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VICTORIA BUSINESS IMPROVEMENT DISTRICT

2018/19

ANNUAL REPORT





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IN PICTURES

- 1. Our De-Stress Station at Westminster Tube Station
- 2. Award winning musical Hamilton now calls Victoria its home
- 3. Our Cleaning Team also assist with wayfinding

Unless otherwise stated, all photos by Mickey Lee.
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VICTORIA BUSINESS IMPROVEMENT DISTRICT

2018/19

ANNUAL REPORT

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Foreword

As the BID approaches the end of its second term, heralding 10 years of delivery across Victoria, we are proud to publish our latest Annual Report. As you will see, the report reflects on the continued hard work of the BID team and our partners, with substantial achievements across our core themes of ‘Public Realm’, ‘Clean & Green’, ‘Safe & Secure’, ‘Sustainable Prosperity’ and ‘Destination Victoria’.

Overall, it’s been a busy year. Not only across our core themes, but also looking more strategically at the long term stewardship of the area and the role the BID is playing. 2018 saw the successful ballot outcome for our sister BID - Victoria Westminster - and over the past year the two BIDs have worked closely together to deliver added benefits to both areas. A joined up approach to the activities of our street teams (ambassadors, cleaning and security), for example, is not only securing economies of scale but we are able to take a bigger, more strategic view of these vital on street operations.

Alongside this, we have seen strong progress on some of our visionary and strategic projects, namely Christchurch Gardens and the ambition to upgrade Victoria Railway Station.

With ongoing uncertainty around Brexit, there is also a growing acknowledgement that all areas in the capital are raising their game, no matter how well known or iconic. The drive to compete for the best talent, a rightful share of the tourist market and entice domestic visitors has never been more important. Our work with the Victoria Westminster BID, and also with the neighbouring Northbank BID is creating a powerful business alliance for South Westminster, giving businesses in Victoria an even greater voice.

Operating under the banner of the ‘South Westminster Business Alliance’ this partnership approach will provide the Victoria BID with an even louder voice on the issues impacting our

business community, such as air pollution, infrastructure investment and security. With a Mayoral election next year, and increasing competition across the capital, being able to push the priorities of Victoria’s businesses is more vital than ever.

Over the last year, we have held events with our sister BID, such as our hugely successful International Women’s Day panel discussion at the House of Lords. We also hosted a high level lunch at the international property conference, MIPIM, alongside colleagues from other central London BIDs (Victoria Westminster, Northbank, New West End Company, Heart of London and Cheapside Business Alliance).

These events created a platform for the Victoria BID to raise important issues, such as the need to continue the vital public / private partnership work to help deliver the best outcomes for all the communities of Victoria - workers, residents and visitors. The greater collaboration between neighbouring BIDs is helping to demonstrate the strength of BIDs and the important role we are playing in the stewardship of London.



BIDs in the capital are a powerful and strategic force for good. From transformational public realm projects, to supporting small businesses and making areas safer, cleaner and more pleasant places to visit or work, BIDs have a proven track record for driving change and innovation.

At the heart of this successful model is collaboration - with each other, with our public sector partners and with wider stakeholders and influencers.

Our work over the last year on the Victoria Station project is a great example of this kind of collaborative work. Our vital partnership work, namely with Westminster City Council, but also with a range of other parties including Transport for London, the Mayor’s Office, and Network Rail continues to be the catalyst for significant change across Victoria.

Looking to the future, we will soon be publishing our Business Plan for the next term (2020-2025). We are proudly pushing the boundaries, looking at all factors that need to combine to make a place vibrant and successful. We are commissioning research on the impact of mental health in the workplace, we are looking at the barriers to growth, creating platforms to celebrate success, and supporting the vulnerable in society. Our public realm work will see us updating the Public Realm Strategy, helping to deliver the enhancement of Christchurch Gardens and playing an important role in the production of the Environs Strategy - an important precursor to the realisation of transformational plans for Victoria Station and the surrounding area.

We hope you enjoy reading our Annual Report. It demonstrates significant progress as we approach the end of the current term, but the story is not yet complete and we have much still to do. We believe that Victoria already means business, but know it has huge potential to grow further. Together, let’s ensure this potential is realised for the benefit of everyone lucky enough to be involved in this wonderful part of London.

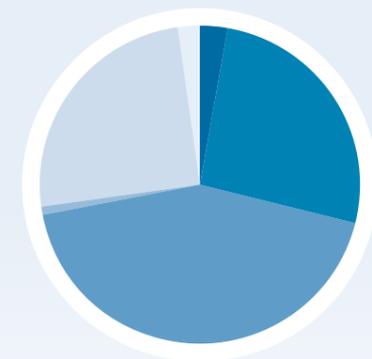


Nigel Hughes
MBE,
Chairman,
Victoria Business
Improvement
District



Ruth Duston
OBE, OC,
Chief Executive,
Victoria Business
Improvement
District

Safe and Secure



- 3%** Business continuity, counter-terrorism & memberships
- 26%** Street ambassador cost 40%
- 43%** Community safety
- 1%** Radio link
- 25%** Community liaison outreach project
- 2%** Victoria Notification System and Radios

This year, our Head of Security & Business Resilience has continued working closely with local police services, businesses, charities and the BID Security Team to support operations and ensure a joined-up approach to anti-social behaviour (ASB). The Victoria Community Intervention Team, a team of three who work through The Passage, continue to be supported by the BID and focus on outreach and support services for the local rough sleeping and begging communities during the day.

The Safe and Secure programme launched the Victoria Emergency Notification System (VENS) in January which is now being used to keep Victoria's thousands of visitors, commuters and workers informed in the event of a major incident. Business members can receive critical information from trusted sources and decide how to better protect their assets and recover.

BUSINESS CONTINUITY, COUNTER-TERRORISM (CT) & MEMBERSHIPS

OUTPUTS/ROI

- Six counter terrorism and business continuity seminars held in partnership with Centre for the Protection of National Infrastructure (CPNI), National Counter Terrorism and Security Office (NaCTSO), Metropolitan Police and City of London Police

- 330 business representatives have attended counter terrorism, information security, document awareness training and business continuity seminars

- A Project Argus, two SCan seminars, a Project Fairway, cyber security table top exercise and two ACT Awareness briefings were held to train local workers on Business Continuity, Counter Terrorism and the 'Insider Threat'

- Memberships of Community Security and Resilience Network (CSARN), the National Association of Business Crime Partnerships (NABCP) and West End Security Group (WESG) were held

COST

£9,036

STREET AMBASSADOR COST 40%

OUTPUTS/ROI

- Our street ambassadors help visitors and locals 7 days a week

- Four ambassadors are present in the footprint throughout the day, and they report local issues to the council and police

- Over 2.2 million people have now been assisted by the Victoria ambassadors

COST

£93,600

COMMUNITY SAFETY

OUTPUTS/ROI

- Each day a team of four security officers, equipped with radios and body worn cameras, patrol the BID footprint dealing with low-level crime and ASB

- Monthly joint operations have been established between the Metropolitan Police, Westminster City Council Inspectors and VBID Security to tackle ASB

- The BID Security officers collected intelligence which is passed on to the Metropolitan Police under our Information Sharing Agreement for counter-drug and illegal immigration operations

COST

£155,375

CRIME PREVENTION SEMINARS & MATERIALS

OUTPUTS/ROI

- The BID supported 14 crime prevention surgeries held in partnership with Metropolitan Police (MPS) and British Transport Police (BTP)

- 1,200 crime prevention items have been distributed via BTP and MPS engagements in the area including anti-skimming card defenders and personal alarms

- 10 regular cycle safety events have been held with British Transport Police and Metropolitan Police with over 30 bicycles security-marked

- A cyber threats and information security briefing was held to share information on the latest cyber-crime trends and how to protect businesses from online fraud

COST

£1,257

RADIO LINK

OUTPUTS/ROI

- A security scheme of more than 185 local radios has been managed

- Radios are carried by the BID's on-street teams and local police

COST

£2,655

COMMUNITY INTERVENTION TEAM

OUTPUTS/ROI

- The Community Intervention Team (CIT) is a dedicated daytime street engagement team, funded by the BID and run through The Passage, consisting of three experienced outreach workers that cover the BID footprint.

The team look for, and support, individuals rough sleeping in the area in order for them to move away from being involved in detrimental street activity and find a route off the street, in close collaboration with local homelessness services. Those who are bedded down in the area are invited into the Passage Resource Centre to be assessed and to get their basic needs met

- Over the past year the CIT had over 2300 encounters with over 280 clients. 44% of individuals the team only met once meaning 126 individuals were either taken into accommodation, signposted into other services or started interacting with The Passage

COST

£90,138

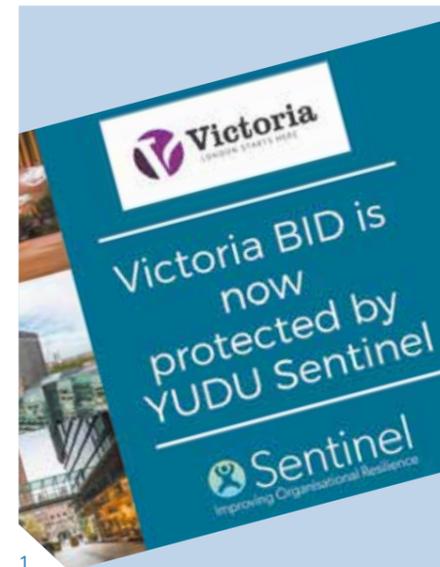
VICTORIA EMERGENCY NOTIFICATION SYSTEM

OUTPUTS/ROI

- An emergency notification app for the area was launched in January 2019. Currently 100 businesses are signed up to receive notifications regarding security

COST

£4,800



IN PICTURES

1. The Victoria Emergency Notification System is now live
2. Our security teams patrol the footprint every day
3. Project Falcon was one of the many events provided by the Safe and Secure theme
4. Victoria BID works closely with local law enforcement



Clean and Green



93% Enhancing the Victoria BID
7% Public space enhancement

Clean streets and inviting public spaces remain a high priority for businesses in Victoria. Through collaboration with Westminster City Council (WCC) our street team ensures this busy part of Central London remains an attractive and welcoming area that workers, residents and visitors enjoy spending their time in.

ENHANCING THE VICTORIA BID 110-ACRE FOOTPRINT

Area-wide cleaning each weekday and night helps to ensure the area can look cleaner each day.

OUTPUTS / ROI

- Five days a week between 6.30am and 5pm, our dedicated cleaning team litter pick across the area, remove graffiti and offer a Janitorial Service to business members, to enhance the BID footprint
- The Janitorial Service is available Monday – Friday from 9am – 5pm. Local businesses can contact the team to report spillages, mess and overflowing bins they see in the area or request a wash down of their entrance or pavement
- Between 10pm and 6am Monday – Friday our night team removes chewing gum and general grime from Victoria’s pavements
- Over the past year the team have made 25,779 cleaning reports of which, 757 were in relation to the Janitorial Service

- A dedicated cleaning supervisor ensures the team’s efforts are best directed and that they can be more responsive to any issues

COST

£298,404

PUBLIC SPACE ENHANCEMENT

Working with professional falconers to deter pigeons from Victoria’s public spaces and protect historic facades.

OUTPUTS / ROI

- There were 93 falconry visits to Victoria’s public spaces last year with a particular focus on the Summer months
- Areas regularly covered include; Westminster Cathedral Piazza, Lower Grosvenor Gardens, Upper Grosvenor Gardens and Ebury Square Gardens

COST

£21,700



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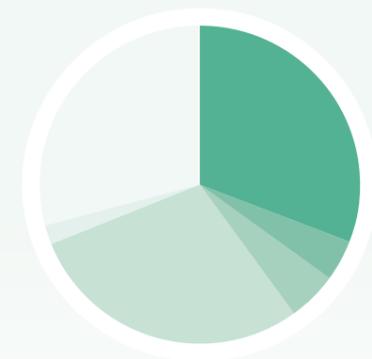


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IN PICTURES

1. The Cleaning Team use an electric vehicle to aid their tasks
2. 115,408 sqm of pavement has been cleaned by the Cleaning Team in the past year
3. The Cleaning Team take care of our parklets year-round

Public Realm



31%	Christchurch Gardens
4%	Air quality
5%	Westminster Cathedral Piazza & Greening
29%	Strategic Projects
2%	Communications
29%	On street enhancement

Victoria's public realm is vital to people's perceptions of the area. Although much improvement has been made, there is still limited access to relaxing green spaces and the area remains congested which can affect our wellbeing.

This year the BID has built on our work towards the redevelopment of Christchurch Gardens and the aim is for the construction to begin in late 2019. We also continued to bring together key stakeholders to gain support for the redevelopment of Victoria Station.

CHRISTCHURCH GARDENS

OUTPUTS/ROI

- We continued to spearhead the Christchurch Gardens landscaping project, working closely with Westminster City Council Officers and the landscape architect, ReardonSmith Landscape LLP
- We held a public consultation event across 3 days on the emerging design that was attended by 103 attendees

- £2.5m was allocated by Westminster City Council (WCC) towards the Christchurch Gardens Project. Of this £170K was allocated to VBID to progress the design
- The scheme received planning consent from WCC
- The BID will continue to work closely with WCC to see this venture through to completion

COST

£82,914

AIR QUALITY

OUTPUTS/ROI

- We undertook 3 Delivery and Servicing Plans with Cross River Partnership encompassing over 2,500 delivery and servicing trips and over 2,900 deliveries, resulting in evidence-based advice to BID members on freight management, air quality and business efficiencies
- We continued our Air Quality Champions project and awarded certificates to 20 businesses to celebrate their achievements and commitments to improving air quality
- We continued to host the Zero and Low Emission Suppliers Directory to connect businesses with suppliers using low emission forms of transport

COST

£10,615

WESTMINSTER CATHEDRAL PIAZZA

OUTPUTS/ROI

- We put 18 tables and 34 chairs on Westminster Cathedral Piazza each dry weekday over the Summer months to enable locals and visitors to enjoy this historic space
- We maintained the tables and chairs and ensured the project was managed by daily cleaning and security visits

COST

£589

GREENING

OUTPUTS/ROI

- Three Victoria BID parklets, originally part of our award winning garden entry at the 2016 Chelsea Flower Show, were maintained for use by the public across the footprint
- Planters on Buckingham Gate were maintained and plants were upgraded in collaboration with local residents
- The Bridge Place ivy screen was maintained for another year to provide greenery on this street

COST

£12,420

STRATEGIC PROJECTS

OUTPUTS/ROI

- We continued to examine the future of major local infrastructure, including Victoria Station where we are working closely with Network Rail, Transport for London (TfL), WCC and key landowners to bring forward this important regeneration opportunity
- We embarked on a comprehensive public realm project with BDP and Urban Flow to review, renew and expand our 2015 Public Realm Vision study, and prepare a new strategy
- We commissioned research by Momentum Transport to assess the performance of the Inner Ring Road (IRR), and held a workshop with key stakeholders including WCC and TfL as part of a long-term project to inform options to reroute the IRR to bring forward public realm benefits

COST

£77,725

COMMUNICATIONS

OUTPUTS/ROI

- Regular Steering Group meetings were held to share information with BID members and discuss project activity and inform future work
- An event was held with a regeneration consultant regarding a future vision for the area

COST

£6,358

ON-STREET ENHANCEMENT

- Our On-Street Team Manager continues to report street issues to WCC and Transport for London – 515 have been reported over the past year with a 99% completion rate
- Christmas Lights were installed for the festive period including lights on Victoria Street and a Christmas tree on Westminster Cathedral Piazza

COST

£78,493



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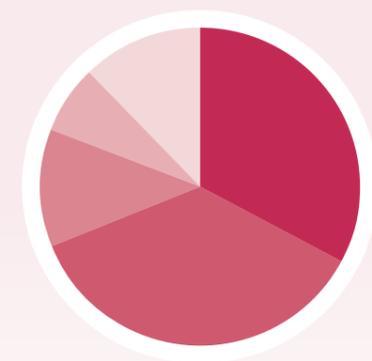
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IN PICTURES

- 1. Victoria BID Christmas Tree on Westminster Cathedral Piazza
- 2. We held an exhibition to highlight the proposed plans for Christchurch Gardens as part of the London Design Festival
- 3. The Air Quality Champions scheme continues to thrive, with new members joining
- 4. Both locals and visitors use our parklets



Destination Victoria



33% Street ambassador cost 60%

36% The Connect Festival

12% Promotional Materials

7% Online Promotion

12% PR costs

Our integrated marketing and event activities ensure that we engage with the local workforce and attract visitors all year round, showcasing Victoria as a vibrant destination offering various experiences. The Victoria BID actively markets the area through the use of our digital platforms such as our website and social media to promote events and activities run by ourselves and local business partners.

This year the BID has covered a wide range of events including the year-long campaign The Connect Festival which included participation in major large-scale events such as London Design Festival along with a collaborative approach with the Sustainable Prosperity theme on Wellbeing events.

VICTORIA BID AMBASSADOR PROGRAMME (60%)

Our multilingual seven-strong team of Ambassadors help visitors, commuters, tourists and Londoners find their way around the immediate area and to London wide destinations.

OUTPUT/ROI

- 163,106 people were welcomed to Victoria which means the ambassadors have now greeted over 2.3m people in total and an average of 449 people per day

COST

£145,669

EVENTS PROGRAMME 2018/2019

THE CONNECT FESTIVAL

OUTPUTS/ROI

The Connect Festival was a yearlong campaign of curated events celebrating connectivity in all its guises - places, people, and businesses. The festival enabled the BID to talk about the power of connections and how they have transformed our cities and how we live our lives.

SUMMER ACTIVITY

- On-street activity was held in Victoria over three days in June
- Events included a Colour Pop balloon installation at Victoria Station, English Summer Garden at Lower Grosvenor Gardens, Showtime in Victoria, which included a performance from the cast of WICKED, and Sounds of Victoria at Westminster Cathedral Piazza. The events were very well attended and over 6,600 people visited across the three days

LONDON DESIGN FESTIVAL

- Victoria BID became a partner of the London Design Festival for the first time in 2018 forming the Victoria Connections Design District
- The District comprised of 16 partners from local businesses who each held an event as part of the festival. Partners of the Victoria Connections Design District were; Westminster Cathedral, The Apollo Victoria Theatre, WICKED, Somo Global, Eccleston Square Hotel, St James' Court, A Taj Hotel, Landsec, The Telegraph, Shepherds London, The Guards Museum, M Restaurants, The Rubens at the Palace Hotel, Zita Elze, Victoria BID & Christchurch Gardens
- The festival was a great success and there were 679 attendees across all partner events

- There were also two public installations in the local area; a floral art cube with the RHS's in house florist 2018 Zita Elze and an exhibition on the proposed redevelopment plans for Christchurch Gardens. We estimate these had on average 180 visitors per day with spikes at the cube installation on the Piazza on Saturday & Sunday

- A separate microsite was created for the design district with the domain Victoriaconnections.london and launched in August. The microsite received just under 4,000 page views

100 YEARS OF WOMEN EXHIBITION

- An on-street photography exhibition was held in December with the Press Association to commemorate the centenary of the first women to vote in a general election, which was on 14th December. The exhibition explored the topic '100 years of Women' and highlighted significant moments over the past 100 years along with questions about the next 100
- The BID worked with award-winning dance company, Combination Dance to present a short but dynamic "Equality Chant" which was performed outside the QEII Centre in Westminster on the 14th December

FESTIVE ACTIVITY

To complement the installation of the BID's annual Christmas tree and lights, and to build on the success of the past two years we held a prize draw with 1,000 Christmas crackers; each with either a donated prize or local discount.

OUTPUTS/ROI

- A networking drinks event was held at The Supreme Court to launch our new publication, Victoria the Great, with over 60 attendees
- A giant snow globe was installed at the Victoria Place Shopping Centre for three days over the festive period. Passers-by could get inside the globe to take pictures and receive promotional crackers for retailers based in the shopping centre and across Victoria
- We held a Christmas Comedy event at The Other Palace Theatre with over 65 attendees
- There was an ice sculpture installation in Victoria Station on one day over the festive period for passers-by to interact with the BID on social media



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IN PICTURES

1. The winners of The Victoria Football Cup 2018, World Fuel Services
2. The panel for our discussion for International Women's Day
3. Flower Cube designed by Zita Elze for London Design Festival
4. 1,500 branded crackers were handed out over two days last year

INTERNATIONAL WOMEN'S DAY

OUTPUTS/ROI

- A panel discussion was held at The House of Lords to mark International Women's Day 2019
- The event explored the topic Breaking Down Barriers; Women in Industry and saw 6 key women from the property, hospitality & politics industries sit on the panel
- The event was chaired by award winning journalist from the Evening Standard Laura Hampson and had over 115 attendees

WELLBEING & SPORTING EVENTS

OUTPUTS/ROI

- A series of Wellbeing events were held in May with a number of partners. The month was a joint initiative with the Sustainable Prosperity theme and included 5 rooftop yoga sessions, 2 gardening workshops, 4 Walkfits, a Comedy Event at The Other Palace, Westminster Sings event with Westminster City Council (WCC), a Stress Workshop with the Healthy Workplace Charter and a Wellness talk with the Westminster Physiotherapy & Pilates Centre (WPPC). Over 260 local workers attended

- The fifth annual Victoria Football Cup took place which saw over 120 players from 16 different businesses across Victoria take part. The Cup was won by reigning champions World Fuel Services for a second year in a row after playing Transport for London (TfL) in the final
- Get Fit with Victoria BID event series was held in January with 3 partners: 360 Athletic, Frame & Gymbox. Over 125 local business workers attended
- The De-Stress Fest was held across two days in March. Events across the two days included a Live Kitchen which had 6 slots throughout the day from Coffee Geek & Friends, DT by Hilton, Taj Hotel, The Soak by The Grosvenor, T2 & Vagabond. There were also two De-stress Stations at Victoria Station Main Concourse & Westminster Underground Station which included an interactive colour wall, smoothie bikes & hand, arm and head massages from local partners; Molton Brown & The Slow Life Concept

COST

£160,015

PROMOTIONAL MATERIALS

OUTPUTS/ROI

- We published and distributed 20,000 copies of our Summer, Autumn and Winter local magazine; Victoria, London Starts Here. We increased the circulation to 25,000 copies for our Spring magazine
- Materials including pens, branded bags and informative leaflets about the BID were printed to promote the Victoria BID locally
- The Victoria BID website was updated to give the homepage an updated look and the database was maintained
- A phase two feasibility study was commissioned from artist Martin Firrell to explore a possible local installation
- We commissioned and published a new hardback history book 'Victoria the Great' with Wild Search and author Clive Aslett

COST

£56,339

ONLINE PROMOTION

OUTPUTS/ROI

- We circulated monthly electronic newsletters to over 4,000 people about events and news in Victoria
- We worked to enhance our social media presence with a regular programme of engaging updates on local activity over Twitter, Facebook and Instagram

COST

£31,005

PR SUPPORT AND MEDIA

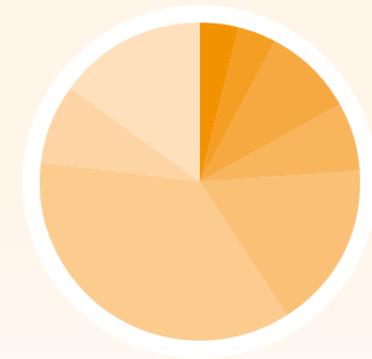
OUTPUTS/ROI

- We engaged various consultants and communication agencies during the year to provide additional communications, PR & media support to promote Victoria BID and the wider area
- We selected an external agency to provide communications support for the Christchurch Gardens project

COST

£53,632

Sustainable Prosperity



4%	Wellbeing Initiatives
4%	Victoria Wifi project
9%	Educations & Skills
7%	Corporate Social Responsibility Priority
17%	Public Affairs
36%	Sponsorship
8%	Neighbourhood planning
15%	Privilege Card

This year the Sustainable Prosperity theme has seen an enhanced focus on Corporate Social Responsibility (CSR) which includes activities around wellbeing of local staff, education & skills & business networking within the local community.

Victoria BID is dedicated to working in partnership with businesses to sustain a local economy which is prosperous over the short, medium and long term. Ensuring that Victoria is a good place to do business is vital to the future success of the area.

WELLBEING INITIATIVES

OUTPUT/ROI

- In a joint initiative with the Destination theme, a series of Wellbeing events were held in May with a number of partners including yoga sessions, gardening workshops, Walkfits, a Comedy Event, Westminster Sings event with WCC, a Stress Workshop with The Healthy workplace charter and a Wellness talk with the Westminster Physiotherapy & Pilates Centre

- 5 gardening workshops were held with Meanwhile Club throughout the year. These events were extremely popular and oversubscribed. Over 100 staff from local businesses attended
- Mental Health Awareness & 5 Ways to Wellbeing workshops were held with MIND in October to mark World Mental Health Awareness Day

COST

£6,866

VICTORIA WIFI PROJECT

OUTPUT/ROI

- One new free Victoria BID WiFi zone was installed in Victoria: covering Buckingham Palace Road and the Collonades. The free WiFi zone now extends from Buckingham Palace Road to Victoria Street covering Terminus Place, Grosvenor Gardens and Westminster Cathedral Piazza

COST

£7,140

EDUCATION AND SKILLS AND CSR

OUTPUT/ROI

- 7 events were held with the Ahead Partnership engaging 4 schools with local businesses to raise aspirations for students in Westminster
- An Apprenticeship event, was held in collaboration with Westminster City Council (WCC) to inform businesses of the best ways to utilise the Apprenticeship Levy
- An event was held in collaboration with WCC to celebrate STEAM week in Westminster
- A project was undertaken with charity Finding Rhythms and local schools

- The BID held a fundraising challenge in the Summer which saw businesses use their expertise to turn £100 into a much larger amount. Over £2,000 was raised for The Passage

- The Annual Christmas Gift Drop campaign took place again and 1,544 presents were donated. Local charities The Passage & Cardinal Hume Centre received these donations. This is an increase in gifts of 42% compared to the previous year

- We supported Community events, such as Westminster South Police Christmas Carol service & South West Fest

- A networking event was held for SME's in Victoria in order to form an established local network

- We became a member of the Directory for Social Change to assist local charities with finding funding opportunities

COST

£17,303

CSR PRIORITIES

OUTPUTS/ROI

- Small grants were given to 3 local charities to deliver pilot projects within Victoria, focused on education and skills in line with the Steering Group's priorities, providing a local benefit

COST

£13,385

PUBLIC AFFAIRS

OUTPUTS/ROI

- This year has seen the BID lobby on behalf of businesses in Victoria at the highest levels. The BID attended events such as The Conservative Party Conference and the world's largest property conference to attract interest and investment in Victoria. An event was held at MIPIM with key stakeholders to discuss the future of Victoria station

- The BID held memberships of groups including Central London BID's forum, The BID Foundation and the business group at the think tank Localis to join conversations related to Business Improvement Districts and other relevant policy

COST

£31,263

SPONSORSHIP

OUTPUTS/ROI

- The BID sponsored several local charitable and visitor activities including Beating Retreat, The Passage Garden Party, Eaton Square Concerts, Night Under the Stars, Civil Service at Westminster Abbey, Westminster Business Council, BTA & Eccleston Yards Christmas Market, Commonwealth Youth Orchestra and Centre for London's Neighbourhood Essay Project

- We made a contribution to The Hotel School at The Goring Hotel which collaborates with The Passage to train their clients in hospitality and culinary professions

COST

£66,585

NEIGHBOURHOOD PLANNING

OUTPUTS/ROI

- The BID has supported the establishment of the Victoria Neighbourhood Forum and continues to provide in kind support as part of the Steering Committee, moving towards the creation of a Neighbourhood Plan

- We received funding from Groundwork to process with the Neighbourhood Plan

COST

£15,000

PRIVILEGE CARD

OUTPUTS/ROI

- Our popular Privilege Card scheme has grown with over 56,000 now in circulation. There are now over 150 offers and discounts for local shops and restaurants

COST

£27,066



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IN PICTURES

- 1. Five lunchtime workshops were held with the Meanwhile Club in the past year
- 2. Passersby could make their own smoothie by pedalling a bike in Victoria Station as part of the De-Stress Fest
- 3. There are now over 56,000 Privilege Cards in circulation
- 4. David Phelops Director of the Harmonious Choir, for Brent, Wandsworth & Westminster MIND Charity



Profit and Loss Account

For the Year ended 31 March 2019

	BID Levy £	Voluntary £	Total 2018/19 £	Comparative BID Levy £	Comparative Voluntary £	Comparative Total 2017/18 £
TURNOVER						
BID Levy	2,023,120	-	2,023,120	2,100,381	-	2,100,381
Victoria Westminster Voluntary Income	-	-	-	-	40,000	40,000
Voluntary Contributions and Other Income	-	214,394	214,394	-	226,718	226,718
	2,023,120	214,394	2,237,514	2,100,381	266,718	2,367,099
COST OF SALES						
Safe and Secure	419,654	350	420,004	403,051	30,000	433,051
Clean and Green	325,306	2,600	327,906	319,354	2,600	321,954
Public Realm	307,745	44,744	352,489	376,028	103,313	479,341
Destination Victoria	493,310	-	493,310	467,973	50,000	517,973
Sustainable Prosperity	209,504	15,000	224,504	235,549	186	235,735
	1,755,519	62,694	1,818,213	1,801,955	186,099	1,988,054
GROSS PROFIT	267,601	151,700	419,301	298,426	80,619	379,045
ADMINISTRATIVE EXPENSES						
Core Salaries	28,396	90,000	118,396	86,779	40,000	126,779
Rents and Rates	46,255	-	46,255	30,773	-	30,773
Water and Electricity	4,124	-	4,124	4,131	-	4,131
Printing	7,059	-	7,059	5,565	-	5,565
Postage and Carriage	4,072	-	4,072	4,189	-	4,189
Telephone	5,159	-	5,159	3,307	-	3,307
Office Stationery	2,947	-	2,947	1,154	-	1,154
Repairs and Maintenance	6,202	-	6,202	799	-	799
Legal and Professional Fees	9,629	-	9,629	3,520	-	3,520
Audit Fees	5,750	-	5,750	6,300	-	6,300
Office Consumables	5,233	-	5,233	7,819	-	7,819

ADMINISTRATIVE EXPENSES (CONTINUED)	£	£	£	£	£	£
Cleaning	10,491	-	10,491	11,028	-	11,028
Bank Charges	450	-	450	376	-	376
Insurance	5,660	-	5,660	5,936	-	5,936
IT Running Costs	35,638	-	35,638	16,737	-	16,737
Victoria Westminster Partnership	10,076	-	10,076	55,000	40,000	95,000
BID Statutory Requirements	10,727	1,700	12,427	20,593	618	21,211
BID Levy Collection Fee	29,540	-	29,540	28,593	-	28,593
Depreciation	9,427	-	9,427	9,347	-	9,347
Taxation	323	-	323	118	-	118
	237,158	91,700	328,858	302,064	80,618	382,682
Surplus brought forward				589,158		592,795
Profit/(Loss) for the year				90,443		-3,637
Surplus carried forward				679,601		589,158

Board Members

The Board

Nigel Hughes, MBE (Chair)

Ruth Duston, OBE, OC (Chief Executive)

Claudia Binkert (Vice-chair)

Lorrie Dannecker (Vice-chair)

Ruth Hart-Leverton

Justine Brown

Peter Terry

Harry Foster

Kathleen Joyce

Michelle Wells

Emma Potter

Stuart Geddes

Toby Garden

Caroline Hanson

Victoria Business Improvement District

Victoria Business Improvement District

EDF Trading

Telegraph Media

Ørsted

DP World

John Lewis

LandSec

Natwest

Park Plaza

Ruffer

The Goring Hotel

The Grosvenor

Victoria Palace Theatre