

## An update on image enhancements

**The West Chester Commercial BID team is committed to ensuring the cleanliness and appearance of the estate is maintained throughout the year.**

As a result, the BID team helps organise and deliver a range of cleaning and maintenance provisions to try and ensure that the BID area is clean, tidy and appealing to visitors and the businesses that work here.

One way in which the BID does this is through monthly audits of the estate. Following these audits, a report is prepared for the Supervisor of Cheshire West and Chester Council's Street Care team and meetings are then held with the Supervisor to work through any issues that may be arising.

Working with the council, the West Chester Commercial BID has also secured a small team to look after and maintain the aesthetics of the estate.

This will see a range of services being carried out at different times each month such as grass cutting, weed control, shrub bed maintenance, hedge cutting, mechanical sweeping to hard surfaces and a pedestrian weekly litter pick.

As well as your BID team looking to pinpoint potential issues, it is important that you notify the council of any problems you discover such as litter, fly tipping and overgrown verges.

You can do this via the 'Your Streets Portal' which can be accessed here: [www.westcheshireyourstreets.co.uk](http://www.westcheshireyourstreets.co.uk).

Once you're on the homepage all you have to do is click the Streetcare Pledge tab and then provide the details of your issue.

By working together we can do our best to try and ensure that West Chester Commercial BID is a great place to work and do business.

## Policing on West Chester Commercial BID

**The West Chester Commercial BID has a close working partnership with Cheshire Police.**

Since the start of the BID in September 2017, we are pleased to announce that the crime figures have reduced.

If you have any security concerns, please remember that all businesses have the link to the local Police at Blacon via the BID or direct to the staff at Blacon Police station.



You can contact the team at Blacon Police Station on any of the below email addresses if you are experiencing any unwanted criminal behaviour or want advice on how to make your premises more secure:

- [martin.quick@cheshire.pnn.police.uk](mailto:martin.quick@cheshire.pnn.police.uk)
- [hannah.templeton@cheshire.pnn.police.uk](mailto:hannah.templeton@cheshire.pnn.police.uk)
- [joanne.pendrey@cheshire.pnn.police.uk](mailto:joanne.pendrey@cheshire.pnn.police.uk)

The PCSOs have access to a Crime Prevention Officer and their Sergeant and the team, at the request of the West Chester Commercial BID, often patrol the Sealand Industrial Estate and Chester West Employment Park on foot or by car.



# Message from the Chair

**A**s I write winter seems to be on hold, as are we all, waiting to see how business life will pan out after the 31st January as we prepare for our actual exit possibly by the end of this year. Whichever way it goes, West Chester Commercial BID will be seeking to make our working environment as pleasant as possible.

I am sad to report that Mark Henshaw, who has been involved in the project since 2015, has resigned from Groundwork and will no longer be doing his excellent work for us. I will make sure his replacement will be just as effective and dedicated.

We will be supported in the interim through the Groundwork BID Team which will be led by Jane Hough with support from Stephanie Leese and Hugh Shields, with a permanent position being recruited for during January / February 2020.

The newsletter contains details of changes that have already been made; increase in our security patrol cover, the upcoming training courses, our partnership with Cheshire Police and their contact details, summary of the response to our BID customer care visits and an update on the area's image enhancements.

Not on the newsletter but in the early planning stages is an application for funding for a pocket park near the football ground, the installation of our signage (with most problems having been resolved) and updates to our website to ensure its usability by all of our members.

Please visit [www.westchesterbid.co.uk](http://www.westchesterbid.co.uk) and let me have your feedback of what you feel is missing or how it could be improved. It should be a tool for all businesses in the BID area to improve their productivity by



finding local suppliers, recruiting staff, communicating and solving one-off problems, as well as finding off-road parking spaces for our staff etc.

The wheels of bureaucracies grind exceedingly slow, but be assured we (the board) are applying much pressure to get the projects moving along.

Yours Sincerely,

Jordi J Morell,  
Chair of the West Chester Commercial  
BID Executive Board



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# Security provision increased on the estate

**S**ince the inception of the West Chester Commercial BID, security has been provided on Bank Holidays and over the Christmas period.

So not only will Bank Holidays and Christmas be covered but now one weekend each month will see a security officer and marked vehicle on the estate.

On top of this the BID will also be providing five extra 12-hour shifts during December to give an extra layer of security when the daylight hours are at their shortest.

However from this year, and after listening to feedback from businesses, security provision will be increased.

This will take place on either Friday and Saturday or Saturday and Sunday evenings and each shift will last for 12 hours between 6:00pm and 6:00am.



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# How you can save money through the BID

**A**s a BID, we are always looking at ways in which we can help and support the businesses on the estate to make the day-to-day running of companies more efficient and cost effective.

We are therefore keen to remind you of our partnership with Power Solutions. The Chester-based organisation is able to offer a free energy review service to businesses which may help you save money.

Power Solutions have previously worked with a number of other Business Improvement Districts including CH1

in Chester, where businesses have reported great savings.

Regardless of the size of your business, as a BID levy payer you are entitled to use this free service that the West Chester Commercial BID is providing.

David Harrington-Wright, who is the Director of Old Port Spa Aesthetics and Director & Chair of Chester Football Club, has seen huge benefits from working with Power Solutions.

“As a Director of two local businesses, one being Chester FC, I cannot recommend highly enough the services of Power Solutions UK.

They have saved us over £1000 on our gas contracts with more savings to follow on the electric usage.

“The customer service is excellent, they constantly monitor your contract and rates and will advise if things can be found cheaper. Other than a signature from us they handle everything else. Brilliant when you are busy, as it is a job you know should be done but rarely have the time to do.”

If you want to see how Power Solutions could help you, simply call Christine Scott on 01244 391 512 or email her on [christine@powersolutionsuk.com](mailto:christine@powersolutionsuk.com).

# Findings from BID customer care visits

**A**t the end of summer 2019, the West Chester BID Officer carried out customer care visits around the estate.

These visits take place to ensure that the BID team has the correct contact details for businesses and that everyone is aware of the different services that the BID provide.

The BID Officer engaged with over 70 businesses and his findings are as follows:

- ▶ Businesses are very satisfied with the security, training courses and rapid text service that is provided by the BID.
- ▶ The majority of businesses are planning to stay within the West Chester BID area and have forecasted a growth in business over the next 12 months.

- ▶ The majority of businesses are pleased with the work that's been carried out by the BID so far.
- ▶ A popular request from businesses was the extra provision of security on the estate.

- ▶ The main concern for businesses are the hazards caused by the amount of on-road/pavement car parking within the BID areas.
- ▶ Not all businesses are aware that the BID has direct links to Cheshire Police and that businesses have access to three PCSOs.



**Cheshire Constabulary**

If you have any queries about the above, please email [Stephanie.Lease@groundwork.org.uk](mailto:Stephanie.Lease@groundwork.org.uk).

# Future training courses with West Chester Commercial BID

**A**ll companies who are based within West Chester Commercial BID are entitled to attend any of the many training courses that the BID runs throughout the year.

The courses are free of charge to any employee who wishes to attend as they are all funded and delivered through the BID.

The courses are designed to cover as wide a variety of topics as possible, ranging from Health & Safety to Fire Marshal Training.

These are all important aspects in keeping your work environment safe and running as smoothly as possible.

Please see right for a full list of upcoming courses:

**Level 2 Award in Health & Safety in the Workplace** – Thursday 6th February 2020

**Emergency First Aid at Work** – Monday 10th February 2020

**Fire Marshal Training** – Wednesday 13th May 2020

For more information, or to book onto a course, please contact Stephanie Leese on [Stephanie.Lease@groundwork.org.uk](mailto:Stephanie.Lease@groundwork.org.uk).