



West Chester  
Commercial BID

# SPRING NEWSLETTER



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# MESSAGE FROM THE CHAIR

Spring is here and brings with it a 10% average increase in all our costs, but the lead story in this bulletin is about the work Groundwork and Cheshire West and Chester Council (CWaC) have been doing to help us reach our target of net zero. Some of our costs have reduced as a result of the efforts made to achieve this environmental target. I would encourage you all to take advantage of any sustainability initiatives as they arise.

Lack of parking spaces is a major problem on the estate, exacerbated by the closure of the Park and Ride and the spaces that were allocated for private parking to local businesses. It has led to people parking illegally, made it difficult for people to get to work and can discourage people from visiting our businesses.

The BID has been making representation to the council about the problems that the Park and Ride closure is causing. However, we may get more success by individually contacting Rose McArthur, Director of Transport and Highways at Cheshire West and Chester Council, requesting that at least the car park is opened if not the Park and Ride as well. Her profile on LinkedIn is: [www.linkedin.com/in/rosemcarthur](http://www.linkedin.com/in/rosemcarthur).

The CCTV has again been delayed, this time by concerns with the structural integrity of some of the lighting columns. OneTek is liaising with CWaC's lighting department to overcome their concerns.

The delays however have had an upside. The camera manufacturers consider our project to be highly innovative and a great case study which has meant the capability of the cameras is hugely improved compared to what we first considered.

Elsewhere, training courses have been a great success and businesses are filling up the places as soon as they come out. In light of this, the board has approved extra funding this year to ensure everyone who needs a place can get one.

There is a lot of helpful information in this Spring Bulletin which I would encourage you all to check out.

All that remains is to wish you all a happy spring.

Yours Sincerely,

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



# THE ROAD TO NET ZERO

In the BID 2 proposal for West Chester Commercial BID, it was outlined that the BID is committed to working towards the creation of a net zero business park.

As part of this, the BID will be focusing on developing and delivering sustainable business support initiatives to support both the COP 26 and net zero agendas.

Schemes in line with this could include carbon literacy training, feasibility assessments for smart renewable energy networks, business resilience support to manage extreme weather conditions, energy audits and net zero related activity.

With the above in mind, the BID team has set aside a budget for these projects which will be utilised in the future.

In the interim however, Groundwork has been liaising with CWaC to facilitate initial short-term support which is being funded through the government's Shared Prosperity Fund.

The aim of this is to enable companies in the region to identify opportunities where they could reduce their energy usage and begin working towards net zero.

Part of a wider scheme entitled 'Race to Zero', it is expected that grants will be available later on in the year to support companies who have registered with the service.

## What is available as part of Race to Zero?

- Funded telephone consultation support
- On-site audits for larger energy users
- Online information sheets and FAQs detailing energy efficiency and renewables

To access the service, please go to:

[www.racetozero.org.uk](http://www.racetozero.org.uk)

And for more general information, please take a look at:

<https://bit.ly/3noBxZw>.

# RacetoZero



## LOOKING TO HIRE OFFICE SPACE?

Are you on the lookout for flexible office space?

Is your business downsizing but still requires a presence here on West Chester Commercial BID?

Obsidian Offices is delighted to announce a new service that fully embraces the working world we currently find ourselves in.

As part of the offer, anyone can hire an office for the day that is private, professional and provides the perfect environment for focusing on work.

On top of this there will be friendly receptionists on hand all day and high speed internet is included.

Why not try it free once a week for four consecutive weeks? After that it will be £55 per day.

Contact Obsidian directly for more information:  
[www.obsidianoffices.net/contact-us](http://www.obsidianoffices.net/contact-us).

## THE LATEST ON THE CCTV PROJECT

There have been a few setbacks to the installation of the CCTV and ANPR cameras.

OneTek, the supplier of the CCTV infrastructure, are in talks with the lighting department regarding the structural integrity of the lighting columns that the cameras will be mounted on.

Despite this however, the delays have meant that a number of key improvements have been possible.

### These include:

- Increased resolution (20MP up from 15MP)
- ANPR capabilities across all cameras providing internal movement data
- AI analytics for searching, event discovery and people counting
- Audio analytics which can 'listen' for the sound of glass smashing
- Triple redundancy for recording – this records locally within camera, to the cloud and to our servers
- Ten-year warranty instead of five

The BID will keep you updated over the coming weeks and months regarding the progress of the project.



## SUSTAINABILITY PROJECT RECEIVES NATIONAL RECOGNITION

Efforts to make a popular Chester attraction more environmentally-friendly have been recognised at the National Energy Efficiency Awards.

A wide range of sustainability improvements have been installed at Blacon Adventure Playground thanks to funding from housing provider Sanctuary as part of the organisation's commitment to achieving net zero carbon emissions.

The project was awarded third place in the Multi-measure Project of the Year category. Designed by sustainability consultancy Anthesis and installed by Hewer FM, the upgrades include new solar panels, energy efficient lighting and an air source heat pump, while hands-on learning materials have been added too. These are designed to encourage visitors to find out more about sustainability.

The upgrades have already reduced CO2 emissions at Blacon Adventure Playground by more than five tonnes a year, while Avenue Services is now working with CWaC to deliver further improvements with the long-term goal of becoming net zero.



## BACK OF THE NET - GOALS SCORES AWARD

Goals, which has a centre here on the business park, has won the Feefo Platinum Trusted Service Award. An independent seal of excellence, the award recognises businesses that consistently deliver a world-class customer experience and use the Feefo platform to collect verified reviews.

It is quite the accolade for Goals, as the Platinum Award is reserved for businesses that have achieved the Gold standard for three consecutive years.

Chris McColl, Customer Services Manager at Goals, commented:



*With over 3,000 five star reviews and an average customer rating of 4.7 out of 5, it shows we have again listened to what customers want, resulting in gaining the Feefo Platinum Trusted Service Award for the second year in a row!*

*Our clubs go above and beyond to offer a fantastic experience, and coupled with our customer service team, we are delivering both on and off the pitch. On behalf of Goals and my customer services team, we are ecstatic and humbled again to be recognised with this amazing award.*



To learn more about Goals in Chester, take a look at: <https://bit.ly/3zgzqtr>.

## SUCCESS FOR BIG YELLOW CHRISTMAS TOY APPEAL

Big Yellow's annual Toy Appeal once again proved to be a festive hit with thousands of donations distributed to various local children and family charities in time for Christmas.

With the impact of the cost-of-living crisis being felt across the country, staff set out with the aim of ensuring those most in need had presents to open and were delighted at the volume of donations.

Jeff Banks, Business Development Manager and Toy Appeal co-ordinator, praised people in the local area for their efforts:

*"Each year our Toy Appeal receives tremendous support from the local community and on behalf of Big Yellow and the charities that benefit from the donations, I'd like to thank them for what they have once again helped to achieve."*

*"On behalf of the store, I'd also like to say thank you to the local business community who also helped with our appeal. Special praise goes to Morrisons in Saltney, supporters of Chester FC and to Upton High School who once again provided the Toy Appeal with fantastic support."*

Planning for the 2023 Christmas Toy Appeal is already underway and if you or your business would like to get involved, please contact Jeff Banks at Big Yellow Self Storage Chester by calling 01244 399993 or by emailing [chester@bigyellow.co.uk](mailto:chester@bigyellow.co.uk).



# WEST CHESTER COMMERCIAL BID UPDATES

## 2023 AGM

The West Chester Commercial BID AGM will be taking place on Thursday 11th May between 12:30pm and 2:00pm at Chester Football Club. A buffet lunch will be served. This is a great opportunity to hear about what the BID has achieved in the past 12 months. The BID Team will be on hand to answer any of your questions.

All are welcome, and if you cannot make it, please feel free to send a business representative in your place. If you wish to attend, please email [hugh.shields@groundwork.org.uk](mailto:hugh.shields@groundwork.org.uk) and let us know if you have any allergies or dietary requirements by Friday 5th May. We look forward to seeing you there!

## Greener travel options

CWaC and the itravelsmart project would like residents and workers based in Chester and Ellesmere Port to talk to the Smarter Travel Team about greener, cheaper and healthier commuting options.

CWaC constantly strive to provide information on sustainable travel options as well as the latest timetables, route maps and travel freebies to help people on their way. For more information, please see: <https://bit.ly/3INTNuZ>.

## Energy Bills Discount Scheme

A new energy scheme for businesses, charities and the public sector was confirmed in January before the previous scheme ended in March. It means all eligible UK businesses and other non-domestic energy users will receive a discount on high energy bills until 31st March 2024. Find out more here: <https://bit.ly/3mkcV3N>.

## Fuel prices

Did you know that you can find the cheapest petrol and diesel prices in your area online? Check out the following link to compare prices today: <https://bit.ly/3J5T5C1>.

## Vacancies

Please let us know if you have any job vacancies you would like to advertise and we can include them on our website. Simply email [hugh.shields@groundwork.org.uk](mailto:hugh.shields@groundwork.org.uk) and ensure a closing date is included. All vacancies will be sent to our partners at Job Centre Plus and other job advertising agencies in Cheshire. BID Manager Hugh will also promote your vacancies at any job fairs he attends throughout the year.

## Training

The BID's free training courses continue to prove very popular and the uptake has been exceptional. If you are looking for training for your staff, please contact [Stephanie.Lease@groundwork.org.uk](mailto:Stephanie.Lease@groundwork.org.uk) to see what is available.

## Loyal Free App

Don't forget to download the CWaC Loyal Free app. The app aims to showcase vital area information for residents and visitors including a local guide, exclusive deals and loyalty schemes, fun local events and interesting trails. Businesses can benefit from advertising opportunities, customer insights and social media support. For more information, please take a look at: <https://bit.ly/3zcrOIC>.





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CommercialBID

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