MANCHESTER'S BUSINESS IMPROVEMENT DISTRICT (BID) 2013 - 2018

### THE STORY SO FAR...



IN 2016 LONELY **PLANET RATED** MANCHESTER ONE OF THE TOP TEN PLACES TO VISIT IN THE WORLD

How the Manchester BID played its part in transforming our reputation, right across the world.





# MANCHESTER

- Record 26 million passengers at Manchester Airport in 2016
- £1bn investment planned for Manchester Airport
- Second most visited city in England by domestic visitors
- Third most visited UK destination by international visitors

EACH YEAR 40 MILLION PEOPLE VISIT MANCHESTER'S RETAIL DISTRICT, IN THE HEART OF THE CITY



# They spend over £900 million

ER ISLAND

ISLAND

25%

The second biggest retail economy in the UK

WITH A RETAIL OFFER TO RIVAL THAT OF LONDON IN ITS RANGE AND ORIGINALITY

**Colliers Retail Market Snapshot 2016** 

# EVERY SUCCESS HAS A STORY TO TELL...

### THERE ARE ALMOST 400 MEMBERS OF THE HEART OF MANCHESTER BUSINESS IMPROVEMENT DISTRICT.

Since 2013 they have been working together, through CityCo, to transform our city centre offer.



# SO, HOW HAVE WE BEEN DOING?

# TOGETHER, THE MEMBERS OF THE HEART OF MANCHESTER BID CONTRIBUTE £1M EACH YEAR



### THE FIRST FOUR YEARS

CONTINUOUS FOOTFALL GROWTH MCR +4.8% UK -1.3%

### 110,000 m<sup>2</sup> of pavements cleaned

### 5-8pm FOOTFALL MCR +4.1% UK -0.9%

450,000 visitors helped by our City Hosts

Total marketing and press AVE:

# £11,361,583

# OVER THE PAST 12 MONTHS FOOTFALL UP BY

+5.6%

MCR

-0.5%

UK

+8%

Evening 5-8pm Manchester +19%

Chinese New Year Celebrations including 100,000 people on Sunday, the busiest ever

+64%

King Street Festival +12%

Halloween

WE'VE UNLOCKED £76M OF EXTRA SPEND THROUGH SEASONAL MARKETING CAMPAIGNS.

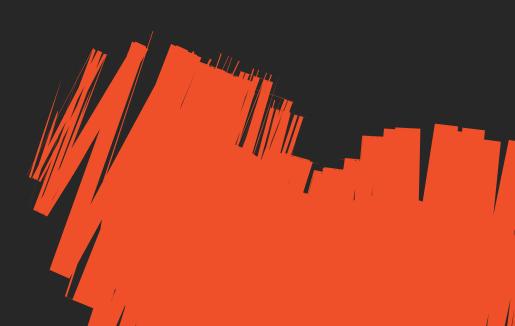
# 2016-17 SALES INDEX OF MCR BID RETAILERS (YEAR ON YEAR) +1.6%(UK-0.6%)





# WE ARE FOCUSED ON SUCCESS AT ALL TIMES, AND THERE ARE FOUR CENTRAL THEMES TO OUR WORK.

# THESE REMAIN AT OUR HEART.



Theme One FOOTFALL

EATE THE UNEXP

Our events and promotions are strategically planned to boost footfall, particularly in the 'dip' periods for retailers. Here we have shown consistent and evidenced success.

swata

# BOOSTING FOOTFALL THROUGH PUBLIC EVENTS? WE PROMISED:



- To deliver two new public events to attract retail aware customers into the city centre during 'dip' periods in the retail calendar
- To generate sufficient revenue to allow investment into developing the events and deliver new ones
- To encourage greater use of the city

centre between 5-8pm on weekdays

• To support major city centre festivals and events taking place in the retail district

### BOOSTING FOOTFALL THROUGH PUBLIC EVENTS?

### WE DELIVERED:

• The Manchester BID's series of major public events and festivals, increasing from two to six pillar events per year by 2016

#### SPRING

MCR Student Night Out The King Street Festival

#### SUMMER

Support for Manchester Day Eid Dig the City One Big Summer Weekend

#### AUTUMN

MCR Student Night Out Vogue Fashion's Night Out Halloween in the City

WINTER Supporting the Christmas Markets Chinese New Year



## Theme Two STANDARDS

We've given operational and security support to BID members to make the city centre trading environment as high quality as possible. 戰腳

BETTER STANDARDS THROUGH OPERATIONAL AND SECURITY SUPPORT?

### WE PROMISED:

- To launch a tourist information service team on the streets to offer a warm and knowledgeable welcome and improve the visitor experience
- To provide businesses with operational support acting to enhance the city centre trading environment

 To offer access to CityCo's award-winning Business Crime Reduction Partnership (BCRP)



## BETTER STANDARDS THROUGH OPERATIONAL AND SECURITY SUPPORT?

### WE DELIVERED:

- Our team of City Hosts who provide detailed help and a friendly face to visitors 363 days a year: 450,000 visitors helped so far
- Daily operational solutions resolved by a dedicated BID Operations Officer (e.g. utilities and streetscape works, litter removal, tree pruning, cleaning, beggars and busking complaints)
- Support for the Manchester Homelessness Charter, the Big Change campaign & Street Support

- Additional cleansing and commercial waste management
- Help with tackling flood damage
- Access to CityCo's award-winning Business Crime Reduction Partnership



## BETTER STANDARDS THROUGH OPERATIONAL AND SECURITY SUPPORT?

### WE DELIVERED:

- Daily services of the Manchester Business Crime Reduction Partnership
- **Provision of StoreNet/NiteNet radio systems**, 24/7 account management, data-sharing portal
- Retailer representation at meetings attended by
  Greater Manchester Police

- Security training sessions for retailers
- **Partnership with GMP Counter-Terrorism Unit**: training for 300 individuals and 70 organisations
- Defibrillators installation and First Aid training

### MANCHESTER ENDING HOMELESSNESS

Want to help, but don't know how?

BigChangeMCR.co.uk





Street Support is a network of charities, voluntary groups and kind-hearted folk, working together to end homelessness. Through this site you can find services for people experiencing homelessness, and offer your time and resources to local organisations.

Share Street Support with your friends to show your commitment to making a big change.





# Theme Three PROMOTION

With our partners, we've supported high quality marketing campaigns and promotions, which have unlocked millions of pounds worth of press coverage.

### INCREASING THE CITY'S PROFILE?

### WE PROMISED:

- To support Visit Manchester's major seasonal marketing campaigns to promote the city centre
- To deliver marketing and PR campaigns to promote the BID's public events including developing promotional partnerships
- To deliver ongoing positive PR to promote the city centre to local, regional and national visitors

- To launch retail awards to encourage best practice and recognise excellent customer service
- **To publish a guide book** to promote the diversity of the city centre offer

# INCREASING THE CITY'S PROFILE? WE DELIVERED:

- Support and sign-off of the city's annual spring, summer and Christmas campaigns delivered by Visit Manchester in partnership with the Manchester BID, Manchester City Council, transport operators and multiple campaign stakeholders
- £76 million worth of additional visitor spend in 2015/16 in the city region as a result of these Visit Manchester seasonal campaigns
- Christmas 2016: £1.2 million value campaign,

**60 million opportunities for customers to see the advertising** through the media channels e.g. 1.5 million Twitter impressions and 500,000 visits to visitmanchester.com/christmas, 2 million opportunities to see regional and national press advertising



### Manchester loves summer

#### 22-24 July

Kick off the summer season in Manchester by relaxing at the picnic, shopping at the markets, enjoying jazz performances and celebrating all things science.

visitmanchester.com/summer

#### There's a guarte befored shepping in MANCHESTER

From high-street brands to high-end fashion, no wonder if a the capital of Christmas. A visitmanchecter.com/christmas





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Manchester spectacular and unmiscable visitmanchester.com/winter





Chinese New Year 26-29 January 2017

Four days of the brightest celebrations this winter. As the dark streets light up, welcome in the Year of the Rosour.

#### Manchester loves winter

visitmanchester.com/winter

Guarantee your parking space this winter. The task failing at regulators NCP

KING STREET FESTIVAL

> 28<sup>th</sup> - 30<sup>th</sup> May 2016 Celebrating the past, present and future of King Street.

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### Manchester

spectacular and unmissable

visitmanchester.com/spring

# INCREASING THE CITY'S PROFILE? WE DELIVERED:

- Additional marketing value for the BID's public events due to partnerships including Visit Manchester, Manchester City Council, Transport for Greater Manchester, Metrolink, NCP
- £11 million+ Advertising Value Equivalent (AVE) of marketing and press coverage for the BID's public events including TV, radio, digital, print and social media coverage across international, national and regional titles

- Broadcast features on BBC North West Tonight, ITV Good Morning Britain, ITV Daybreak, Granada Reports, ITV News, BBC Radio 2, BBC Radio 4, BBC Radio Manchester, Classic FM, Heart FM, Key 103
- Press and online articles across The Guardian, The Independent, Telegraph, The Times, Sunday Times, Daily Mirror, Daily Mail, Daily Express, The Sun, Waitrose Magazine, Huffington Post, Stylist, Vogue, Drapers, Cheshire Life, Lancashire Life, Woman, BBC online, Retail Week, Event Magazine, Greater Manchester Business Week, Manchester Evening News + many more





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Win a 4\* Manchester break for Dig the City

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#### THE TIMES



theguardian

#### Chinese new year in Manchester

It is the year of the monitory and conditionisms have been taking place access the UK. Generators (how constraints Detribution: Thermond spress service) days covering the preparationers and events leading on the log day or Ministrative monod have 100 KU/200





Lan giving out increase stacks for people to make a good wish in a membry year



#### itv

#### NEWS

TO MODEL SHALLOW REACTING

Chinese New Year celebrations begin tomorrow with four days of music, dance and street food



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As Singles Hanchester indicates in the Year of the Handing Havor and Ovice and Colles Commonomer Temp Uoyof has shared a message of calebration with the region's Chinese commonity

Chinese New Year selectrations begin on tomarrow with faul days of chain, datase and street. Not:

The highlight of the establishing will take state in Chinakeur and Abort Square on Sanday 7. February

### **EXPRESS**

Horrible Histories horticulture and RHS winners light up Manchester's free garden festival

VANO-ICSTOPPI acrual peter helice, Dg Tie Ce, will here it is stress and a length telephone peter when a base over he city series here next week, day 31 to August 8.







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### HALLOWEEN IN THE CITY 21–31 OCT

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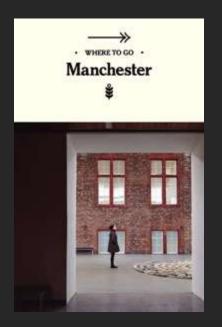




# INCREASING THE CITY'S PROFILE? WE DELIVERED:

- Where to Go Manchester, the BID's guide book to showcase the best of the city: 25,000 copies
- The Heart of MCR Retail Awards to celebrate the success of the BID retail sector and staff stars
- Annual 'secret shopping' exercise with Storecheckers to provide detailed reports for over 300 businesses: average score 84% with top 100 high scoring stores attending a celebration breakfast

- Tax-Free Shopping marketing campaigns: retail guides published in Arabic and Mandarin and distributed via airlines to Middle East, Hong Kong, China, Australia
- Film to showcase tax-free shopping in Manchester featuring Harvey Nichols, House of Fraser, Manchester Arndale and Selfridges, shared via international social networks including Weibo (274 million monthly active users)









## Theme Four COMMUNICATIONS

We connect our retail members with each other and lobby on their behalf with the city, police, transport and other key organisations.

# BETTER COMMUNICATIONS AND LOBBYING FOR OUR RETAILERS?

## WE PROMISED:

- **To bring retailers together** at regular networking events, forums and briefings
- To share information on strategic developments, BID and civic events, festivals, activities and issues that may affect business productivity

- **To develop a web presence** for members and opportunities to share brands, promotions and offers
- To act as a lobbying voice for retail in the city centre

- Internal BID events: quarterly BID Board meetings and bi-monthly Marketing and Finance Groups
- Street Meetings: held across the BID district for different street communities, bi-monthly during 2017
- Attendance at relevant city briefings e.g. Greater Manchester Police, Manchester City Council and Manchester Arndale's annual 'Talking Shop' conference

- Regular store and business visits by BID Manager and City Hosts: 3,000+ visits a year
- BID Socials: regular gatherings around BID event launches e.g. House of Fraser for Dig the City, Selfridges for Vogue Fashion's Night Out, Harvey Nichols for Chinese New Year



- Opportunities for BID members to meet face-toface, hear from leading city speakers and keep informed about what is happening across the city
- Member events with talks by Sir Howard Bernstein, former Chief Executive of Manchester City Council, Sir Richard Leese, Leader of Manchester City Council and other city leaders
- Transport for Greater Manchester (TfGM) strategy and major works briefings

- **Conferences on the future of retail**, growth of the F&B sector, new property developments, greening, new tech and healthy cities
- **Group tours** of Manchester Central Library, Albert Hall, MMU School of Art, Manchester Science Park, Corn Exchange











- Sharing of critical city information and intelligence
- Strategic partnership groups for events including The Battle of the Somme Commemoration, Olympic Heroes Parade, Political Party Conferences
- **Delivery of business support letters**, briefings and invites via the City Hosts
- Annual printed BID and city events calendar

- Individual guidance to BID members on staff access, deliveries, parade timings
- Regular transport updates and notice of temporary road closures communicated in liaison with TfGM and Manchester City Council
- Communication and consultation around the Metrolink Second City Crossing and Bus Priority Works



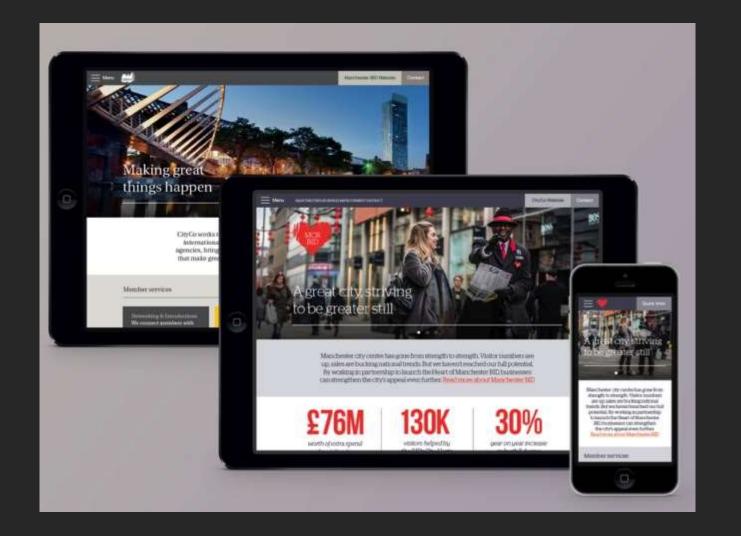
### **2017 MANCHESTER EVENTS CALENDAR & KEY RETAIL DATES**

Manchester's Business Improvement District, the Heart of Manchester BID, brings together 380 retailers and businesses. We host and support a calendar of public events to attract visitors into the city centre.

	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
RET DATES	Valantina's Bay 'la February	St Patrick's Day 17 March Methar's Day 26 March	St George's Day II Apri	Mayord Dactions 4 May	Father's Day 11. June Etit al-File 15. June		Elé si Adhu 11 Aquit		Deal 19 Costar Microsof 21 Costar	Black Friday 24 November	Oviemus
			Good Friday Talapit Easter Monder TElevit	May Day Bank Holidan 1 May Sering Bank Holiday 37 May			Sermer Best Holder 21 August				
SECHOOL HOLIDAYS	February Hall-Term 28-24 February		Eastar Hols 3-37 April	Summer Halt-Tarm	0	State Hate 24 July - 1 Sept	0		Antonia Kult-Tarma 11 - 27 Scotlar		Delateas Rela 21 December - 1 January
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BID STREET HETTINGS & SOCIALS	New Cethedral Street 1 February King Street 11 February Schen's Separat Bangata Schen's Arg	Martint Street 11 March	Manchantar Arnelda EApri King Saran JEApri	Rev Cathedral Street 12 May St.Ami's Severe & Decessors 11 May Warker Sever 32 May	Sing Toront Featball Launch Social I June	Manchester Andale 12 Ady Box Ely Sammer Meshand Learnth Social 37 Ady					

- manchesterbid.com website
- @manchesterbid Twitter feed
- Monthly e-newsletters
- Quarterly printed newsletters

- Manchester BID LinkedIn Group
- Manchester BID LinkedIn business page
- Manchester BID YouTube Channel
- @/ShopMCR social media channels







### Manchester's Business Improvement District

2017

Di belante - Per-

Manchester's Business Improvement District (BID) launched in 2013. It is a working concortium of more than 390 city centre businesses in Show more

### Uploads







Chinese New Year In Manchester Chinese New Year 2017 Solevis + 1 month ago \$9 years - 1 month ago.



52 views - 2 months age

Hant





Chinese New Year 2017 - Zodiac Chinese New Year Lands In Manchester 178 stews + 2 instituti ago

MCR Student Night Out 2016 288 since - 4 months age





Manchester BID



# BETTER COMMUNICATIONS AND LOBBYING FOR OUR RETAILERS?

## WE DELIVERED:

- Weekly and monthly footfall and sales index provided by Springboard UK: a rolling 13-week trend giving members useful comparative commercial information
- Online reports, downloads, Marketing and PR reports, Annual Reports, success statistics, BID event photos and videos

Reports - Hissily Faultait					
City Centre Weeldy Footfall Trends					
The Manufeedal BRD tracks football trends in the city centre shoppin Exchange Square, IX Ann's Dipase and King Street, The data is of					
For previous reports please email your BID Manager Phil.Bohidze.					
Weekly Footfall					
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### HEART OF MANCHESTER BID

Manchester City Centre **Business Improvement District (BID)** 



### HEART OF **MANCHESTER BID**





## MANCHESTER BID

NOTHER

Manchester City Centre Business Improvement District (BID)



A convertion of 260 kip camer mailers, working together for a latter city camer

AS ONE OF ENGLAND'S LEADING BUSINESS IMPROVEMENT DISTRICTS, WE'VE WORKED HARD TO MEASURE OUR PERFORMANCE AND SUCCESS. AND AFTER FOUR YEARS OF HARD WORK, IN DECEMBER 2017 WE'LL ASK OUR MEMBERS TO RE-ENDORSE OUR PLAN FOR A PROSPEROUS, SAFE AND HUGELY SUCCESSFUL HEART OF MANCHESTER.



## IT WOULD LEAD TO MORE OF THIS...





## MILLIONS MORE VISITORS

laura mercier

# HIGHER FOOTFALL

# AND MORE OF A SAY IN OUR CITY CENTRE'S FUTURE

# AND AS RETAIL FLOURISHES?

THERE ARE MORE HOTEL NIGHTS. MORE RESTAURANT BOOKINGS. MORE TICKETS BOUGHT.

MORE GLOBAL AWARENESS OF A GREAT CITY THAT'S GOING PLACES.



## DON'T JUST TAKE OUR WORD FOR IT, THOUGH.





"House of Fraser has had the privilege of working with Manchester's BID since its launch. I am delighted to say that the partnership has generated benefits for both the store and the city. We are working together to create a better shopping experience for customers and visitors."

- Anne Latham, Store Manager, House of Fraser Manchester



"We can all be very proud of the legacy of Dig the City. It's not only been a terrific boost for retailers, the festival has been a remarkable coming together of both community and business. We managed to create a summer garden festival with a uniquely Mancunian spirit."

— Jane Sharrocks, General Manager, Selfridges Exchange Square



"The Heart of Manchester BID demonstrates a very positive impact on city retail by helping to drive sales and footfall. We are delighted to work with the BID. From taking part in its events to connecting retailers, the company makes a valuable contribution."

— David Allinson, Centre Director, Manchester Arndale



"M&S has a long history of supporting the community in which we trade, especially Manchester. The BID is helping to bring retailers together and attract visitors to the city centre. With regular operational help and information too, we are delighted to be involved."

- Joanne Elliott, Store Manager, M&S



"Jigsaw continues to work very closely with the BID, which benefits us individually and collectively on King Street. We partner on everything from event planning, through to tackling operational issues such as waste collection. It is great to have a team working tirelessly on our behalf."

- Erica Roberts, Store Manager, Jigsaw



### IN DECEMBER WE'LL ASK OUR PARTNER BUSINESSES TO VOTE AGAIN ON WHAT ACTION THEY WOULD LIKE TO SEE FROM 2018 TO 2023.

## OUR CONSULTATION ON A BUSINESS PLAN HAS ALREADY STARTED.

## WE'RE VOTING ON FIVE MORE YEARS FOR THE HEART OF MANCHESTER BUSINESS IMPROVEMENT DISTRICT

## FIVE MORE YEARS...

of greater footfall of successful promotions of greater standards and security of a stronger voice for retailers

## WHAT HAPPENS NEXT?

- The current BID comes to an end in March 2018
- Following a survey in autumn 2016 and a Shadow Board process in 2017 we are consulting on whether the BID should be extended for another five years
- Monthly meetings are determining the remit of the next Business Plan and will debate how future projects could benefit the retail community
- There will be a full vote on a new Business Plan in late 2017

To share your ideas and priorities for the next BID please contact

Phil Schulze, Manchester BID Manager phil.schulze@manchesterbid.com 0161 838 3250