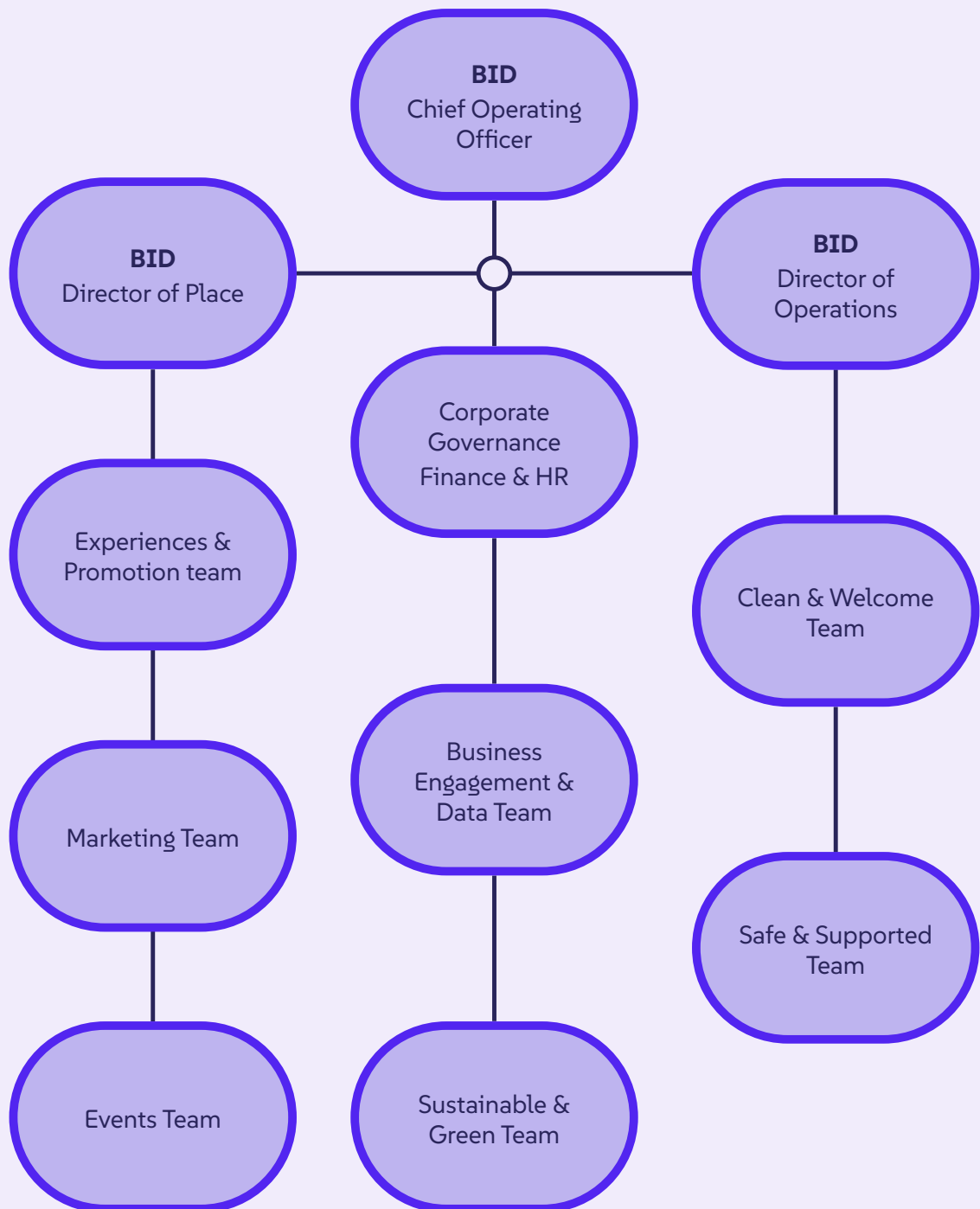


UP TO 36 BUSINESS REPRESENTATIVES ACROSS ALL SECTORS AND AREAS

* Appointed from a cross section of sectors and geography

**BID Chief Operating Officer/ Director and other BID representatives as required

The Bristol BID team structure will be as follows:



BID Delivery Team

The BID will be delivered by the experienced staff led by the Bristol BID senior leadership team, each working on behalf of businesses and the community across their specialist areas. Success will be achieved through effective leadership and communication, strong project and event management, and impactful support for businesses. We are a founder member of High Streets UK, members of three representative bodies for our industry; Association of Town and City Management, The BID Foundation and British BIDs, benefiting from the shared expertise that they provide through platforms, events and resources. The BID delivery team will ensure that the projects and commitments in the Bristol City Centre and Broadmead BID business plans continue to be delivered until the end of their respective terms.

Key Performance Indicators

To make a full evaluation of the success of the BID, it will be necessary to establish KPIs, which are quantifiable measurements and agreed to at the outset of the BID term. They will reflect the critical success factors of a project. These will assist in determining the performance of the BID against its objectives and can be used to inform future decision making.

KPIs will be a standing item on the Bristol BID Advisory Board agenda and a quarterly performance report, as well as an annual impact statement, will be published on the BID website. Annual review meetings will also be open to all levy paying businesses.

The BID team will commit to measuring the activity related to the points below and to reporting back at agreed intervals during the BID term.

Any issues identified will be addressed by the BID Advisory Board and/or the BID theme working groups in conjunction with businesses.

Proposed KPIs are:

- Promotion and event instances including website and social media engagement
- Event engagement numbers and feedback
- Quarterly business engagement and communication instances
- Sustainability and climate action business engagement
- City cleansing standards and BID cleansing team response
- Visitor footfall and spend patterns
- Crime and Anti-Social Behaviour reduction statistics
- Training Hub engagement
- Cost savings identified for businesses

Financial Arrangements

Fiscal management of the BID

If the BID proposal is approved by ballot, Visit West will enter into an operating agreement with Bristol City Council.

A draft version of the operating agreement will be made available through the ballot period

The operating agreement covers the following:

- Bristol City Council's responsibility for the imposition, collection, enforcement, and administration of the BID levy;
- How and when Bristol City Council will pay the BID company the monies collected;
- The supply of Visit West financial information to Bristol City Council in accordance with the rules set out in the BID regulations.

BID levy rules

The BID levy rules are set out within the operating agreement with Bristol City Council referred to above. They are also outlined in the following paragraphs:

- Existing levy charges, rules and the associated business plan commitments for Bristol City Centre BID and Broadmead BID will be maintained until the end of their current BID terms in 2027 and 2028, respectively.
- Businesses will only pay one BID levy charge per annum through the five-year term 2025 to 2030.
- There will be a levy cap of £50,000 payable on any single hereditament.
- There will be a 50% levy charge discount to all registered charities.
- Where applicable, the 50% charity discount will be applied after the £50,000 cap is applied.
- There will be no other levy discounts.
- Any hereditament with a rateable value of £29,999 or less will be exempt from paying the levy.

The levy charge is based on the 2023 Valuation List on 1 April 2025. There will be no adjustments to the BID levy during the BID term for changes in rateable value, except in the following circumstances:

- Properties removed from the valuation list, or having their rateable value reduced to zero, will only be subject to the BID levy up to the next billing period

i.e. on 1 November following the change;

- New properties, or those where the rateable value is increased from zero, will be liable from the next billing period;
- Where changes to properties cause the rateable values to be split or merged, then the BID levy will be recalculated on the revised value(s) with effect from the next billing period.

The person liable to pay the BID levy is the business ratepayer liable in respect of the hereditament on 1 November each year.

The BID levy is based on a 'chargeable day' basis and is paid in full, in advance, by the BID levy payer on 1 November each year.

The council will send an annual billing leaflet with the levy bill that will detail the income and expenditure for the previous BID year and a forecast for the next BID year.

In addition, the annual billing leaflets for Bristol City Centre and Broadmead BID, detailing income and expenditure, will continue until the end of their respective terms.

Transfer of levy from Bristol City Council to the BID

The council and the BID body will ensure the funds are available to fund the proposed BID projects and the BID levy payment frequency will be set out in the Operating Agreement.

Internal reporting of BID accounts

The BID Chief Operating Officer will provide the Visit West Board and the BID Advisory Board with regular updates detailing revenues collected, expenditure incurred in the period, and cash flow forecasts, including:

- Monthly financial reports
- Regular management reports
- Annual financial statements

The annual financial statements of the BID will be subject to external audit by an independent auditor and a summary performance report distributed to Bristol City Council, BID levy payers, and any other interested parties upon request. They will also be posted on the BID website.

The financial record keeping and reporting will be undertaken by Business West with an agreed service level agreement and fixed cost.

Financial operating forecast

This section presents the forecast operating performance of the BID. The illustrative financials are based on projections estimated by the BID management team as of January 2025.

The following should be considered when reviewing the illustrative operating performance:

- The financial projections are based upon market conditions as of February 2025 and it has been assumed similar conditions will be applicable throughout the duration of the BID term;
- All figures are provided in current values (2025) without inflation.

The projections set out in the table on the next page have been prepared following consultation with members of the BID Advisory Board.

The projections are for the five-year duration of Bristol BID's first term and include the BID levy and other forecasted income.

The projections show the BID will generate a total income approximately £17,900,000 with an estimated annual income of £3,418,000 to £3,787,000 (based on a levy collection rate of 97%).

It is assumed all income will be fully expensed during the life of the BID. Where an overall in year surplus is forecast, the BID Advisory Board will be asked to approve further projects to ensure best value.

Proposed Income and Expenditure

Income	2025/6	2026/7	2027/8	2028/9	2029/30
Levy *	£3,372,123	£3,372,123	£3,741,711	£3,601,218	£3,601,218

Expenditure	2025/6	2026/7	2027/8	2028/9	2029/30
Experiences & Promotion	£1,100,456	£1,100,456	£1,203,126	£1,174,189	£1,174,189
Safe & Supported communities	£508,757	£508,757	£585,241	£577,203	£577,203
Clean & Welcoming	£822,222	£822,222	£918,414	£826,262	£826,262
Sustainable & Green	£421,273	£421,273	£466,438	£459,287	£459,287
Management & Overheads	£427,609	£427,609	£463,747	£463,747	£463,747
Contingency	£102,831	£102,831	£115,770	£111,555	£111,555
Total	£3,372,123	£3,372,123	£3,741,711	£3,601,218	£3,601,218

This is an indicative budget based on an estimated levy using the 2023 rating list.

Actual expenditure and budget allocation will be overseen by the BID Advisory Board.

* Based on a 97% collection rate. The total levy represents a consolidated total which includes the income and expenditure from Bristol City Centre and Broadmead BID until the end of their respective terms.

*The projected levy income changes from 2027/28 and 2028/29 reflect the new 1.9% levy rate charge being applied after the Bristol City Centre BID and Broadmead BID end their respective existing terms

Any increase/decrease in levy income during the course of a BID term can be allocated to each theme proportionally. Any surplus/decrease at the end of a BID term is managed by BCC, with surpluses being refunded direct to levy payers.

Operating and administration costs

In line with BID industry guidance, management and overhead costs include core staffing, office costs, and legal and accountancy costs associated with the running of the BID. These costs are budgeted to remain below 20% of the total annual expenditure.

Accountancy, HR and finance support for the BID will continue to be provided through a contract with Business West.



BID Timelines

Timeline to ballot

April 2025

Business plan launch

22 May 2025

Notification of ballot

5 June 2025

Voting ballot opens

23 June 2025

Proxy vote application deadline

3 July 2025

Voting ballot closes

4 July 2025

Result Announced

The ballot will be deemed successful if it has a simple majority both in number of votes cast and in rateable value of votes cast.

Timeline beyond a successful ballot

1 November 2025

Bristol BID Term Commences

1 November 2027

Bristol City Centre BID current levy rules end and switch to the new BID rules

1 November 2028

Broadmead BID current levy rules end and switch to the new BID rules

31 October 2030

Bristol BID term one ends

How do I vote?



Key Dates

1. Ballot Papers sent by post to arrive by **5 June**
2. Voter to complete the required details
3. Put your cross in the voting box
4. Place the ballot paper in the prepaid envelope provided and post before **3 July**

If you do not receive a ballot paper by 5 June or if you lose it or need another copy, please contact steve@redcliffeandtemplebid.co.uk / 07842 229 521 as soon as possible.

Ballot papers will be posted by 5 June.

Ballot papers **MUST** be received at Civica Election Services by 3 July in order to be counted.

The ballot result will be announced on 4 July or as soon as it is received from the ballot holder.

APPENDIX 1 - BASELINE STATEMENT

Baseline statement of existing BCC services as at March 2025. This statement will be reviewed periodically with Bristol BID.

Note: this statement does not immediately override or supersede the existing statements for Broadmead BID & Bristol City Centre BID but will come into force for the whole of the area/all of the streets included below from 01/11/28 (the day after the existing Broadmead BID term ends).

Theme	
Policy development	Lead on the development of strategic policies e.g. community safety, energy, licensing, regeneration, planning, public health, resilience, transport, urban design, digital connectivity.
Transport and access	<p>Maintain adopted public highway – including roads, pavements and cycle lanes.</p> <p>Manage the network to secure expeditious movement of traffic and to reduce/prevent road casualties/improve air quality.</p> <p>Highway inspections in accordance with the Council's inspection policy and hierarchy identifying safety defects and arranging their repair.</p> <p>Undertake maintenance projects in accordance with the Council's asset management principals.</p> <p>Maintain/service all street lights on adopted public highway.</p> <p>Licences for skips, scaffolding, utility works etc.</p> <p>Enforcement of obstructions on the highway e.g. A boards, tables/chairs.</p> <p>Manage council owned car parks and on street parking.</p> <p>Bus shelter maintenance.</p> <p>Bus service allocation and bus stops, and taxi ranks.</p> <p>Manage and maintain Legible City signage/information provision.</p> <p>Manage the Urban Traffic Management System.</p>
Waste & Streetscene, Parks & Green Spaces	<p>Cleansing and litter bin emptying on the public highway is carried out on a regular basis by Bristol Waste Company (BWC) on behalf of the Council.</p> <p>Street Cleansing around the Harbour Quaysides is outside of the main BWC agreement. It does not include water litter collection, or additional tasks such as weed treatment; graffiti and fly tip removal are extra to the core service level agreement. Operating hours are 6-6pm off season, and 6-10pm high season.</p> <p>BWC shall implement and maintain a cleansing regime for the Broadmead Primary Retail area to aim for an A Standard as set out in the Code of Practice on Litter & Refuse.</p> <p>Offensive or racist graffiti will be removed within 8 hours of BWC being notified of it. Other graffiti will be removed if reported.</p> <p>Where graffiti is on private property, the provision of a signed indemnity form from the property owner is preferable and the graffiti will be removed. A charge may be made by BWC.</p> <p>BWC can provide a service to apply Anti-Graffiti Coating to exposed areas on private property and frequently subject to graffiti for an additional cost.</p> <p>Where scaffolding or specialised equipment is required then BWC and the Council shall agree a timeframe for the relevant graffiti removal and costs will need to be covered by the property owner, or BWC can provide for an additional cost.</p> <p>Fly-tipped material on the public highway and on Council land is cleared within 48 hours by BWC, following the process of evidence gathering and notifying the Council.</p> <p>Remove dead animals from the highway within one working day of them being reported.</p> <p>Litter/waste enforcement – commercial and residential.</p> <p>The core operating hours for the services shall be from 06.00 to 20.00 Monday to Friday and 05.00 to 18.00 Saturday and Sunday (with response teams operating after 14.30).</p> <p>Animal welfare, including dog wardens.</p> <p>Manage and maintain parks, green spaces and horticultural features the Council is responsible for.</p>

Culture	<p>Deliver/commission major events as part of commitment to community cohesion.</p> <p>Operate Site Permissions procedure to enable events.</p>
Property	<p>Asset management and maintenance of Council owned properties/sites.</p>
Community Safety	<p>Monitor and maintain CCTV and related communication systems in public areas.</p> <p>Manage the civil contingencies procedure (as a Category 1 Responder under the Civil Contingencies Act) and promote business continuity in order to respond to emergency incidents.</p> <p>Support and enforcement against individuals involved in aggressive begging, street drinking, unauthorised charity collecting and overly loud busking.</p> <p>Commission preventing homelessness services.</p> <p>Emergency services provided by Avon & Somerset Police, NHS and Avon Fire & Rescue.</p>
Health & Wellbeing	<p>Commission substance misuse treatment services and integrated sexual health services.</p> <p>Promotion of health initiatives e.g. Thrive at Work, Bristol Eating Better.</p> <p>Provision of health intelligence.</p> <p>Support policy development.</p>
Economy	<p>Promotion of the city for business investment, as part of Invest in Bristol & Bath.</p> <p>Assistance with property searches for those looking to invest and liaison with property owners/agents looking to bring space back into use (business and residential).</p> <p>Strategic business engagement.</p> <p>Provision of economic intelligence.</p> <p>Coordination/management of physical development and infrastructure projects (e.g. working with key partners in delivering Bristol Temple Quarter regeneration and City Centre Development & Delivery Plan).</p> <p>Work with businesses to identify skills gaps and to provide employment support services, including organised jobs fairs, work placements, job coaches and customised pre-employment training courses.</p> <p>Provision of advice and support to establish apprenticeships and traineeships, and links to education and training providers.</p> <p>Supporting the night time economy through the Bristol Nights initiative.</p> <p>Supporting high streets through business development, engagement and marketing.</p>
Regulations	<p>Building control and planning applications (including pre-applications service).</p> <p>Collection and administration of Business Rates, BID levies, administration of reliefs and exemptions.</p> <p>Licensing and regulation of licensed premises – public houses/restaurants etc. where the sale of alcohol or regulated entertainment takes place.</p> <p>Licensing of late night (after 11pm) food providers.</p> <p>Street trading consents and market permissions.</p> <p>Licensing of taxis.</p> <p>Regulation of Harbourside and Docks Estate (e.g. under Harbour Revision Order legislation, regulation, policy and procedure, Harbour Quayside areas are not adopted highways and there is no assumed public right of access)</p> <p>Pollution matters which include noise (industrial and commercial noise/licensed premises), air and land pollution.</p> <p>Consumer protection including product safety, fair trading, weights and measures, counterfeiting, food standards, underage sales of alcohol and tobacco.</p> <p>Health and safety at work and food safety. Carry out inspections in terms of food safety compliance (targeted at high risk businesses).</p> <p>Licensing of large Houses in Multiple Occupation in the private rented sector.</p> <p>Ensuring private rented sector accommodation meets minimum housing standards.</p>

APPENDIX 2 - LIST OF STREETS COVERED BY BID

Alfred Parade	Bridge Quay	Charlotte Street South
All Saints Court	Bridge Street	Chatterton Square (part)
All Saints Lane	Brigstowe Street	Chatterton Street (part)
All Saints Street	Bristol Bridge	Cheese Lane
Anchor Road (part)	Broad Plain	Cherry Lane (part)
Anvil Street (part)	Broad Quay	Christmas Steps
Approach Road	Broad Street	Christmas Street
Assembly Rooms Lane	Broad Weir	Church Lane
Avon Street (part)	Broadmead	Clare Street
Baldwin Street	Brunswick Square (part)	Clarence Road (part)
Barossa Place	Byron Place	Clift Place
Bath Road (part)	Cabot Circus	College Green
Bath Street	Caledonian Road	College Lane
Bathurst Basin	Callowhill Court	College Square
Bathurst Parade	Cannon Street	College Street
Bell Avenue	Canons Road	Colston Avenue
Bell Lane	Canons Way	Colston Parade (part)
Berkeley Avenue	Cantock's Close	Colston Street
Berkeley Crescent	Canynges Street	Colston Yard
Berkeley Place (part)	Castle Street	Commercial Road (part)
Berkeley Square	Cathedral Square	Concorde Street
Bigwood Lane	Cathedral Walk	Corn Street
Blackfriars	Cattle Market Road	Coronation Place
Bond Street	Cave Street (part)	Counterslip
Bond Street South	Challoner Court	Crow Lane
Bordeaux Quay	Champion Square (part)	Culver Street
Brandon Hill Lane	Chapter Street (part)	Cumberland Road (part)
Brandon's Steep	Charles Street (part)	Dale St
Bridewell Street	Charlotte Street	Deanery Road

Dean Street (part)	Gloucester Street	Leonard Lane
Deep Street	Great George Street	Lewins Mead
Denmark Street	Grimes Lane	Lime Kiln Road (part)
Dove Lane (part)	Grove Avenue	Little King Street
Draycott Place	Guinea Street	Little Thomas Lane
Earl Street	Hannover Court	Lodge Place
East Tucker Street	Hannover Quay	Lodge Street
Elmdale Road (part)	Hanover Place	Lower Approach Road
Elton Road (part)	Harbour Walk	Lower Arcade
Exchange Avenue	Harbour Way	Lower Castle Street
Explore Lane	Hawkins Lane	Lower Church Lane
Fairfax Street	Haymarket Walk	Lower College Street
Farrs Lane	High Street	Lower Guinea Street
Feeder Road (part)	Hill Street	Lower Lamb Street
Ferry Street	Hobbs Lane	Lower Maudlin Street
Frog Lane	Hollister Street	Lower Park Row
Frogmore Street	Horfield Road (part)	Mardyke Ferry Road (part)
Gaol Ferry Steps	Host Street	Mark Lane
Gas Ferry Road	Houlton Street (part)	Market Steps
Gas Lane (part)	Isambard Walk	Marlborough Hill (part)
Gasferry Lane	Jacob Street	Marlborough Street
Gasworks Lane	Jacobs Wells Road (part)	Marsh Street
Gaunts Lane	John Carrs Terrace	Marybush Lane
George White Street	John Street	Medical Avenue
Georges Square	Johnny Ball Lane	Merchant Street
Glass House	Jubilee Place	Middle Avenue
Glass Walk	King Street	Mill Avenue
Glass Wharf	King William Avenue	Millennium Promenade
Gloucester Lane	Lemon Lane	Mitchell Court

APPENDIX 2 - LIST OF STREETS COVERED BY BID

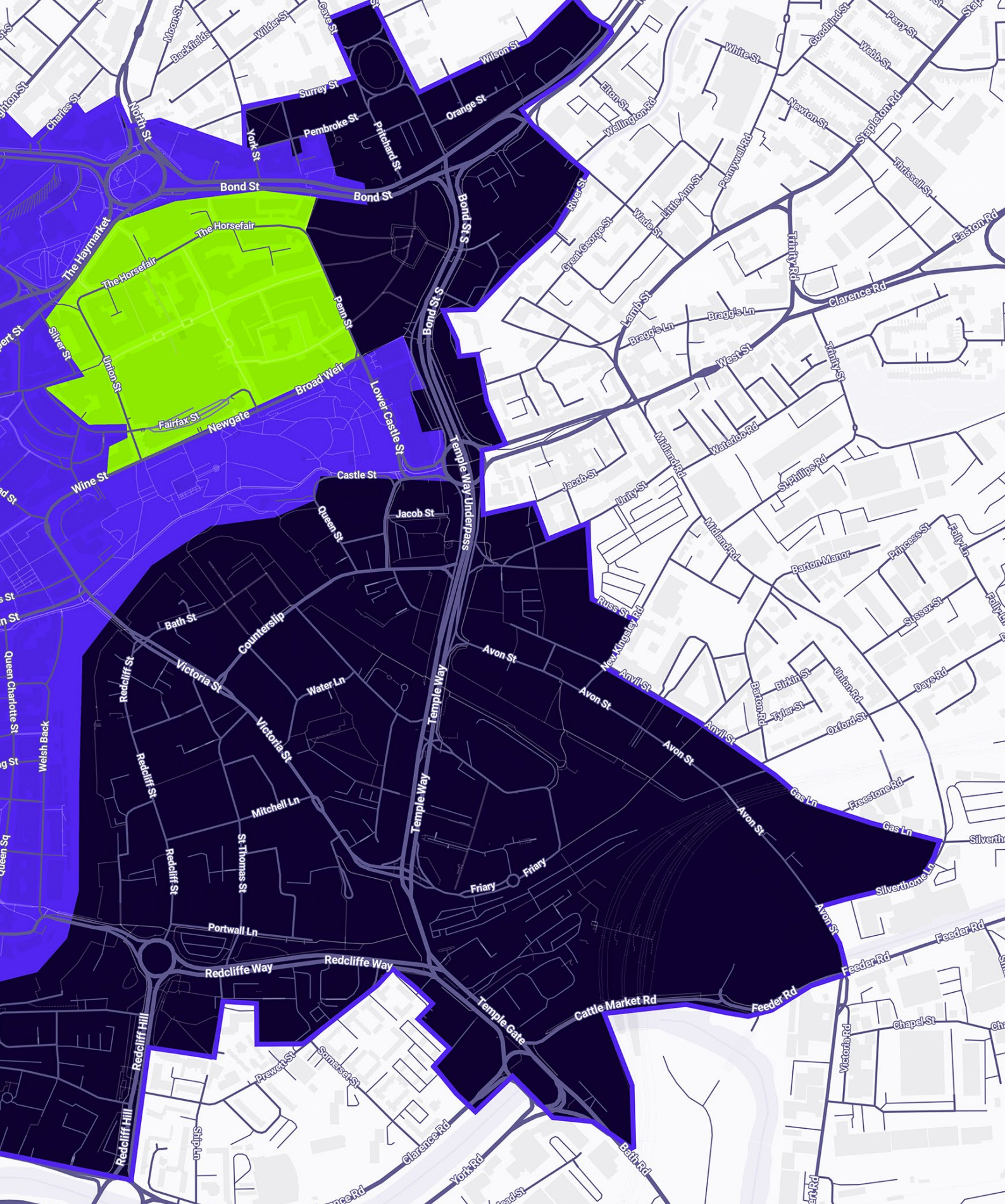
Mitchell Lane	Passage Street	Redcliff Street
Montague Street (part)	Pembroke St	Redcliffe Backs
Museum Street	Penn Street	Redcliff/e Hill (part)
Narrow Lewins Mead	Perry Road	Redcliffe Mead Lane (part)
Narrow Plain	Philadelphia Street	Redcliffe Parade
Narrow Quay	Phippen Street	Redcliffe Parade East
Narrow Weir	Pipe Lane	Redcliffe Parade West
Nelson Street	Pithay Court	Redcliffe Street
New Kingsley Road	Portland Square	Redcliffe Way
New market Avenue	Portwall Lane	Redcliffe Wharf
New Thomas Street	Portwall Lane East	Rivergate
Newfoundland Circus	Portwall Square	Rope Walk
Newfoundland Road (part)	Prewett Street	Royal Fort Road
Norfolk Avenue	Prince Street	Royal Oak Avenue
North Street (part)	Princes Wharf	Rupert Street
Odeon Buildings	Pritchard Street	Russ Street
Old Bread Street	Pro-Cathedral Lane	Saint David Mews
Old King Street Court	Pump Lane (part)	Silver Street
Old Park Hill	Quakers Friars	Silverthorne Lane (part)
Old Temple Street	Quay Street	Slees Lane
Orange Street	Queen Charlotte Street	Small Street (part)
Orchard Avenue	Queen Square	Southwell Street (part)
Orchard Lane	Queen Square Avenue	Sydney Row
Orchard Street	Queen Street	St Augustines Parade
Park Place	Queens Avenue (part)	St Augustines Place
Park Row	Queens Parade	St Georges Road
Park Street	Queens Road (part)	St James Barton
Park Street Avenue	Queens Row	St James Barton Roundabout
Partition Street	Redcliff Hill (part)	St James Parade

St John's Steep	The Galleries	Wapping Road
St Michaels Hill (part)	The Gateway	Wapping Wharf
St Michaels Park (part)	The Grove	Wapping Wharf Railway
St Nicholas Steps	The Haymarket	Water Lane
St Nicholas Street	The Horsefair	Welsh Back
St Paul Street	The Square	Whippington Court
St Stephens Avenue	There And Back Again Lane	Whiteladies Road (part)
St Stephens Street	Thicket Avenue	Whitson Street
St Thomas Street	Thomas Lane	Wilson Place
Station Approach	Three Queens Lane	Wilson Street (part)
Straight Street	Tower Hill	Wine Street
Sunderland Place (part)	Tower Lane	Woodland Road (part)
Surrey Street (part)	Trenchard Street	York Place
Tailors Court	Triangle South	York St (part)
Tankard's Close	Triangle West	Zed Alley
Telephone Avenue	Trin Mills	
Temple Back	Trinity Street	
Temple Back East	Tucker Street (part)	
Temple Gate	Tyndall Avenue	
Temple Meads	Union Street	
Temple Meads Station	Unity Street	
Temple Quarter Enterprise Way	University Road	
Temple Quay	University Walk	
Temple Rose Street	Upper Byron Place	
Temple Street	Upper Church Lane	
Temple Way	Upper Maudlin Street	
Terrell Street	Upper Berkeley Place	
The Arcade	Upper Wells Street	
The Circus	Victoria Street	

APPENDIX 3 - MAP OF BRISTOL CITY CENTRE BID & BROADMEAD BID



- Current Broadmead BID area
- Current Bristol City Centre BID area
- Redcliffe & Temple BID area & additional areas that will form part of Bristol BID



The boundary map shows the areas for Bristol City Centre BID and Broadmead BID that the existing levy rules and Business Plan commitments will apply to, until the end of their BID terms in 2027 and 2028 respectively.

Glossary of Terms

Baseline statement	Agreed level of services provided by the Local Authority within a BID area.
BCC	Bristol City Council.
BID	Business Improvement District – a vehicle in the UK through which investment in local business areas can be facilitated, including the provision of services or capital works. Improvement is funded by local businesses via a levy based on their rateable value. A majority of businesses must vote in favour of a BID for it to be established i.e. more than 50% of businesses that vote must be in favour; and of the businesses who vote, more than 50% of the rateable value must be in favour.
BID Advisory Board	The group that will oversee the BID delivery and levy budget oversight.
BID Body/ Proposer	The legal entity that is responsible for the BID operations, arrangements and delivery throughout the BID term.
BID team	The team assigned to deliver and administer projects on behalf of the levy paying businesses during the BID term.
BID area	The area of the BID shown on the map on page 6 & 7.
BID levy	The payment made to a BID based on the rateable value multiplied by the % multiplier, in this case 1.9%.
BID term	The BID term is for five years, from November 1, 2025, to October 31, 2030.
British BIDs	A commercial services organisation providing guidance, services, and training for BIDs – britishbids.info/
Bristol BID	The BID proposed is for the defined area in Bristol city centre.
Business rates	National & non-domestic rates.
'Chargeable day' basis	The full year levy charge is the responsibility of the liable party for the non-domestic rates on a fixed day (1 November in this case). There are no refunds made within the levy year because of change of occupancy.
Hereditament	Single unit of non-domestic property with a given rateable value.
KPI	Key Performance Indicator.
Levy payer	The person or organisation responsible to pay the BID levy as the primary liable party for individual hereditaments in the BID area as of 1 November each year.
LVEP	The Local Visitor Economy Partnership who deliver the development, management, and marketing of the visitor economy for local authorities and the private sector in Bristol and the West of England.
Operating Agreement	The Operating Agreement confirms the arrangements for administering, monitoring and collecting the BID Levy and paying monies to the BID company from BCC.
VW	Visit West is the BID proposer and BID Body.



