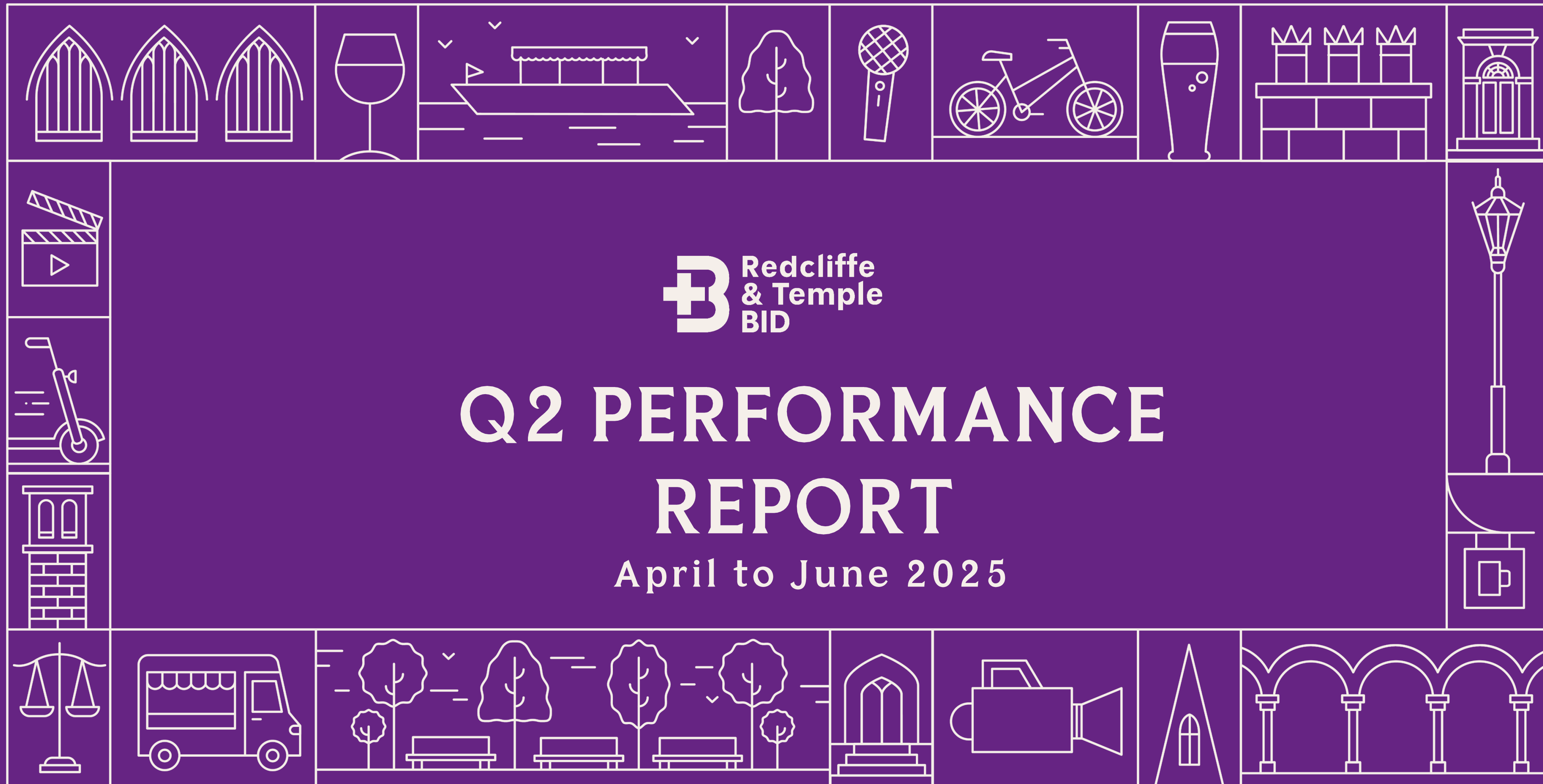




# Q2 PERFORMANCE REPORT

April to June 2025

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# CREATING AND MAINTAINING QUALITY SPACES

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# CLEANSING

Our cleansing team provide free graffiti removal and deep cleansing for businesses within the Redcliffe & Temple BID area. This quarter they responded to business requests, as well as ensured that the public realm continued to look welcoming for people working in, visiting, or passing through the area.

## Graffiti removal:

April: 94 items of graffiti removed

May: 68 items of graffiti removed

June: 174 items of graffiti removed

## Deep cleansing:

April: Temple Way footpaths and pavements

May: Counterslip and DBs Insitute

June: Three Queens Lane, Leonardo Hotel



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# TEMPLE QUAY SUMMER FURNITURE

We have once again invested in summer furniture for Temple Quay, located outside HMRC on Glass Wharf. We have also added the Shuffleboard game to be enjoyed by local staff on their lunchbreak.

We are exploring the opportunity to keep the furniture all year round and will discuss this with stakeholders in Temple Quay. This will reduce our costs and enable us to plan a longer-term planting strategy for the planters.

From August, the planters will be watered by our dedicated resource, employed by Bristol Waste, who will water all our planters across the city.

Our 'Sweet Mondays' event will take place again on Mondays in August, to attract people to the Temple Quay furniture.



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# GREEN INFRASTRUCTURE

We continue our work to improve the parks and green spaces in Redcliffe and Temple, and have been working on several locations in 2025:

- **Portwall Gardens** - Met with BCC Parks to confirm the design, awaiting final costings before work commences in September.
- **Freshford Lane Pocket Park** – Awaiting final design from BCC who hope to be able to make the improvements as part of the wider Redcliffe Way transport scheme. No BID funding needed by R&T BID, possibility to add as part of Bristol BID.
- **Quaker Burial Ground** – We have offered £10k to a joint project to improve this space to become a memorial/hope garden for those seeking asylum. Awaiting final designs before committing funding.



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# IMPROVING SUSTAINABILITY AND THE ENVIRONMENT

# BRISTOL CLIMATE & NATURE PARTNERSHIP

Three events took place in Q2:

- Intention to Action Clinic: Supplier Engagement ~20 attendees
- Understanding Impact on Nature ~45 attendees

In Q3 and Q4 three events are due to take place:

- Transforming Business Travel – [book here](#)
- Your Digital Impact – September (date TBC)
- Legal Roundtable – September (date TBC)
- Hoteliers Round Table – October (date TBC)

The ‘Getting Started Programme’ concludes on 7<sup>th</sup> July, the third workshop offering support to Bristol businesses and organisations. We will review the success of this programme and send invitations for the next round.

Case study: Two Minutes with Alison Mansfield – The Clayton Hotel – [read here](#).

Resource: Engaging Senior Leaders: [read here](#).



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# DR BIKE

The Dr Bike service continues to be a much-appreciated offer and a valuable tool to engage levy payers.

In Q2 we held 9 Dr Bike sessions, with a monthly sessions at LHG and Double Puc, and a dedicated session at Freshford House, DBS and the Assembly.

105 bikes were maintained in Q2.

These sessions have proved very popular and are fully booked well in advance.



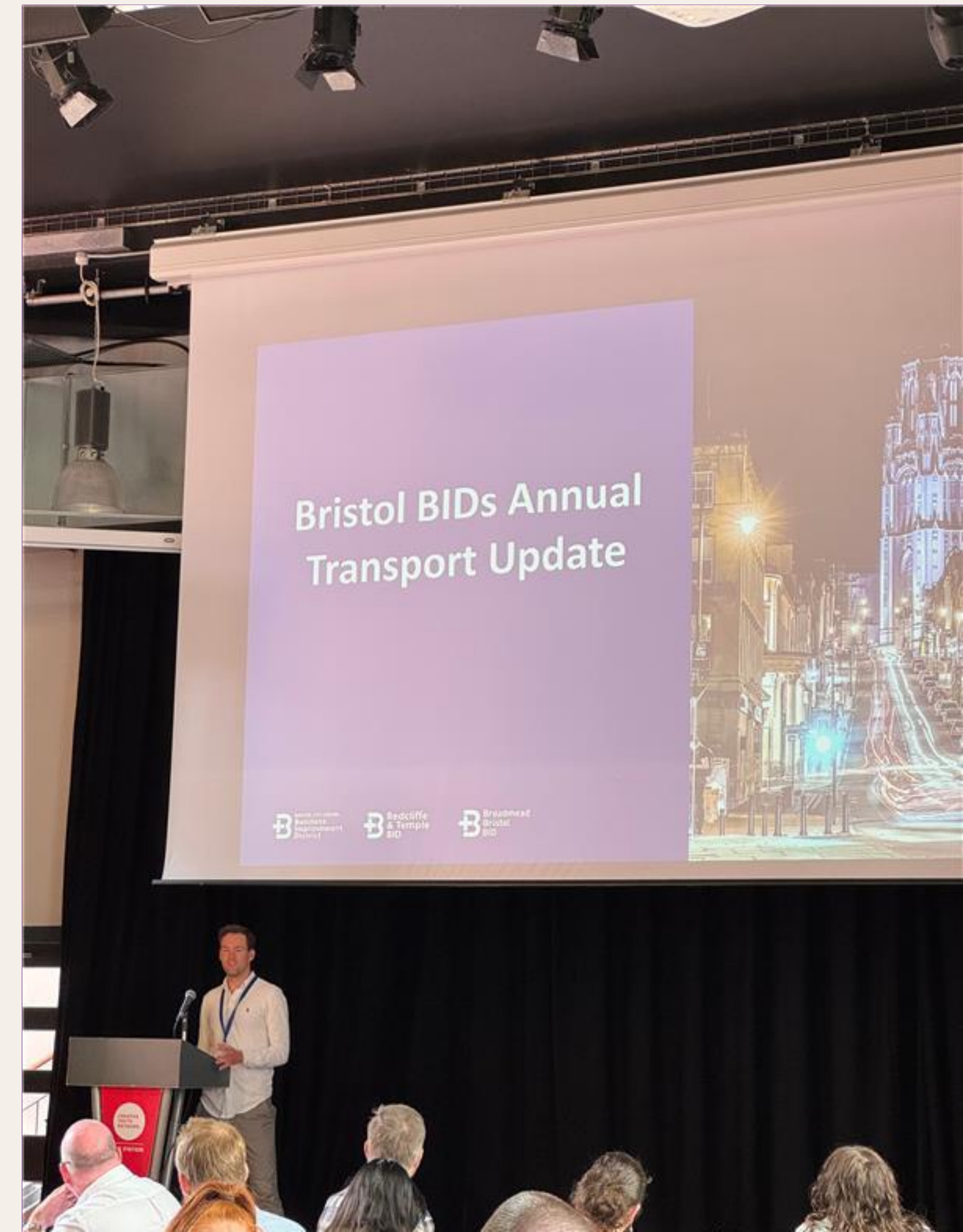
# TRANSPORT PROJECTS AND EVENTS

Our Annual Transport Update was well attended with 80 businesses in attendance to hear updates from Cllr Ed Plowden and Adam Crowther (BCC Head of Transport), attendees also provided feedback as part of a workshop on their transport priorities, see [here](#) for the feedback.

The work on Victoria Street continues with the section outside the Kings Head and Ye Shakespeare almost complete. We have been supporting these businesses with engagement throughout.

We are awaiting a date for the first meeting of the Workplace Parking Levy Steering Group, to include Business West and Bristol Hoteliers Association.

We sponsored Living Street's Annual Walking Summit which took place in June at City Hall. The event was attended by transport and design professionals and included a range of presentations and walks, including an overview by Tom from the BID team of the Old City.



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# CREATING AND PROMOTING A VIBRANT PLACE

# LOVE BRISTOL GIFT CARD

Over 190 business across the city are now signed up to accept the gift card.

## Q2 Sales

- Since the start of 2025, we have sold £27,259.28 worth of gift cards.
- May 2025 saw an increase of over 25% from May 2024.
- Since launching in June 2022, we have sold £204,975.31 worth of Love Bristol Gift Cards.

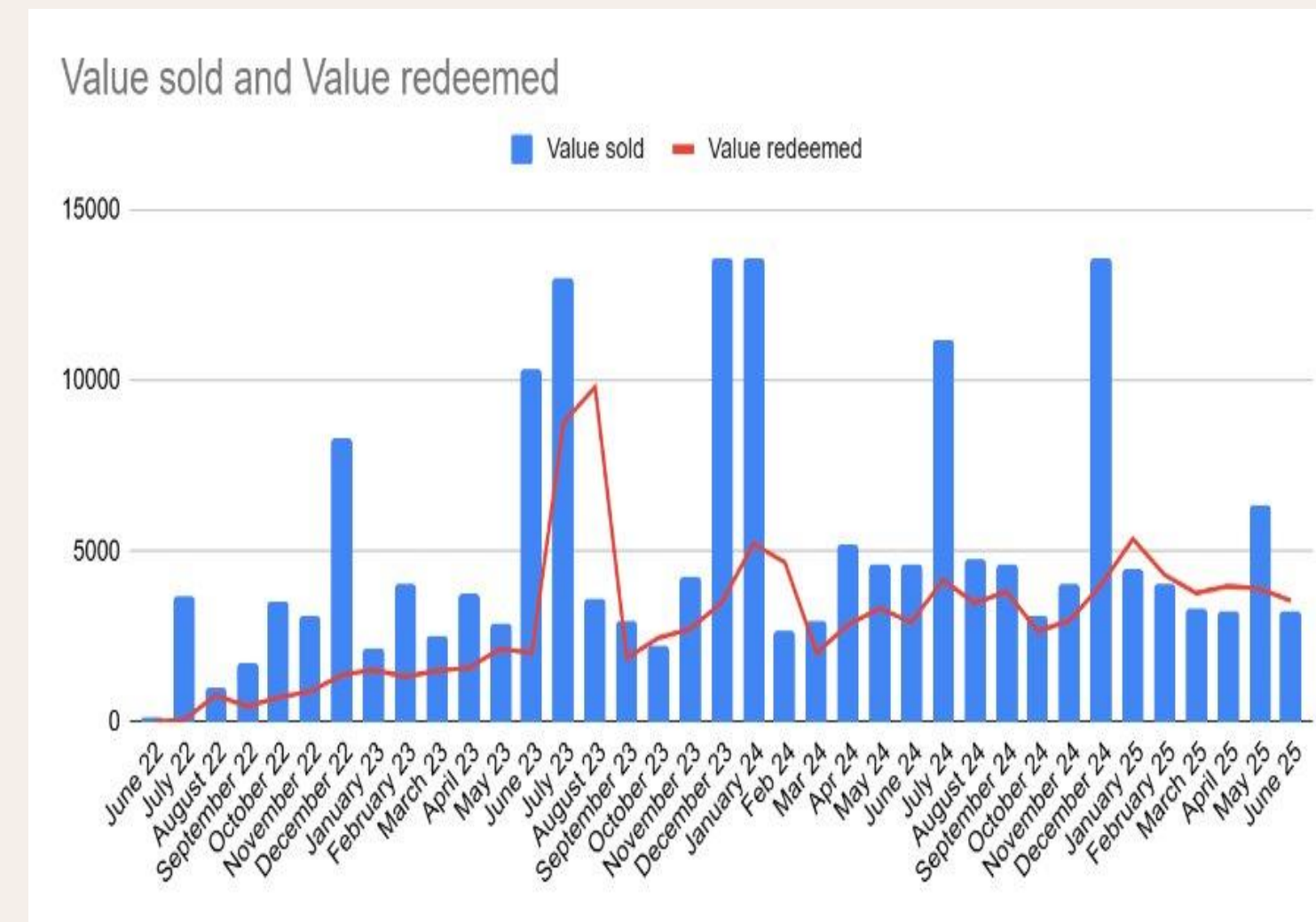
## Redemptions

- Since the start of January, gift card owners have spent £27,852.71.
- This has been another record-breaking quarter for LBGC redemptions, which are up on 2024 redemptions every month in Q2.

## Strategy

- Q2 has seen a focus on marketing with targeted campaigns around Mother's Day and End of Term Teacher's Treats as well as a call to press celebrating three years of the Love Bristol Gift Card.

If you're not yet signed up to accept the card, contact  
[Stan@bristolcitycentrebid.co.uk](mailto:Stan@bristolcitycentrebid.co.uk)



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# HENRY V INSANE ROOT

We are delighted to support Insane Root Theatre's production of Shakespeare's Henry V in Temple Church this summer. The open-air production runs from 19 June to 2 August 2025.

Alongside their thrilling open-air production, the team have curated an action-packed community programme at Temple Church with various activities, workshops and theatre performances.

From lunchtime drawing club to puppetry workshops, guided tours of the historic church to special performances of three original and thought-provoking plays. All community events are free to attend.

More info [here](#).



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# FESTIVAL OF NATURE

We sponsored Bristol Natural History Consortium's Festival of Nature 2025 which returned to Bristol from 7-15 June 2025.

Another week of in-person and online events for all ages, with film screenings, guest appearances, arts and crafts, experiments, screenings, walks, talks, tours, exhibitions and music.

The team worked with us again by programming events with employees of our businesses in mind, from lunchtime activities to events after work. In addition, for the first time the team organised a dedicated professional programme for professionals working, studying, or volunteering in the environmental, nature, or health sectors.

We will receive the detailed post report from the organisers next month.



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# CONNECTING AND REPRESENTING BUSINESSES

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# BUSINESS PLAN LAUNCH EVENT

The Bristol BID Business Plan Launch took place on the 13th May at Harbour House. 130 attendees were eager to hear about our plans to unite and expand the three existing Business Improvement Districts in Bristol City Centre.

The evening was filled with great conversations and connecting businesses across the three areas. Working towards a collective vision was a constant discussion theme throughout the evening.

Access Creative students accompanied us with live music from their talented students.



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# FREE TRAINING HUB

This quarter, 364 training events were booked across the 3 BIDs, with the top course categories being the 20-minute microlearning courses, Office 365 and Business Essentials.

**The most attended sessions were:**

Excel, Communication Skills, Protecting your Mental Wellbeing and Project Management.

During May, we ran an incentive around Learning at Work Week, to drive engagement. Anyone who attended a course during the month of May was entered into a draw to win a Love Bristol Gift Card. This boosted engagement and we saw an uplift in course attendance.

**Top business users:**

- Workman
- ARAG
- Bishop Flemming



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# BUSINESS LIAISON

In Q2 we directly liaised with over 200 individuals across our business community via email, telephone, or face-to-face meetings/workshops, and reached over 1,900 people who have signed up to our monthly newsletters.

## Key themes discussed:

- Bristol BID consultation plans
- Cleansing and graffiti removal support
- BID lunchtime events and activity
- BCRP and Streetwise support



# 02/VIRGIN MEDIA DATA INSIGHTS

The BID [Footfall & Insights](#) website pages have been updated with the latest O2/VM monthly visitor insights report which summarises our visitor numbers, demographics and spend power vs the UK averages.

These [pages](#) have received 212 visits from 60 users in Q2.



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# BUILDING A SAFE AND CARING COMMUNITY

# TAP FOR BRISTOL

## Q2 Donation totals

April: £183  
May: £249  
June: £183

Total for Q2: £615

Total for Q2 across the 3 BID areas: £3,037

Quartet have received grant applications from Creative Youth Network and Help Bristol's Homeless which are currently being considered, and the total gross donations currently stand at £156,808



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## 20 DAYS OF CALM

In April we organised 20 Days of Calm, a specially curated event programme to mark Stress Awareness Month. The campaign delivered over 20 wellbeing focused events, from line dancing and squash, to sushi making and dried flower arranging, offering experiences to help attendees slow down and relax.

553 total registrations

14 businesses from both BID areas took part in hosting events

Feedback from attendees:

99% would attend similar events in the future

86% said events helped reduce stress levels

72% said events were an incentive to come into the workplace.



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# LUNCHTIME EVENTS

This quarter we organised 5 free lunchtime events in addition to 20 Days of Calm, Festival of Nature and Insane Roots Community Programme.

With the nicer weather we are back at Temple Gardens for our bi-weekly yoga sessions, and we trialled a Pilates session.



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# NEIGHBOURLY

We hosted a Lunch and Learn workshop event in partnership with Neighbourly aimed at individuals looking to boost their company's engagement with corporate volunteering. The key focus was around how to create incentives and encourage engagement to benefit both the company and the individuals.

In June we also did a media campaign around National Volunteers Week to encourage involvement. Events were listed throughout June and promoted to the business community.



# CAREERS CONNECT

On the 29th April we hosted Educators and Businesses Connect, which saw 60 representatives from both education and business sectors that have an interest in promoting and improving early career opportunities in Bristol.

There was a panel discussion focused on how we can work together to boost opportunity and share ideas for early careers support.

Following this, we have developed a new [project page](#) that will host a variety of opportunities and programmes that businesses and educators are running.

We will promote these through our channels to the network of businesses.



# BCRP

## Bristol BCRP achieves National Standard Accreditation

Bristol’s Business Crime Reduction Partnership (BCRP) has earned the prestigious National Standards Accreditation from Police Crime Prevention Initiatives, recognising its excellence in reducing crime and anti-social behaviour. A collaboration between local and national businesses, Avon and Somerset Police, and Bristol City Council, the BCRP meets the highest national standards in governance and multi-agency cooperation. Since launching in 2019, it has supported the city’s day and night-time economies through secure intelligence sharing, crime prevention briefings, and specialist training.

Carmen Ceesay, Bristol BCRP Manager, said: “Achieving this accreditation is testament to the strength and impact of our partnership. It’s about safeguarding livelihoods, supporting staff and customer safety and boosting public confidence in Bristol. We’re proud to meet these national standards and remain focused on delivering meaningful outcomes for our city’s business community.”

This achievement affirms the BID’s commitment to community safety and strengthens the foundation for a unified citywide BID from 2025–2030.



If you have issues or concerns:  
email [info@bristolbcrp.org](mailto:info@bristolbcrp.org)

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# STREET INTERVENTION

Redcliffe & Temple BID co-funds a dedicated Street Intervention Services (SIS) officer, Lewis, who works across Broadmead BID, Bristol City Centre BID, and Redcliffe & Temple BID. Lewis is part of Bristol City Council and Avon & Somerset Police's team of SIS officers, an additional resource focusing solely on the three BID areas.

Street Intervention Services is a multi-agency team. They work closely with members of the street community persistently engaged in anti-social behaviour (ASB) and look to stop that ASB. They take a holistic approach and assess people on five key needs. They then put interventions in place to address those needs.

During Q2, Lewis and the wider Street Intervention Service team's interventions included:

- Referrals for Housing Support – 135
- Verbal Warnings – 72
- Referrals for Substance Misuse Support – 43
- Criminal Behavioural Order – 0
- Referrals for Health Support – 15
- Civil Injunctions – 2
- Referral for Financial Support – 10
- Community Protection Notice – 1
- Community Protection Warning – 12



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# BID RANGER

During the past quarter, the Ranger Service provided consistent coverage and support across all three Redcliffe & Temple (R&T) zones. From April through early May, a full-time ranger was deployed, followed by a transition to part-time support throughout June.

Over the course of this period, the ranger recorded a total of **71 business engagements**, ensuring visibility and direct interaction with a broad range of businesses across the business district.

Patrols were carried out at various key locations, including Double Puc Café, Sainsbury's on Avon Street, DoubleTree by Hilton Hotel, Gardiner Haskins, Cookpad, the Co-op in Redcliffe, Leonardo Hotel, Burges Salmon, The Assembly, The Crescent, and the Hilton Garden Inn.

In addition to these patrols, the ranger maintained a **proactive and uniformed** presence at Temple Quay, Temple Gardens, and Glass Wharf, engaging directly with security officers and members of the wider business community.

In partnership with our Street Intervention Officer and under the guidance of our dedicated PCSO, Mo has taken an active role in engaging with a range of businesses, building stronger community ties and helping to create a safer, more cohesive business environment.

This quarter's activity reflects a strong commitment to maintaining community relationships, supporting business resilience, and fostering a visible and reassuring security presence throughout the R&T area.



# DEDICATED PCSO

Redcliffe & Temple BID co-funds a dedicated PCSO officer, Nat, who works across Bristol City Centre BID and Redcliffe & Temple BID. Nat is part of Avon & Somerset Police's team, an additional resource focusing solely on the two BID areas.

This quarter, Nat has made 56 engagements with 12 individual businesses, playing a pivotal role in addressing crime and antisocial behaviour (ASB) across Redcliffe & Temple. Notable enforcement outcomes include the successful handling of:

- two breaches of Criminal Behaviour Orders (CBOs)
- serving of one injunction.

In addition, there has been a sustained effort to address breaches of Community Protection Warnings (CPWs), Community Protection Notices (CPNs), and 142 ASB interventions related to drug offences and environmental breaches across key locations.

At Temple Church, a total of six tents were actioned and removed, with one female who had been living in a tent, successfully supported into housing in collaboration with St Mungo's. At Redcliff Wharf, following the removal of a wooden structure and the clearance of waste, an ASB environmental notice was issued, and a further Community Protection Warning (CPW) was served.

Various patrols were conducted across key areas including Temple Car Park and Temple Quay. Additionally, Tesco Paragon received ongoing support in response to a series of thefts, with assistance provided to obtain relevant crime reference numbers.



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email [info@bristolbcrp.org](mailto:info@bristolbcrp.org)

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# MARKETING

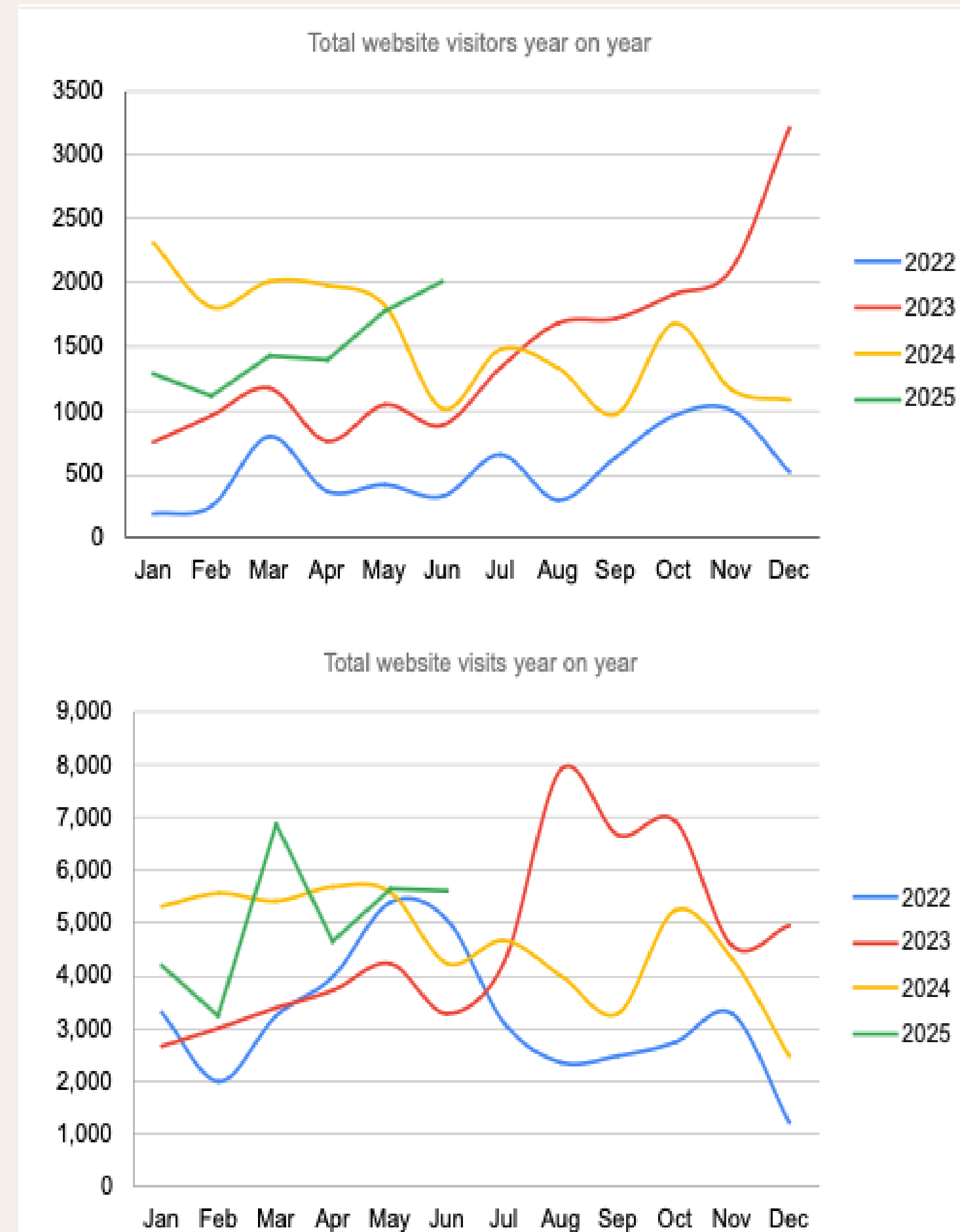
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|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| <b>JENNI TAMLIN</b><br>Marketing Manager<br><a href="mailto:jenni@bristolcitycentrebid.co.uk">jenni@bristolcitycentrebid.co.uk</a> | <b>JESS TURNER</b><br>Senior Marketing Executive<br><a href="mailto:jess@bristolcitycentrebid.co.uk">jess@bristolcitycentrebid.co.uk</a> | <b>STANLEY GRAY</b><br>Marketing Assistant<br><a href="mailto:stan@bristolcitycentrebid.co.uk">stan@bristolcitycentrebid.co.uk</a> |
|------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|

# WEBSITE

The graphs on the right show website visits and visitors year-on-year. Q2 experienced a 36% increase in website visitors, from 3,806 to 5,159. There was also a 12% increase in website visits this quarter, from 14,221 to 15,868. Figures are also up year-on-year, with an 8% increase in visitors and 3% increase in visits.

The most viewed pages this quarter include [Henry V presale page](#), [event listings](#), [event listings page 2](#), [Dr Bike event](#), and [Yoga Flow event](#).

May recorded the highest website visits this quarter with 5,626 visits from 1,766 visitors. However, website visitors were at their peak in June with 2,005 visitors making a total of 5,591 visits. June's 2,005 visitors were the highest recorded since January 2024 (2,300). Key pages of interest in June included Henry V presale page, event listings, [Henry V event](#), Dr Bike, and event listings page 2.



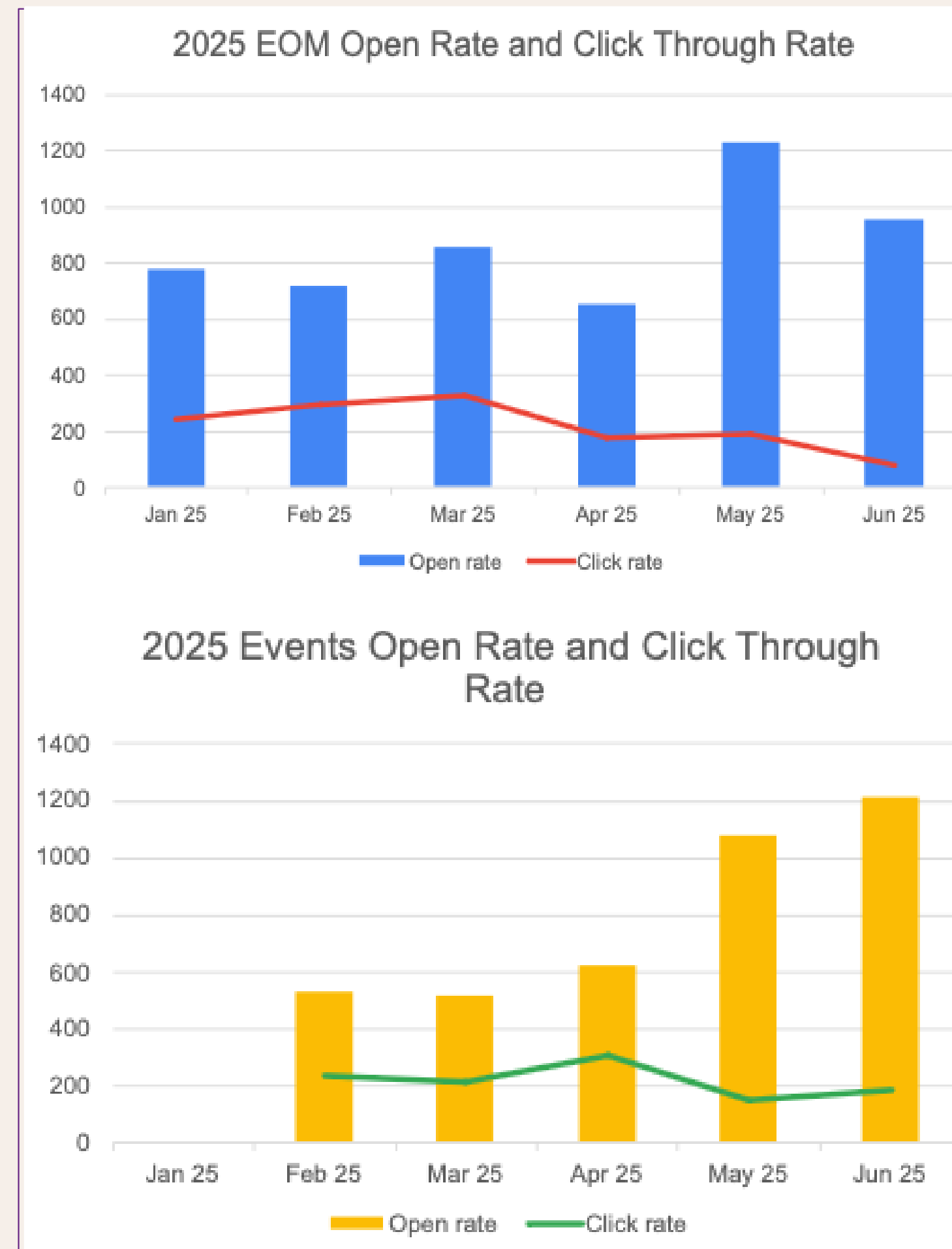
# EMAIL

This quarter, our monthly newsletters maintained strong open rates between 34-64%, and monthly event newsletters maintained open rates between 33-63%.

Our average open and click through rates for our Q1 emails include:

- EOM open rate average: 49% (versus 40% average to date)
- EOM click through rate average: 9% (versus 11% average to date)
- Events open rate average: 51% (versus 38% average to date)
- Events click through rate average: 11.5% (versus 11% average to date)

May's monthly newsletter achieved the highest open rate this quarter with 64.3% and a subject line of 'The latest updates from Redcliffe & Temple BID 🚨'. April's event newsletter achieved the best click through rate with 16.9%. This newsletter was our Stress Awareness Month special, featuring over 20 free events.



# SOCIAL MEDIA

LinkedIn was our highest growing channel this quarter with a 3.5% increase in followers, bringing our total to 1,705. Our Instagram following also grew by 2.6% this quarter.

As highlighted in our last report, algorithm changes across Instagram, LinkedIn, and Facebook in early 2025 led us to refine our social media strategy this quarter.

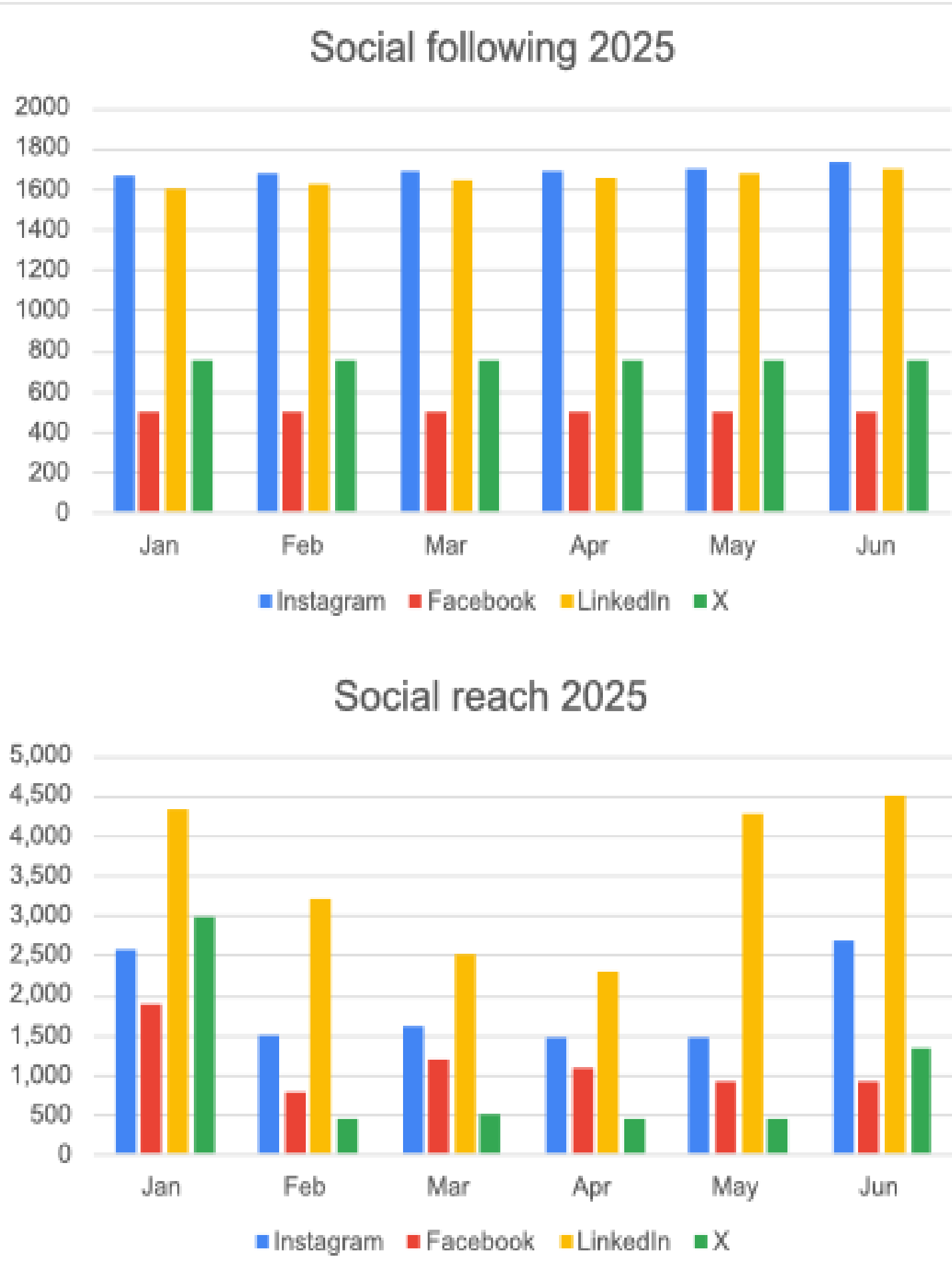
Compared to Q1, Instagram views\* increased by 15%, from 19,512 to 22,462. Accounts reached this quarter were consistent with last quarter, down just 1% from 5,677 to 5,598. Engagements (likes, comments, shares etc) also increased by 21%.

LinkedIn experienced a 10% increase in reach this quarter, from 10,046 to 11,051, along with a 1% increase in engagements.

Adapting to Facebook’s new algorithm has been our biggest challenge this quarter. Despite implementing several changes, results have yet to show a positive impact. Facebook views experienced a 28% decrease, from 8,635 to 6,191, whilst reach dropped by 24%, from 3,850 to 2,917. Engagements are also down by 27% this quarter. Adjustments to this strategy are ongoing.

X also experienced a 40% decrease in reach.

*\*Instagram and Facebook views are now Meta’s primary metric, reflecting how often users view content rather than how many accounts are reached.*



Marketing

MOST LIKED POSTS

visitbristol and 2 others

Temple Church, Bristol



Win tickets for Insane Root's Henry V 📍 Temple Church

View Insights

56

22

8

Liked by insane\_root and others

visitbristol Win tickets for Insane Root's Henry V at Temple Church... more

Likes: 56  
Views: 8,704  
Accounts reached: 6,909

bristolharbourfest and 2 others

Bristol Harbour



View Insights

46

3

3

Liked by lefthandedgiantbrewing and others

bristolharbourfest Cider, beers and bangers - all MADE IN BRISTOL. It's a proper Bristol celebration 🍻... more

View all comments

27 May

Likes: 46  
Views: 2,913  
Accounts reached: 1,716

Redcliffe & Temple BID

1,705 followers

1mo • 🌐

Big news for Bristol 🚀

Last night, surrounded by Bristol businesses and ...more



You and 29 others

2 comments • 4 reposts

Like

Comment

Repost

Redcliffe & Temple BID

1,705 followers

1mo • 🌐

Keeping the streets of Bristol sparkling under the sun! ☀️

Likes: 30  
Views: 886  
Accounts reached: 553

redcliffeandtemplebid

redcliffeandtemplebid · Original audio



586 · View insights

Boost post

27

Liked by bristolbid and others

redcliffeandtemplebid Big news for Bristol 🚀

Last night, surrounded by Bristol businesses and... more

14 May

redcliffeandtemplebid

Likes: 27  
Views: 586  
Accounts reached: 395

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# SOCIAL MEDIA: BALLOT COMMS

Throughout the Bristol BID ballot, we have shared a series of posts targeted at our business community to explain the process and highlight our key themes.

These include:

- Business plan launch video - 1,187 views across socials (May's top performing post on Instagram and LinkedIn)
- Ballot open reel – 685 views across socials
- Sustainable & Green post – 435 views across socials
- Experiences & Promotions reel – 388 views across socials
- Clean & Welcoming reel - 314 views across socials
- Safe & Supported reel - 784 views across socials (June's top performing post on LinkedIn)



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# FINANCE

# BUDGET UPDATE JUNE 2025

|                                            | Nov 24 - Oct 25 |           |
|--------------------------------------------|-----------------|-----------|
|                                            |                 |           |
| Income                                     |                 |           |
| Levy at 1.5%                               | 835,788         | 1,075,710 |
| Other income                               | 6,615           |           |
| Total                                      | 842,403         | 1,075,710 |
|                                            |                 |           |
| Expenditure                                |                 |           |
| Creating & Maintaining quality spaces      | 244,349         | 233,790   |
| Improving sustainability & the environment | 153,975         | 116,900   |
| Creating & promoting a vibrant place       | 196,530         | 208,740   |
| Connecting & representing businesses       | 81,093          | 100,200   |
| Building a safe & caring community         | 144,463         | 175,340   |
| Management and overheads                   | 121,383         | 186,030   |
| Contingency and loan repayment             | -               | 54,710    |
| Total                                      | 941,793         | 1,075,710 |
|                                            |                 |           |
| Underspend/(Overspend) current year        | (99,390)        |           |
| Underspend b/fwd previous years            | 104,001         |           |
| Total underspend/(overspend)               | 4,611           |           |

