



Supporting all essential workers and our BID businesses

St Peters Quarter BID – Activities since March 2020

We have summarised the activities the St Peters Quarter BID and their BID management company pfbb UK Ltd have undertaken during the period of Covid lockdown and recovery to ensure that ongoing support and guidance has been available for all businesses in the BID area

St Peters Quarter BID Rangers

Our BID Rangers are SIA trained, and as essential workers two of them have continued working throughout lockdown with one Ranger was furloughed until their return on 9 June. They have been providing a **daily patrol** of the BID areas, external **security checks** on premises and **liaising with businesses** via telephone and social media

Now lockdown has eased the Rangers are working 8. am – 5.15pm to cover the busiest periods of the day, to support those businesses that are open and to liaise with the public.

The Rangers have adapted to using the following working routine and measures to ensure physical distancing is enabled at all times and communication can continue with businesses.

- Rangers are communicating/liaising with businesses via phone, email and social media
- Rangers are directly posting on social media via Instagram/Twitter/FB
- The Ranger risk assessments have been amended for the current situation in consultation with the Rangers and they have been provided with guidelines regarding social distancing during COVID-19
- Rangers have been provided with PPE including face coverings, hand sanitiser, gloves and face guards for use where appropriate
- Rangers attending daily 10am street briefing with Police, DCC and partners to ensure safe operations on the streets
- They have coordinated and led the distribution of Covid Business Recovery Packs to businesses





BID Team - Home Working

The BID team are all established in home working environments. The office systems already in place has meant that this is all working successfully for both the BID Team and the Ranger Team. All telephones are redirected to mobiles and all staff can communicate as normal between the team and with outside callers. We have continued to hold virtual meetings with partners throughout lockdown

Working with the BID Industry Bodies

Our BID Management Company have been providing, supporting and reviewing the latest advice and guidelines on a daily basis, liaising with the BID Foundation, Institute of Place Management (IPM) and Association of Town & City Management (ATCM) to ensure compliance. We have also been closely monitoring what BIDs elsewhere are introducing to ensure that we incorporate best practice.



Working with member associations to lobby Government on behalf of BIDs

We undertook the following activities to ensure that BIDs were considered by the Government for ongoing support during the pandemic.

- Letters were sent to our local MPs requesting support from the Government for BIDs
- Liaison with Policy Advisers in MHCLG and dialogue with BID Industry representatives who have been having direct contact with Ministers and policy advisors, on the challenges facing BID's in respect of those coming towards the end of their current life and the issues surrounding revenue from levy bills
- Promotion of the 'Raise the Bar' campaign, lobbying the Government to increase support for businesses with a rateable value of more than £51k



Derby Economic Recovery Taskforce & Reopening the City Centre

The BID has been working closely with Derby City Council and other partners to ensure that the City Centre is safe for all visitors and workers to return to as lockdown eases. Here is a breakdown of all the actions and activities undertaken by the BID to help the recovery of the area.



Helen Wathall, Chair of the St Peters Quarter Board, sits on the Derby Economic Recovery Taskforce Steering Group.

Ashley Lewis, Our Senior BID Project Manager, is working with Derby City Council and partners as part of the Derby Economic Recovery Taskforce

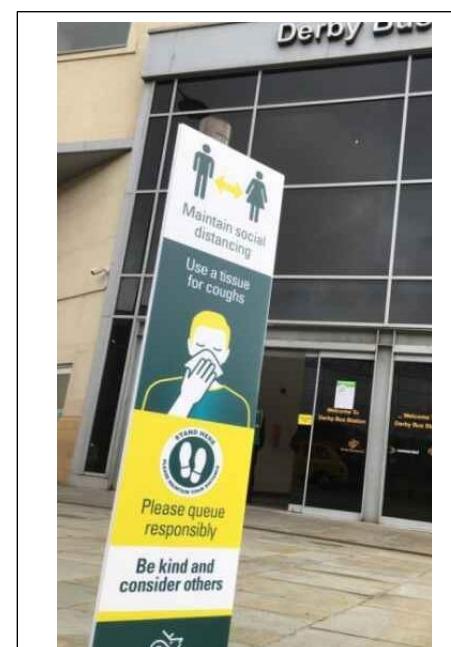
As part of the **Phase 1** re-opening of the city centre workstream the BID has worked to introduce a variety of measures in the city centre including:

- Identification of pinch points and hot spot locations re. social distancing
- Installation of 5 x sanitisation stations
- Additional cleansing
- Traffic Management in hotspot locations
- Reduced car parking charges
- Guidance signage in line with Government regulations
- Working with businesses on queue management and use of outdoor space

- **Phase 2** of the works as part of re-opening the city centre have commenced. There are four key aspects to this, as follows:
 - Co-ordinated communications to increase confidence and promote visits to the city centre, **WHILST MAINTAINING SOCIAL DISTANCING**
 - Management of outdoor space, including street cafes and potential temporary seating areas
 - Promotion of an industry standard, beyond the Government COVID-19 Secure certification
 - Vibrancy of the city centre
- Reduced parking tariffs from Derby City Council have been communicated via ebulletins and social media to assist in helping businesses welcome back their customers to the area

Ashley is also representing the St Peters Quarter BID on the City Centre Masterplan Steering Group

The St Peters Quarter BID has funded a number of information bollard covers to help remind visitors to the area to socially distance themselves from others.





Support for Businesses

Update 09.07.2020 (1pm)

St Peter's Quarter BID has put together a comprehensive guide to assist all business with the help that is currently available to them during the COVID-19 crisis.

The updated document can be downloaded [here](#).

Derby City Council have released a webpage dedicated to 'Health and Safety During the Coronavirus Pandemic'. [View the page here](#).

The East Midlands Special Operations Unit provide 'COVID-19 Cyber and Fraud Protect Message' to raise awareness among businesses and the public. Please see all updates provided so far.

A Covid-19 page has been set up on the **BID website** – this contains the latest information and grants and links to sites such as Gov.uk, Public Health, Federation of Small Businesses etc. This is being updated whenever official announcements are made to ensure all the information is as up to date as possible.

Business communications

The BID has been publishing ongoing communications during the Covid-19 Pandemic. Providing regular information to assist businesses with all aspects of help available to them and all the latest government guidance. Eve Taylor, BID Project Executive has coordinated a wealth of material for businesses

- **Regular ebulletins** have been sent out providing advice and useful information, including links to the latest Government guidance.
- Ebulletins for **Retailers, Hospitality sector, Hair Salons and Barbers, Beauty services and Tattoo Parlours and Gyms and Sports** venues ave been sent out offering guidance for reopening, in line with opening dates announced by the government.
- Posts on **social media** have continued with a mixture of advice, promotion and information for businesses and members of the public
- Ashley Lewis has spoken twice on **Radio Derby** on behalf of the BID's to discuss the impact of COVID-19 and what the BID's are doing to support.
- A number of **press releases** have been drafted and released advising on BID activities
- Daniela Ivanova, BID Project Executive, has been reviewing the **Linked In** profile for the BID and has significantly increased its profile and following
- We have held **sector specific webinars** to guide businesses through the recovery to return to work

Business support

The BID has provided a tremendous amount of support to businesses over the last four months to assist with the continuation of their operations and give guidance where possible. Actions we have undertaken are as follows.

- The BID has given support for businesses in applying for their **grants** via Derby City Council
- Other **funding options** available to businesses have also been communicated via ebulletins
- Provided regular updates and guidance on the Coronavirus Job Retention Scheme.
- **COVID-19 Business Recovery support packs** have been produced and are currently being delivered to businesses by the Rangers.

We have received an excellent response to this scheme and so far approx. 270 packs have been delivered with more to follow.

The packs contain the following items which have enabled businesses to open with the correct measures in place to make their premises safe for visitors and staff alike.





The support given to businesses by the BID has attracted some brilliant feedback from proprietors in the area. Here are just a few of the comments we have gratefully received.

During the last 4 months, the BID have posted over 1,000 messages across their social media channels to help inform businesses and the public of government announcements and help available to them via the BID

Business Recovery Pack Contents

- Social distancing floor stickers
- Social Distancing posters
- Handwashing instruction posters
- Business Essentials COVID checklist
- CQ Branded hand sanitiser
- Washable face coverings
- Distancing Tape

Riverside Baguette Company, East Street

Many thanks to St Peters Quarter BID in helping with the supply of the Business Recovery Starter Packs

After Dark Lighting, Babington Lane

We are very grateful for this pack in order to keep all staff and customers safe.

Derby City Mission

I would like to thank the Ranger who was so responsive when we let them know about a man attempting to steal bikes outside the Intu today. She was onto it immediately.

Nielsen McAllister, Green Lane

Our thanks to @SPQDerby for the delivery of our #COVID19 recovery starter pack. With this and all our new procedures, our Green Lane office in #Derby is open once again!

Jillian Hart, Babington Lane

I am delighted with the help via the Business Recovery Support package. I have some items in place, and welcome this help, as it is so costly purchasing all the items.

BusinessLive

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Enterprise • I Am Open

Starter packs issued to help Derby's independent non-essential retailers reopen safely

Cathedral Quarter and St Peters Quarter Business Improvement Districts step up support



Starter packs have been issued to a number of businesses in Derby city centre ahead of reopening (Image: J Public Relations)

By Robin Johnson Derby Business Editor

03/05/20 10:24 2020

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Non-essential retailers in the Cathedral Quarter and St Peters Quarter are preparing to reopen after lockdown (Image: J Public Relations)

The recovery starter packs are the latest initiative set up by the BIDs since the start of lockdown.

As key workers, the BID Rangers have been checking business premises, liaising with the authorities and reporting any issues to businesses.

Regular communications have also been sent out to business owners with the latest information and guidance, a business support guide has been updated regularly and a business continuity log produced and used in social media to help communicate to the public how businesses are still trading (albeit differently).

GETTING YOUR BUSINESS READY THE ESSENTIALS CHECKLIST

Preparation is vital for a smooth transition from lockdown across the UK. St Peters Quarter BID has worked to compile this advice to help you get your business, premises and workforce ready.

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Everyone needs to assess and manage the risks of COVID-19. As a business, you also have a legal responsibility for the health and safety of workers and others. This means you need to think about these risks carefully and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19. When getting your business ready for reopening, you should also make plans for any processes that need to be undertaken should restrictions or lockdown be re-introduced at any stage.

The infection spreads in the following ways:

- Person to Person

Review your staff policies

Staff and rotas
Risk assessments
Internal communications

- Review safety processes and risk assessments for employees in line with national government guidance on COVID Secure business
- Create a rota to reflect working from home, return to work, fixed teams on shift patterns and flexible working
- Consider:
 - Prioritising working from home
 - Vulnerable staff
 - Availability of public transport and parking
- Provide written or spoken communication of the latest guidelines to both workers and customers inside and outside the store. Consider the particular needs of those with protected characteristics
- Consider employees' commute, particularly if they travel by public transport
- Order the necessary PPE for staff to undertake their work safely
- If employees choose to wear a face covering, ensure proper use
- Check if your staff can apply to be tested <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>
- Develop communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work
- Consider varying opening hours, staggering shifts and working with fixed teams/partnering



Check your venue

Review policies
Deep clean
Facility inspections

- Discuss internal policies with landlord, managing agency and/or head office policies and guidance
- Heating, ventilation, air conditioning and mechanicals ahead of re-opening
- Communicate approaches and operational procedures to suppliers, customers or trade bodies
- Fire/Life Safety systems
- Carry out a deep clean
- Security measures for your office
- Undertake a post-lockdown water check to protect against Legionnaires disease
- Consider communal entrances and exits
- Provide increased waste facilities and rubbish collection
- Display signs and posters to build awareness of good hygiene procedures, including handwashing



Introduce physical distancing

Health and safety checks
Movement around premises
Minimise risks

- Identify and control access points for staff, customers and providers
- Consider one way systems to allow for distancing
- Work with your local authority, BID and/or managing agency/landlord regarding queue management
- Display health and safety policies in place across the workspace
- Provide PPE as required by the risk assessment
- Limit face to face meetings and use alternative technology
- Apply social distancing to all aspects of the premises, including communal areas
- Consider separation panels and protective screens
- Reduce maximum capacity allowed
- Mark out social distancing points
- Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is promoted
- Use back to back or side by side working as opposed to face to face



Review surfaces and point of sale

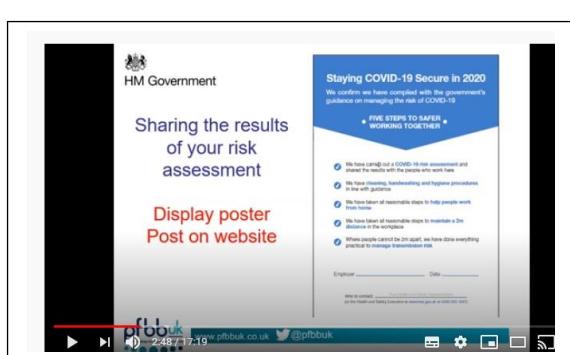
Cleansing plan
Provide sanitisation facilities
Minimise risks

- Review cleansing plan including potential new areas, hot spots, services, frequency and appropriate products as recommended by Public Health England
- Disable touchscreens, consider low-touch or no-touch switches, doors, drawers and other fittings
- Remove commonly-shared tools such as whiteboard markers and remote controls
- Provide sanitiser and cleansing products for staff
- Provide hand sanitiser at entry and exit points
- Implement a clean desk policy
- Identify safe storage areas for personal items
- Do not share equipment or hot desk
- Wipe down all work stations at end of each day or shift
- Erect screens at pay points, reception areas and between desks
- Limit customer handling of merchandise
- Encourage contactless payment/refunds



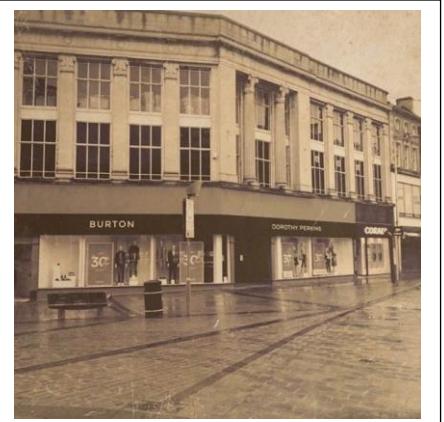
For further information on COVID-19 please see: <https://stpetersquarter.co.uk/covid-19-advice/>

For further information on COVID-19 please see: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>



- A **Business Continuity log** is being updated on a regular basis – this shows business status - which businesses are open, online traders, those offering delivery etc
- We have compiled a **Business Support Guide**, updated daily containing all the latest advice and information plus useful links, updated each time there is further guidance and sent out to businesses in the ebulletins as well as being available on the BID website

- The BID have hosted a series of COVID-19 **business support webinars** over the last three months.
- Specific advice for hospitality and evening and night-time economy businesses has been sent out and posted on the website. A dedicated webinar for this sector was held by the BID on 2 July ahead of re-opening
- Specific **social media projects** such as #Lockdownlookback and #businessinthespotlight have been launched, promoting businesses and BID activities





- A dedicated Facebook Group for levy-paying businesses has been set up to encourage communication between businesses and to promote opportunities to work together.
- The BID have become a Google Local Guide and have reviewed all business profile listings on Google Maps, suggesting updates to information and corrections where applicable to ensure the profile of businesses in the area have the correct information for the public to view.

- A number of webinars from D2N2, East Midlands Business Chamber and The University of Derby were communicated to Businesses via the ebulletins, helping to upskill staff and provide advice to proprietors.
- A guide to help businesses get the most out of their Social Media Channels was provided via ebulletins and the BID website.
- The BID also compiled information regarding contactless payment systems to assist businesses with implementing changes if they did not already have these systems in place.



Crime and safety

During the lockdown period the BID have liaised with the police and other agencies to monitor crime and safety in the area. The BID team have also been communicating with businesses in the area to help them put the correct measures and PPE in place for returning to work.

- Daily patrols performed by the Rangers with security checks on premises in the area and reporting any issues to proprietors.
- Business crime updates have been included in the ebulletins and are available to view on the COVID-19 page on the BID website
- The Senior BID project manager is in regular contact with Derbyshire Constabulary to ascertain what the police presence is in the city centre and what contingency plans are in place
- The BID has confirmed with DCC the latest on CCTV monitoring times and additional locations
- The option for additional security was fully researched – thankfully, however, the level of crime during the lockdown period did not increase significantly and this was deemed not necessary.
- An ebulletin that listed a number of local and national PPE suppliers was communicated to businesses to aid them in preparing their business for reopening safely.
- Daily briefings with the Police and other partners



During lockdown, each Ranger has walked a total of approx. 600 miles whilst patrolling the area and checking business premises were safe and secure



Entertainment

St Peters Quarter BID provided some virtual entertainment during the 4-month period of lockdown, helping to deliver the 'Welcome and Entertaining' objective of the BID business plan.

- The BID arranged free virtual entertainment with SPQ Lockdown Live. Three acts that have often performed at the St Peters Quarter Live events agreed to weekly performances live from their living room which the BID then shared via the Facebook Watch Party platform.
- To celebrate VE Day 75, the BID suggested a timetable of how you could celebrate the day from the comfort of your own home. This included a live performance via Facebook from Lily Lovejoy Vintage Vocals who has been a regular performer at St Peters Quarter events for many years.

Health & Wellbeing

The coronavirus outbreak has been an unprecedented time for everyone. The measures we must take to limit the spread of the virus has led to big changes to the way we live our lives. The BID has communicated how it is important you look after your mental health as well as your physical health during this time.

- Tips for those working from home were provided via ebulletins and social media to help people adjust to their new working environment
- Free online exercise classes from Derby Active and The Breathing Space continue to be communicated via the BIDs ebulletins and social media channels.

St Peters QUARTER DERBY

Working from home tips

Set the Rules
Dedicate an office space and decide on your working hours and breaks and stick to them.

Communicate clearly
Make sure you communicate clearly what tasks you have undertaken to avoid duplicating jobs.

Have fun
Make sure you take a break and find some time for an out of work chat with your colleague, perhaps a 'coffee break' over the phone?

Learn from it
At exceptional times like this, make sure you take the most out of it. Write down any innovative ideas that come to your mind for more efficient work in the future and share them with the team.

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