

SEPTEMBER 2018



Chester BID

Annual Customer Service Awards 2018



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Your City Newsletter



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Get the date in your diary!

After another successful summer, the team are now working hard on CH1ChesterBID's annual celebration of everything that is great about BID businesses in Chester - **the 4th CH1ChesterBID Customer Service Awards!**

The Awards Ceremony & AGM will take place on **Tuesday 16th October** at the prestigious Chester Grosvenor Hotel and promises to be our biggest and best awards so far. In addition to our established categories we have introduced a Star Employee Award for 2018 to give businesses the opportunity to highlight those team members who always go the extra mile and give visitors a true Chester experience. If you have a colleague or employee who you think fits the bill, please get in touch.

Looking ahead

Also, this month we begin Year 5 of CH1ChesterBID's first term and enter one of the most important periods of the BID's lifecycle. Over the next 12 months we will be asking for your views and opinions about what you would like to see from CH1ChesterBID in future and how we can most effectively support our member businesses.

So much has changed since the development of the BID began back in 2012; politically, economically and physically, Chester is a very different city. It's important that we understand the needs of businesses, so we can effectively support you to adapt to the challenges of running a business in 2018 and beyond.

The feedback you provide will help us develop a new business plan before a ballot in 2019 when businesses will be given the chance to vote to say if they would like the BID to continue for another 5-year term.



Carl Critchlow,
CH1ChesterBID Manager

City Centre Management

HELPING MAKE CHESTER A SAFER PLACE ON A NIGHT OUT

The Purple Flag Steering Group led by CH1ChesterBID works on projects to make the evening and night time economy safer and more welcoming for our visitors. This month sees the launch of two major new initiatives:

■ Street Safe

Street Safe is a manual for licensed premises produced by Cheshire Police, Chester Pubwatch and funded by CH1ChesterBID. The manual contains lots of useful information about regulations governing licenced premises and practical steps that can be taken to make premises safer and more welcoming for customers.

■ Chester Safe Space

The Chester Safe Space is being launched on **22nd September** and will operate on Saturday nights between **10pm – 4.30am**. It is a mobile unit and will be placed in the pedestrianised area of Foregate Street, near the Eastgate Clock. It will be staffed by paramedics, supported by volunteers and SIA registered security staff working closely with the police and street pastors.

Safe Space is a national initiative which presently operates in 55 cities and towns. The purpose of a Safe Space is to provide help to people who have become vulnerable on a night out and require first aid or emotional support.

A 2017 study commissioned by the Portman Group, the body responsible for drinks producers in the UK, reported areas with a Safe Space save up to £9.31 for every £1 invested in them. This was through reduced admissions to A&E and reducing demand on police and ambulance services.

In addition to providing first aid, it will operate as a meeting point for people who have lost their friends or just need a safe place to rest for a while.



Open up this newsletter to reveal your Chester city centre calendar for October!

Marketing and Events

CH1 CHESTER BID CUSTOMER SERVICE AWARDS 2018

Join us at The Chester Grosvenor Hotel on Tuesday 16th October from 5.30pm for an evening celebrating the #ChesterStars that are our city centre businesses.

RSVP to info@ch1chesterbid.co.uk or 01244 403680.
Please note, there is a limit of four tickets per business.

Don't forget to put forward your STAR employee!

STAR Employee is a new category we have added this year. This is where you get to nominate one of your employees who gives five-star customer service! All you have to do is tell us about a time you have seen them go the extra mile for one of their customers. For more information, go to www.ch1chesterbid.co.uk/CSA2018



CH1 SPOOKTACULAR RETURNS TO CHESTER CITY CENTRE!



How can you get involved?

- Sign up for our city-wide Trick or Treat Trail running from 27th – 31st October. You'll be listed on the entry form and will be provided with sweets and a spooky item to hide in store!
- Donate a prize for extra promotion alongside this activity.
- Tell us what you're doing! If you are hosting your own in-store activities be sure to let us know as soon as possible so we can promote them.

For more information email emily.ghazarian@ch1chesterbid.co.uk or call 01244 403680.



Make sure you sign up to the CH1ChesterBID e-newsletter for regular updates by emailing info@ch1chesterbid.co.uk and asking to be added to the mailing list!



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OCT 2018

MON	TUE	WED	THUR	FRI	SAT	SUN
1	2	3	4	5	6	MBNA CHESTER MARATHON 9:00am Chester Racecourse, CH1 2LY
8	9	10	11	12	OPEN DAY University of Chester, CH1 4BJ	14
LIGHTING OF TOWN HALL FOR BABY LOSS AWARENESS Town Hall Square, CH1 2HQ	CH1 CHESTER BID CUSTOMER SERVICE AWARDS & AGM The Chester Grosvenor Hotel, CH1 1LT	17	18	MORRIS MEN IN CHESTER UNTIL 24TH OCTOBER Town Hall Square, CH1 2HQ	HEALTH & HEALING FESTIVAL Chester Racecourse, CH1 2LY TASTE CHESHIRE FARMERS MARKET Town Hall Square, CH1 2HQ DIWALI PARADE Eastgate Street, CH1 1LT	HEALTH & HEALING FESTIVAL Chester Racecourse, CH1 2LY
22	23	24	25	HALLOWEEN GHOST TOURS UNTIL 31ST OCTOBER Town Hall Square, CH1 2HQ	CITY WIDE TICK OR TREATING Across the city centre FREE FILM SCREENING: COCO 11:00am Grosvenor Museum, CH1 2DD HALLOWEEN CHARACTERS Across the city centre	CITY WIDE TICK OR TREATING Across the city centre CHESTER SPOOK WALK Town Hall Square, CH1 2HQ HALLOWEEN CHARACTERS Across the city centre
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29	30	31				Free Parking at Chester Racecourse

Don't forget to send any offers, promotions or details of events you have to info@ch1chesterbid.co.uk