

HATTON GARDEN BID

# ANNUAL REPORT 2024-2025



# WELCOME



## Hatton Garden Business Improvement District

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## ANNUAL REPORT

# 2024-2025



THE BID BOUNDARY

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■ A STRONGER AREA  
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PRIORITY AREAS



# INTRODUCTION

The Hatton Garden Business Improvement District (BID) is pleased to present its Annual Report for the financial year 2024/25. This report highlights the key initiatives and accomplishments from the past year, reaffirming the BID's ongoing commitment to cultivating a vibrant, welcoming, and prosperous business hub.

Throughout the year, the BID has remained steadfast in its mission to enhance the area, support long-term growth for its member businesses, and championing the strength and wellbeing of the local community. The sense of community lies at the core of everything we do, and our work continues to reflect the vital role that collaboration and engagement play in shaping Hatton Garden's future.

In 2024/25, we prioritised creating a cleaner, safer, and more inviting district. Our dedicated on-street teams played an essential role in achieving this, delivering services including street cleansing and security patrols that go beyond the baseline provision of the local authority. Despite continuing challenges, these efforts have significantly contributed to a higher standard of environmental care and public safety, benefitting all who live in, work in, or visit Hatton Garden.

We take pride in the range of community-focused events we have delivered over the past year, aiming to foster stronger connections among our businesses, residents, and visitors. Our investment in seasonal lighting and other placemaking activities such as progressing our gateway signage project, further demonstrate our commitment to supporting the enhancement and raising the profile of Hatton Garden.

We invite you to explore the full details of our progress and achievements within this report, as we continue working closely with stakeholders to shape a safer, inclusive, and more resilient future for Hatton Garden.



# A YEAR DEFINED BY PROGRESS

## Foreword from Hatton Garden BID's Chief Executive.

I'm proud to reflect on a year defined by progress and shared achievement across Hatton Garden.

This past year, we have not only delivered a wide-ranging programme of events and initiatives but have done so in a way that celebrates the unique identity and rich heritage of Hatton Garden. These activities have served not just as moments of celebration, but as important catalysts for strengthening the bonds within our business and residential communities.

Our placemaking agenda has made tangible strides. From ongoing greening schemes that breathe new life into the public realm, to the co-designed gateway signage project, which was developed in collaboration with a dedicated local steering group, we continue to invest in initiatives that reflect the distinct character of our area.

The role of our on-street teams are of vital importance to supporting safety and cleanliness in Hatton Garden. Their day-to-day presence underpins the welcoming, clean and secure environment we strive to uphold. We are acutely aware that maintaining such standards is an ongoing challenge, and work to address more persistent challenges continues.

This Annual Report outlines our strategic priorities under four key themes: An Appealing Area, A Protected Area, A Welcoming Area and A Stronger Area. Together, they shape a focused, forward-looking agenda designed to serve the evolving needs of our levy payers and broader community.

As we look to the year ahead, I remain confident in Hatton Garden's resilience and potential. The strength of our partnerships, and the shared ambition of our stakeholders, continue to drive us forward.

I would also like to say thanks to the Hatton Garden BID Team who work tirelessly to deliver on our strategic priorities. Also my thanks to our Chair Alexander Jan and dedicated board members that bring much support, advice and expert guidance to the Hatton Garden BID.



**Debbie Akehurst**  
Chief Executive  
Hatton Garden BID



## CONTINUING TO EVOLVE

### Statement From Hatton Garden BID's Chair.

As we present the Hatton Garden BID Annual Report for 2024–2025, it's an opportune moment to reflect on what has been a year of progress, impact and ongoing challenges in our district. Hatton Garden continues to evolve, and our role as the BID remains central to supporting that change and ensuring the area stays vibrant and distinctive.

Over the past year, our investment in streets, public spaces, and infrastructure has delivered tangible results. Our aim has been to make the everyday experience of the district more welcoming and pleasant for all. At the same time, our focus on responsible growth and ESG priorities—covering everything from greening initiatives to social investment—continues to shape how we plan for the future.

We've continued to gather insight and advocate on behalf of our members, helping to ensure that Hatton Garden and the wider Holborn and Clerkenwell area, remain on the radar of policymakers and planners. We have worked closely with Camden Council and the Metropolitan Police to push for action on long-standing issues such as anti-social behaviour and crime prevention. These are areas of priority and concern for businesses of all sizes along with the residential community. There is still much work to do. Through our work with the neighbourhood policing team and Camden's safety and enforcement resources, we continue to press for action across the board on long-standing safety and security matters. These are in addition to our work on cleaning and greening and promotion of Hatton Garden to visitors.

We were delighted to welcome Matthew Douglas, COO at Julius Baer and Daniel Hanscombe, Corporate Manager at Ten Health & Fitness as directors of the BID in 2024/25.

In early 2026 we will commence our renewal process. Our focus is clear: to continue to drive local improvements and maintain the character and energy that make Hatton Garden such a special place to live, work, and visit. We recognise that safety and security challenges continue to be a major area of concern businesses and the wider community. We will maintain constructive pressure on both the Metropolitan Police and Camden to tackle these problems.

We look forward to working together with all parts of the Hatton Garden community over the coming year.

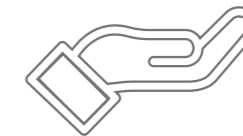


**Alexander Jan**  
Chair  
Hatton Garden BID



# PROTECTED

## A PROTECTED AREA



The BID is committed to working with partners to keep our area safe and welcoming for all. Our street patrol team works to help create a pleasant environment for residents, businesses, and visitors. Through close collaboration with partners and targeted crime prevention initiatives, we aim to build a more secure district for everyone.

### Patrol Team

The presence of our uniformed Patrol Team is just one element in upholding safety across Hatton Garden designed to act as a deterrent to criminal and anti-social behaviour, while also offering reassurance to visitors and workers. Through regular engagement with local businesses and residents, the Hatton Garden team looks to build stronger relationships with the police and Camden.

### Joint Patrols with the local police Safer Neighbourhood Team (SNT)

Throughout the year, the BID organised several joint patrols with the security team and the Holborn & Covent Garden SNT. These patrols helped strengthen the relationship between the BID and the police, while also providing opportunities to engage with local businesses and address some of their questions and concerns.

### CCTV implementation

The BID has supported the installation of a "Nomad" CCTV camera in Hatton Garden, having worked in partnership with the Metropolitan Police. A Nomad Security Camera is a smart and technologically advanced camera that enhances security in businesses. The security camera provides a live feed to law enforcement authorities.

### Cyber Security Training

The BID partnered with National Cyber Resilience Centre Group to deliver a cyber awareness workshop. Security awareness training provides simple and effective knowledge to help individuals understand better when something doesn't look right and act accordingly.

### Women's Safety Webinar

In April 2024, the BID partnered with the Suzy Lamplugh Trust to deliver the 'Stand Up Against Street Harassment' webinar, to empower people living or working in Hatton Garden who may encounter street harassment. The 70 registered attendees were equipped with the knowledge and skills to de-escalate and cope with threatening situations safely.

### Business Crime Reduction Partnership

Leveraging our established connections with a major retailer, the BID is now piloting a new crime reduction partnership model aimed at tackling crime and antisocial behaviour at a busy food store on Farringdon Road. In addition to our existing security support, the goal of this initiative is to implement sustainable solutions to enhance the personal safety of shop workers and reduce crime.

### Engaging with Trading Standards

With trading standards taking a more active role within Hatton Garden, the BID took the opportunity to meet with them to raise issues that had been highlighted with the BID, including alleged ASB & touting. The BID continues to lobby trading standards for the betterment of the district.

### Safety & Security Forum

In January 2025, the BID held its first Safety Forum, in partnership with Councillor Pat Callaghan (the Deputy Leader and Cabinet Member for Safer Communities), Camden's Community Safety Enforcement team and a representative from Community Security Trust.

### "Coffee with a Copper"

In spring, the BID hosted its first 'Coffee with a Copper' session at Colonna & Smalls on Leather Lane. The event offered a valuable opportunity for local businesses to engage directly with the local policing team in an informal setting. Over the course of the afternoon, a wide range of local business owners and staff took the time to stop by, share concerns, and exchange information on emerging trends and challenges affecting the area.

### Farringdon Station

In response to feedback from local businesses, we recently collaborated with Central District Alliance BID and Islington Council to tackle harassment from street fundraisers at Farringdon station. Together, we continue to monitor activity, report incidences and advocate for greater enforcement to try and tackle this long standing problem.

### Holborn & Covent Garden Safer Neighbourhood Panel

The BID has been invited to join the Holborn & Covent Garden Safer Neighbourhood Panel and is taking an active role in supporting community safety through this engagement. This provides an important opportunity for the BID to strengthen its support for local businesses and the wider community on safety and crime prevention.

### Quarterly Occupier Meetings

Over 2025, the BID engaged in quarterly occupier meetings with our multi-tenanted buildings. The aim of these engagement meetings was to provide levy payers with regular updates on what the BID is working on, as well as provide official updates from partners such as the Metropolitan Police.

# AN APPEALING AREA



The BID remains dedicated to improving public spaces across the district, aiming to make them attractive and welcoming, while supporting long-term improvements. Throughout 2024/25, our public realm projects and regular maintenance helped to enhance the area's vibrancy and reinforce its distinctive character. Over the past year, we have delivered daily cleaning through our dedicated cleaning team, introduced new street planting, refreshed worn street furniture with new paint, and progressed plans for a legacy gateway sign.

## Cleaning team

Our Street Team plays a vital role in maintaining the overall appearance of Hatton Garden. Carrying out daily cleaning across the area, it works proactively to keep our streets clean and to identify and report environmental issues swiftly in partnership with Camden complementing the core services delivered by the council. Priority is given to the busiest areas, ensuring key thoroughfares remain as clean as possible.

## On Street Jet Washing

The BID has reinstated its jet washing service for Hatton Garden and Leather Lane. This has noticeably improved cleanliness. Although the volume of commercial and market waste presents an ongoing challenge, we do our best to help keep it under control.

## Hatton Garden Summer & Winter Planters & Hanging Baskets

The BID was pleased to install 32 new planters throughout the area in Spring 2025. This follows on from our initial 14 planters that were installed in 2023/24. This ongoing investment enhances the aesthetic appeal of our public spaces and supports local biodiversity.

The project was met with much support. The BID worked closely with Camden Council's Highways team to ensure all planters comply with relevant regulations.

Our seasonal hanging baskets continue to enhance the streets of Hatton Garden, bringing a splash of colour throughout the summer and winter months. They also signal that Hatton Garden is cared for and maintained by the BID.

## Street furniture improvements

Along Greville Street, the BID oversaw the de-cluttering of street signs and their repainting with anti-stick paint, to prevent stickers being attached to them. In all, 27 bollards, nine lamp columns and ten street signs were attended to.

## Street signage

Following on from last year's successful banner installation at entry points to Hatton Garden north & south, the BID installed further banners along Greville Street to improve people's wayfinding upon entering the district from Farringdon.

## Christmas Lights & Tree

In partnership with contractor Field & Lawn, the BID continued the annual installation of Christmas lights in Hatton Garden. The 2024/25 season featured lamp column lights along Hatton Garden Road, overhead displays on Greville Street and Hatton Garden, and newly installed illuminated tree lights on Hatton Garden and Leather Lane South. A standout addition was the return of the large, walk-through "present" installation on the junction with Greville Street, welcoming visitors entering the district from Farringdon.

In addition, the BID installed a 30-foot Christmas tree at the Hatton Garden/Holborn junction, creating a striking focal point and activating this key gateway into the district.

## Gateway signage

Following collaboration with a project steering group, initial designs have been developed for a new gateway sign at the Holborn junction, marking the entrance to Hatton Garden. The BID invited local businesses to share their views through a consultation process, and this feedback is now informing ongoing discussions with Camden Council and design agency, Maynard as the project is taken forward.

## New planting on Leather Lane

In collaboration with 120 Holborn, the BID has replanted Leather Lane's planters with vibrant new planting. We have also donated to Gamages Tenants and Residents Association to help them replant the small circular planter on Leather Lane.





# APPEALING



#### Holborn Vision – Supplementary Planning Document (SPD)

The council has concluded the drafting its Holborn Vision SPD following consultation in 2024. Formal adoption took place in February 2025. The document divides Holborn into seven Character Areas providing policy guidance for each one. The Vision is supported by a Holborn Public Realm strategy containing a range of transformational public realm schemes across the district, which the BID was able to help shape. The BID provided feedback to shape the SPD according to local business priorities and is now proactively working with Camden to support and supplement the delivery of the vision.

#### Steering group participation

The BID regularly met with the developers of 100 Grays Inn Road to be shown the proposed plans for redeveloping the site as part of the Construction Working Group for local stakeholders, allowing the BID to share the latest updates with local businesses and residents.

#### Clerkenwell Road Cycle Scheme & Place Plan

Camden Council's Clerkenwell Road Enhancement Scheme, set to begin construction in summer 2025, will bring measures to revitalise the northern end of Leather Lane and Hatton Garden Road, improving pedestrian access and creating a more welcoming environment. Building on Camden's Clerkenwell Road Safe & Healthy Streets initiative, to which the BID provided feedback, a new seating and planting scheme will also be introduced at the northern entrance to Leather Lane.

## A STRONGER AREA



Under this theme, the BID is committed to working closely with Camden Council, the GLA, central government, and community stakeholders to support business growth and the wider neighbourhood's development. In addition, the BID provided training and events that help build skills, knowledge, and connections across the local business community as detailed below.

### De Beers Diamond Pipeline Course

De Beers runs a series of diamond pipeline courses for the Hatton Garden jewellery community. The BID collaborates with De Beers to promote the programme to local members and supports its delivery. The course offers participants the chance to explore the entire diamond pipeline, concluding with a visit to De Beers' flagship store on Bond Street. This year, 60 individuals successfully completed the course.

### Mental Health Wellbeing

As part of the BID's commitment to tackling mental health stigma and promoting wellbeing in the workplace, the BID commissioned leading Positive Psychology and Leadership Consultant Charlotte Wiseman to deliver two in-person Mental Health First Aid (MHFA) courses. Twenty-three local business representatives completed two-days of training and became certified through MHFA England, a qualification recognised internationally.

To mark Mental Health Awareness Week, the BID hosted a networking event for course alumni, providing a space for participants to share how the training has helped them support mental health within their organisations.

### Young Traders Market

Organised by Camden Council's markets team and supported by the National Market Traders Federation, Camden's young entrepreneurs took part in the borough's second Young Traders Market in June 2024. Participants were judged across four categories; food and drink, arts and crafts, grocery, and general retail, with the judging carried out again by the BID.

### Digital Poverty Alliance

The BID's commitment to address digital poverty continues through our partnership with the Digital Poverty Alliance, Capital City College, and key stakeholders. Recent activity includes promoting the DPA's six key missions across our business community with a particular focus on raising awareness, ensuring affordable connectivity, and enhancing digital skills for local people.

### ITV filming in Hatton Garden

In September 2024, ITV's Good Morning Britain and Lorraine programmes collaborated with the BID to film a special live segment promoting their weekly competition. The segment was fronted by popular presenter Andi Peters.

In response, the BID successfully coordinated with several high-end jewellers, securing participation from Beverley Hills London, Queensmith, and Heera Diamonds. The segment was broadcast live to the nation, offering valuable exposure for the jewellers involved and positive promotion for the area.

### Meeting with Landowners

Throughout the year, the BID engaged with landowners planning to or currently undertaking extensive works within the district to help shape and influence designs that reflect the character of the area.

### Engagement with the Jewellery Quarter BID, Birmingham

In January 2025, the BID met with the chief executive of The Jewellery Quarter BID in Birmingham. The BID contains one of Europe's largest concentrations of jewellery manufacturing. It was a valuable opportunity to discuss problems and solutions that are applicable to both BID areas and to share ideas on how to best serve our members.

### Camden Council Partnership

We worked closely with Camden Council Officers and elected members to support local businesses and lobby for positive change. This helped to ensure our members' interests were represented in borough decisions, while keeping the council informed about the BID's activities. Regular engagement with service directors allowed us to champion policies that strengthen Hatton Garden's economic health and to advocate for improved public services such as street cleaning, lighting, and community safety.

### London Growth Plan

In February 2025, the BID attended The London Growth Plan launch which presents a significant opportunity for our area such as supporting SMEs and innovation clusters which aligned with Hatton Garden's specialised jewellery sector. Engagement with Camden and the GLA is ongoing around the implementation of the Growth Plan and how Hatton Garden can benefit from the policies that were outlined.





#### London & Partners

The BID hosted the London & Partners team on a guided tour of our district in August 2024. We were joined by members from tourism partnerships, major events, city experience, social media, tourism insight, content management, and sponsorship and advertising.

#### Data, Reports and Upcoming Developments in Hatton Garden

Our approach to advocacy continued to be guided by the data and insights we collect. By gathering and analysing key information, we were able to shape effective strategies and assist our members in making informed business decisions. These findings were shared with levy payers through regular reports, which highlighted trends such as footfall levels, retail vacancies, local spending patterns, and demand at nearby stations. We also monitored planning applications and upcoming developments.

#### British Sign Language training

In July 2024, the BID had 31 attendees for our Deaf Awareness Training course with Remark! Participants learned that effective communication with Deaf/Hard of Hearing employees, involves the use of plain English and speaking slowly and clearly.

#### Dress For Success Greater London

We supported Dress for Success as one of our key charities. The BID connected them to the Mayor's Skills Academies as a pathway for some of their participants.

Dress for Success has moved to Victoria but we still work with them, continuing to support Camden residents back into employment.

#### Briefing with Cllr Richard Olszewski, Leader of the borough of Camden

In February 2025, the BID attended a discussion with Camden Council Leader Richard Olszewski chaired by BusinessLDN Chief Executive John Dickie on how Camden plans to attract jobs and support growth. It was a valuable opportunity to explore how businesses and local government can work together to address challenges and unlock opportunities across the borough.

# A WELCOMING AREA

WELCOME

Hatton Garden BID has remained active in engaging with the community through a range of marketing campaigns and events. These initiatives aimed to celebrate the distinct character of Hatton Garden while also promoting a strong sense of community and well-being among residents, businesses, and visitors.

### Walking Tours

The BID hosted a series of walking tours around the district, curated by award-winning local tour guide, The London Spy. This free tour delved into the unique history of Hatton Garden, including Hatton Garden's iconic backstory, passing famous landmarks like the significance of Shakespeare's Richard III, The jewellery quarter, and more.

### Dr Bike

Our Dr Bike events offered free bike maintenance to encourage active travel within the district. These sessions promoted cycling as a sustainable mode of transport.

### Leather Lane Instagram

The Leather Lane Instagram page continues to go from strength to strength. The BID has seen elevated levels of engagement and local businesses are engaged to have their businesses promoted. The page now has 4,022 followers.

### Monthly newsletters

The BID sent out a monthly newsletter to keep businesses and stakeholders updated with latest projects. The newsletter is an opportunity to keep everyone updated with what's on information.

### The Garden Card

The BID continued to see positive engagement with the Garden Card, where businesses can offer exclusive discounts to local members. The aim of this project is to help stimulate economic growth within the district. The BID has been engaging with local businesses to offer attractive offers and discounts to those who shop within the offered businesses. There have been in total 3,217 signups to download the Card.

### Business Breakfast: From Inspiration to Innovation

In September 2024, the BID partnered with The Jewellery Collective to celebrate London Design Festival with a panel talk and networking event at SEC Newgate. Over breakfast generously provided by Catalyst Roasters, we came together to exchange knowledge, inspire one another and form meaningful new connections with other members of the jewellery industry in our vast capital city.

### World Mental Health Day Spin Class

To celebrate World Mental Health Day 2024, we were pleased to partner with Gymbox for a free spin class for

BID members. We were delighted to partner with Gymbox to encourage local workers to help prioritise their physical health and to boost their mental health and wellbeing.

### Festive workshops

Over the Christmas period, we held several different interactive workshops for our members to get in the festive spirit. These ranged from wreath making to bauble painting and ceramics painting. It provided a great opportunity to engage with many levy payers at Johnson Gardens, The Records Hall and The Bindery.

### The Circular Economy for reducing waste and new opportunities workshop

In March 2025, the BID hosted its first Circular Economy event. Facilitated by acclaimed sustainability training experts Climate Clarity, we were delighted to host a workshop based on sustainability. The workshop offered participants the opportunity to learn about the Circular Economy, and to build stronger relationships among local businesses while aligning on sustainability goals.

### Business Breakfast: How To Reduce Your Operational Costs

Also in March 2025, the BID hosted a Business Breakfast on "How to Reduce Your Energy Costs" in partnership with Tariff Tribe. It was encouraging to see numerous local businesses come together to explore practical strategies for managing energy consumption and making informed choices amid a challenging economic climate.

### The Business Growth Summit: Shine Online

The BID co-hosted 'The Business Growth Summit: Shine Online – Harnessing Social Media to Elevate your Brand and Make Sales', in collaboration with The Jewellery Collective. It was a great opportunity for participants to share knowledge, connect and celebrate the jewellery community.

### Hatton Garden's Easter Treasure

This Easter, the BID was delighted to join the Elephant Family and Clarence Court eggs for The Big Egg Hunt 2025. This was the world's largest egg hunt. There were 100 decorated large-scale eggs hidden across the capital, with the BID keen to further people's knowledge of Hatton Garden.



# WELCOMING



Caption



# GOVERNANCE & BOARD

The BID is a not-for-profit company limited by guarantee led by a Board of Directors made up of representatives from across sectors within the BID area and an Executive Team.

## 2024/25 Executive Team

**Debbie Akehurst** Chief Executive

**Aaron Finn** BID Manager has now left the BID

We welcomed **Alex Butt** as the new Hatton Garden BID Director in July 2025

## Board members in 2024/25

**Alexander Jan** Chair

**Bradley Hartstone** Beverley Hill Jewellers BID Vice Chair

**Oleg Kolisnitsenko** The Bryson Hotel

**Roy McGowan** Momentum Transport Consultancy

**Nick Byers** De Beers (retired)

**Matthew Douglas** Julius Baer

**Daniel Hanscombe** Ten Health & Fitness

**Tyler Goodwin** Seaforth Land (stepped down June 2024)



# INCOME & EXPENDITURE

Period from 01 April 2024 to 31 March 2025	
<b>INCOME</b>	<b>TOTAL</b>
BID Levy	382,518
<b>TOTAL INCOME</b>	<b>382,518</b>
<b>EXPENDITURE</b>	
A Stronger Area	32,301
A Welcoming Area	63,781
A Protected area	77,910
An Appealing Area	204,266
Staffing and Overheads	65,174
<b>TOTAL EXPENDITURE</b>	<b>443,432</b>
Net Surplus (Deficit) after tax	(60,914)
Closing surplus from 2023/24	115,296
<b>SURPLUS TO BE CARRIED FORWARD TO 2025-26</b>	<b>54,382</b>



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