

ANNUAL REPORT 2023-2024

HATTON GARDEN BID





Hatton Garden Business Improvement District

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ANNUAL REPORT



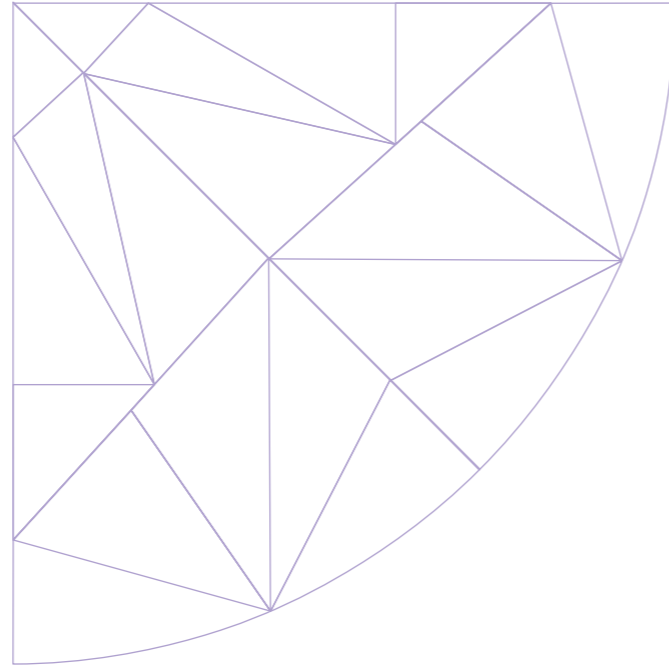
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PRIORITY AREAS

- HIGH QUALITY PUBLIC REALM
- AREA PROMOTION AND PROFILE RAISING
- BETTER CONNECTED AND REPRESENTED
- ENHANCED ENVIRONMENT

Hatton Garden



INTRODUCTION

Hatton Garden BID is pleased to present its Annual Report for the fiscal year 2023/24. The report outlines the key initiatives, projects, and achievements over the past financial year, reflecting the BID's continued commitment to fostering a thriving business and cultural environment within the district.

The BID has remained committed to its objective of enhancing the district, securing sustained growth for its members, and empowering the local community.

Throughout 2023/24, Hatton Garden BID has focused on making the district cleaner, safer and more welcoming. Our on-street teams have been central to this effort, delivering essential services such as street cleaning and security patrols above those provided by the local authority and other service providers.

These activities have been instrumental in ensuring a higher standard of environmental quality and secure atmosphere for all who live, work, and visit the district. We are proud of our wide range of events aimed at promoting inter-community relationships amongst our members, our seasonal lights investment and other activities that are designed to provide a better working and living environment for the communities we serve.

We invite you to review the details of our work over the past year as we continue to work with all our principal stakeholders in shaping the future of a better Hatton Garden.

Jewellery workshops



The Jewellery Quarter



ANOTHER YEAR OF PROGRESS

Foreword from Hatton Garden BID's Chief Executive. As Chief Executive of the Hatton Garden BID, I am proud to reflect on a year of significant achievements and progress within our wonderful district. The 2023-2024 period has been one of adaptation and growth, marked by our continued commitment to enhancing the district for all who live, work, and visit here.

I am extremely proud of the progress made in providing activities our members can enjoy but also be proud of. The variety of events we have hosted over the year, each one a celebration of Hatton Garden's unique culture and spirit, have enhanced further a sense of community amongst our levy payers and wider business community.

Hatton Garden BID's placemaking efforts have also been a highlight, with our continued efforts to green Hatton Garden to increase the vibrancy of the area making real progress. Planting and other street level improvements are not just functional but also reflect the character and spirit of Hatton Garden, as we aim to transform it into an ever more creative and welcoming place.

Hatton Garden's on-street teams are central to our commitment to maintaining a high-quality environment which we know can at times be challenging to deliver. The safety and comfort of our businesses, residents and visitors is paramount in making Hatton Garden welcoming for all.

This Annual Report sets out our four main priority areas: Better Connected and Represented; Area Promotion and Profile Raising; Advocacy and Insights; and High Quality Public Realm and Enhanced Environment.

As we move forward, I am optimistic for Hatton Garden. The challenges our businesses face strengthen our resolve to continue working towards our mission of creating a thriving business and cultural environment.

I am very grateful for the continued support and partnership of our community, as we look forward to shaping the future of Hatton Garden together.



Debbie Akehurst
Chief Executive
Hatton Garden BID

Ely Court



TIME TO REFLECT

Statement From Hatton Garden BID's Chair. As we present the Hatton Garden BID Annual Report for 2023-2024, it is a good time to reflect on the strategic developments and achievements that have shaped our district over the past year as well as some of the challenges. The landscape of Hatton Garden continues to evolve, and we want our role in shaping change to remain of value and have impact.

With Farringdon station being one of the ten busiest stations, we continue to work to try and capture some of the benefits of the enhanced connectivity, accessibility, and new footfall the station has created; in 2022/23, there were a remarkable 31.5 million station entries and exits, more than for Euston!

We welcomed Julius Baer to their innovative refurbished building at Bleeding Heart Yard and saw the refurbishment and letting of the Johnson Building. Both are testament to the continued attractiveness of the area as a place to locate value adding businesses.

We continue to focus on the everyday alongside a longer-term vision for Hatton Garden. With local authority public-facing services under relentless financial pressure, we are conscious of the need to help ensure that basic public service provision for the area's streets is sustained and enhanced. I appreciate some of our levy payers will ask why they should (in effect) have to "pay twice" for day-to-day activities. The reality is that only about £1.50 of every £10 in business rates collected by Camden is kept and spent locally by them. In contrast, 100% of Hatton Garden BID levy income is retained. It is used for amongst other things, performing daily cleaning tasks, security-led initiatives such as our partnerships with the Metropolitan Police and the Holborn and Covent Garden Safer Neighbourhood Team patrols, planting and much more. Without these resources, it would be hard to provide the services to help maintain the neighbourhood.

Hatton Garden BID works to encourage Camden Council to address problems with street-lighting, road surface defects, anti-social behaviour, and other challenges more rapidly and with a greater sense of urgency that might otherwise be the case. We work closely with the police on ASB and crime concerns too. Whilst there is still much work to do, we have seen real progress on these fronts over the last year or so.

On a slightly brighter note, Hatton Garden BID was delighted to be able to put on a range of activities aimed at making workers and residents and visitors' experience of

Hatton Garden a little more pleasant. For example, we had a popular festive lights programme, ongoing investment in planting and events such as our festive market and corporate workshops for all to enjoy throughout the year.

Hatton Garden BID's long-term aim is to ensure we are prepared to meet the challenges of Camden having to "do more with less" and to embrace the opportunities that lie ahead, guided by our mission to create a thriving business and cultural environment. For example, we work with property owners to co-ordinate their public realm plans when redeveloping their buildings. The BID is currently in the process of developing a brief for the design and feasibility of a new gateway sign for Hatton Garden at the junction of Holborn, a project which will be in line with Camden's Character Area commitments.

During 2023-2024, I have been supported by an excellent board and executive team. Board members give their time generously to the BID on an entirely voluntary basis. They provide expertise, advice, and local knowledge to the decision-making at the BID.

We said goodbye to Peter King, Facilities Manager at Usborne Publishing and Jenna Barry, Associate at Arax Properties, who stepped down from the board. I would like to thank Peter and Jenna for their hard work and wish them all the best in their new roles. Since last year, we have recruited new Board members and are looking forward to working with them over the coming months and years.

On behalf of Debbie Akehurst, our Chief Executive, and my fellow board members, thank you for your ongoing support for Hatton Garden BID. As always, if you have any ideas or suggestions as to where we could be making further improvements please do get in touch.



Alexander Jan
Chair
Hatton Garden BID

Leather Lane Market



Farringdon Station



Opening of Dress for Success



St Albans primary school choir

BETTER CONNECTED & REPRESENTED

We are delighted that Hatton Garden has continue to grow and develop, with Hatton Garden hosting a wide variety of sectors, from creative industries, bustling corporates, and the famous Leather Lane market. We recognise and continue to support the heritage of the historic jewellery quarter which brings many visitors to the area. Hatton Garden BID aims to represent all businesses within Hatton Garden, by working in tandem with Camden Council, the GLA, central Government and local stakeholders to support local communities, enhance sustainability, and foster inclusive economic growth within neighbourhood.

Dress for Success Greater London

Dress for Success is a global not-for-profit organisation empowering woman to achieve economic independence by providing a network of support, professional attire, and the development tools to help women thrive and return to the workplace. The BID secured a vacant premises on Leather Lane by collaborating closely with the landlord United Ventures and Catella APAM, and we are pleased to say that it is now officially open.

Living Wage Foundation

Our continued support for the Living Wage Foundation reflects our dedication to fair pay practices within the district. By advocating for the Living Wage, we aim to improve the standard of living for workers in Hatton Garden, contributing to a more prosperous community.

Mayor's Skills Academy – Hospitality and Digital

Hatton Garden BID actively supports the Mayor's Skills Academy Programme, focusing on the hospitality and digital sectors. These initiatives provide valuable training and development opportunities, helping to equip individuals with the skills needed to thrive in these dynamic industries.

Young Traders Market

Organised by Camden Council's markets team and supported by the National Market Trade Federation, Camden's young entrepreneurs took part in the borough's first ever Young Traders Market in June 2023. The participants were judged across four categories — food and drink, arts and crafts, grocery, and general retail, with the judging being done by the BID.

Christmas Carols

In partnership with St Alban's Church of England Primary School, the BID helped spread festive cheer through a series of Christmas carol events across the district. These were attended by local businesses and parents alike and brought the community together during the holiday season, fostering a spirit of togetherness.

AREA PROMOTION & PROFILE RAISING

The BID has continued to engage and connect with our community through a series of events throughout the year. These initiatives have not only celebrated the unique character of Hatton Garden but also aimed to foster a sense of community and well-being among residents, businesses, and visitors.

Pumpkin Carving

The BID hosted a free pumpkin carving session with Jar & Fern in October 2023 at the Johnson Building. Jar & Fern provided pumpkins, equipment and guidance needed to make a carved pumpkin for participants to take with them.

De Beers Diamond Pipeline Course

De Beers hosts a series of diamond pipeline courses for the Hatton Garden jewellery community. Hatton Garden BID works in tandem with De Beers to promote the course to local members and helps to administer its delivery. The course provides its students with the opportunity to experience the full diamond pipeline journey, with courses culminating at their flagship store on Bond Street. This year, 60 individuals completed the course.

Dr Bike

As part of the BID's commitment to supporting local employees and promoting active travel, we provide free monthly cycle maintenance with Dr Bike and security bike marking in partnership with the Metropolitan Police.

Christmas Mini Market

In November 2023, the BID hosted a Christmas minimarket at the Leather Lane / High Holborn junction. There were alpine huts serving mulled wine, hot chocolate, smores, mince pies and cookies, and special festive entertainment.

A.I. Business Breakfast

In September 2023, the BID co-hosted a business breakfast briefing with its sister BID, Central District Alliance, exploring the impact of artificial intelligence and emerging digital technologies on businesses and the workforce. This provided a forum for discussing the latest trends and challenges in these critical areas, offering valuable insights for businesses in our district.

Leather Lane Summer Series

Throughout Summer 2023, the BID provided tables and chairs on Leather Lane allowing workers and others to enjoy their lunch, sunshine, and live acoustic music. It was gratifying to see almost 1,600 people utilising the space over the summer. We hope to provide more temporary seating in the future.

First Aid Training

In May 2023, the BID welcomed back Blue Earth Training to conduct first aid training for 27 local BID members. Participants were able to learn the practical administration of safe, prompt, effective first aid in emergency situations with an understanding of the role of the first aider as part of the course.





Festive Market



LEATHER LANE SUMMER SERIES



AI Business Breakfast

Art Exhibitions

Hatton Garden BID was delighted to sponsor a number of art exhibitions with Hypha Studios and The Lion & The Fox throughout summer 2023. The BID remains keen to promote local talent, whilst helping to raise the profile of the district.

The Garden Card

The BID continues to see positive engagement with the Garden Card, an initiative 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.

Monthly Newsletter

Hatton Garden BID sends out a monthly newsletter to keep businesses and stakeholders updated with latest projects. The newsletter is an opportunity to promote information from the local community of what is going on.

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.

ADVOCACY & INSIGHT

The BID continues to play a pivotal role in advocating for the needs and interests of our members and the wider community. Through strategic initiatives, partnerships, and data-driven insights, we aim to influence policy and service delivery by the borough and police, ensuring our district remains vibrant and prosperous.

Mental Health Wellbeing

The BID commissioned highly accredited mental health Positive Psychology and Leadership Consultant, Charlotte Wiseman, to deliver three in-person mental health first aid course for 31 local BID members. Upon completion of this two-day course, participants became Mental Health First Aid (MHFA) England certified, which is internationally recognised by MHFA International. The BID is committed to challenging the stigma and narrative surrounding mental health.

The BID celebrated World Mental Health Day by hosting a Mental Health First Aid alumni networking event. The alumni event took place at local business FORGE, where course graduates spoke about how the courses have helped them to tackle mental health in the workplace.

London Skills Improvement Plan

Our CEO Debbie Akehurst was invited to chair the newly formed London Skills Improvement Plan Advisory Board (LSIP.) The LSIP process has consulted with businesses across sectors to identify the skills needed in industry to help shape the skills agenda in London, ensuring the London workforce is equipped with the skills needed for future growth and development, enabling people to reach their full potential.

Camden Engagement

As has been highlighted elsewhere in this report, we maintain close engagement with the London Borough of Camden at a political, officer and ceremonial leadership level. This ensures the needs of our members are heard when borough decisions are made and that the council is aware of the BID's activities and outputs. Regular dialogue service directors allow us to advocate for policies and initiatives that support the economic and social well-being of our district. We use these meetings to keep upward pressure on public service provision in areas such as cleansing, lighting and public safety.

Lobbying for change

Our participation in public affairs and conferences, alongside collaborating with our local authorities, the Greater London Authority, and Government, has provided us with platforms to advocate for Hatton Garden at regional and national levels. These engagements allow us to influence broader policy discussions and align our district's needs with wider urban and economic strategies.

Inward Investment

We actively highlight the opportunities within Hatton Garden to pan-London bodies such as London & Partners an inward investment agency and Visit London which promotes London to tourists; we partnered with them to promote our district for Valentine's Day, positioning our district as an attractive destination for business and development.



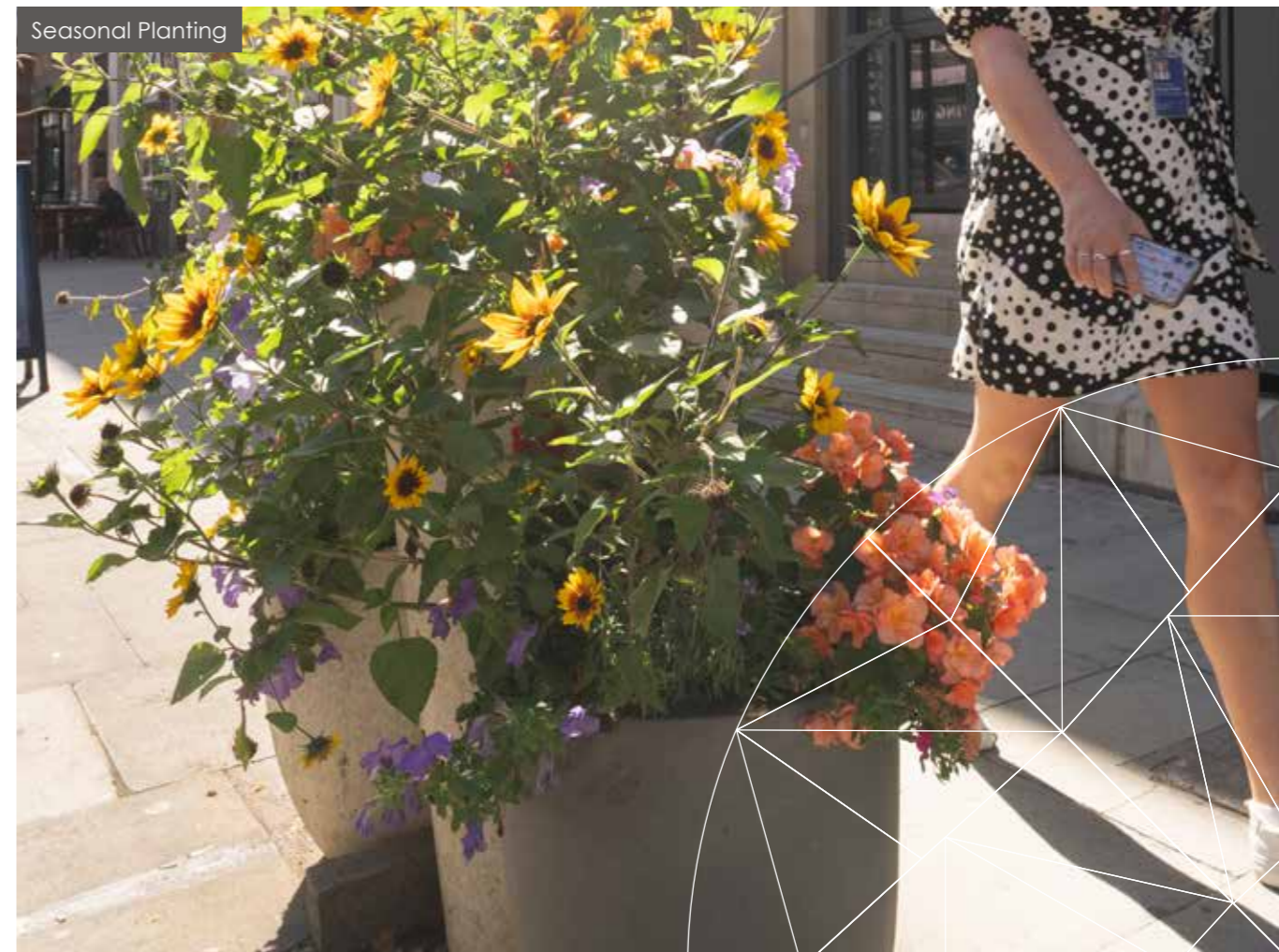


Corporate workshops and community engagement



Area Promotion & Profile Raising

AGM 2023



Seasonal Planting

Data and Reports

Our data and insights work underpins much of our advocacy activity. We gather and analyse data to inform our strategies and support our members in their decision-making. The reports we produce are available to levy payers. They offer valuable insights into trends and challenges on demand at our local Tube and railway stations, footfall patterns, vacancy levels at ground floor and spend rates. We also analyse planning application and the development pipeline. All these helps guide our initiatives such as public realm improvement helping to ensure they meet the district's needs.

Partnership Working

Our partnerships with BusinessLDN a business representative organisation as well as London & Partners, and New London Architecture (NLA) a built environment voice, strengthens our advocacy work and helps us shape and influence citywide economic strategies, investment initiatives, and contribute to sustainable urban development. Recently we have been calling for more fiscal devolution for London (business rates retention) and regulatory change in the areas of roadworks (reinstatements) and later generation phone box removal.

The Crossrail (Elizabeth line) Effect Report

The BID was delighted to work alongside the London Property Alliance, a leading member organisation for developers, investors, advisors, and other property professionals as it welcomed members to a breakfast seminar to launch this research in Hatton Garden. The event provided guests with an exclusive preview of the report, The Crossrail Effect: How the Elizabeth line has transformed the capital. The report explored the impact of the Elizabeth line on London's commercial property sector, utilising the latest data from report authors, Knight Frank. It showcased Hatton Garden to attendees and the media. A number of developments close to or in Hatton Garden featured in the report.

British BIDs Conference

The BID attended the British BIDs conference in November 2023, which provided an excellent opportunity to connect with other BIDs and exchange best practices. Seminars on supporting retail amid challenging conditions and improving public spaces gave helpful insights we can apply in Hatton Garden.

Digital Poverty Alliance

Our Chief Executive, Debbie, championed a collaborative effort to address digital poverty, partnering with the Digital Poverty Alliance and other key stakeholders. This ongoing campaign aims to bridge the digital divide, ensuring equitable access to digital resources for all community members.

HIGH QUALITY PUBLIC REALM

The BID is focused on enhancing the public spaces within our district, ensuring they are not only functional but also inviting and sustainable. Our public realm initiatives in 2023/24 contributed significantly to the vibrancy and character of the district, with a series of projects and ongoing maintenance efforts, whilst also working with Camden Council to ensure our district is at the forefront of their developments.

Summer & Winter Hanging Baskets

Our twenty-eight seasonal hanging baskets continue to brighten up the streets of Hatton Garden, bringing a splash of colour throughout the summer and winter months. These installations contribute to the district's welcoming atmosphere and are a visual reminder of our commitment to enhancing the public realm. They are designed to send a signal that we and our businesses care about the area and that there is a sense of ownership around the public realm.

Planters

We maintain fourteen strategically placed planters across Hatton Garden, including two new planters on Beauchamp Street, ensuring they remain healthy and vibrant throughout the year. This ongoing care enhances the aesthetic appeal of our public spaces and supports local biodiversity.

Street Furniture Improvements

In November 2023, the BID undertook the repainting of 20 bollards on the junction of Hatton Wall and St. Cross Street with Hatton Garden, as well as bollards on Clerkenwell Road, a letterbox and a bench on Hatton Garden. This was a continuation of the works completed in 2022 and enhances the appearance of our highways.

Holborn Vision – Supplementary Planning Document (SPD)

Camden have produced an SPD because they want to improve places and spaces that connect Holborn together. As part of this they have developed the Hatton Garden Character Area. Proposals include specific commitments to promote public realm improvement in the area, commitment to the new Local Plan Policy as well as support for residential communities and Leather Lane market. The BID has been liaising with Camden to shape a vision that is best for Hatton Garden.

Clerkenwell Road Safe & Healthy Streets

The BID has been working closely with Camden Council on the design proposals for the gateway area to Leather Lane north including seating and additional greening. It is intended that this will form part of their scheme for Clerkenwell Road.

Camden have also been consulting on proposals for Safe & Healthy Streets proposals in Leather Lane itself which incorporate the first stage of our gateway scheme by closing the junction of Leather Lane with Clerkenwell Road to traffic.





CHRISTMAS LIGHTS



Gateway Signage

A draft brief has been developed for the design and feasibility of a new gateway sign for Hatton Garden at the junction of Holborn. The project is in line with Camden's Character Area commitments and promote the jewellery industry area and aims to improve local area footfall capitalising on the Elizabeth Line walking routes and new nearby attractions due to open in 2026 – Museum of London and The London Tunnels.

Banners

In November 2023, the BID installed four street banners at specific entry points into Hatton Garden, to help increase people's awareness of the district.

Steering Groups

As part of the Construction Working Group for local stakeholders, the BID met with the developers for 100 Grays Inn Road and 127 Clerkenwell Road. We were shown proposed plans for redeveloping the site and were able to share feedback that has been raised by the local business community.

Seasonal (Christmas) Lights

In partnership with Field & Lawn our contractor, the BID continued the tradition of Christmas lights in Hatton Garden. This past festive season we installed: festive light fixtures on lamp columns across Hatton Garden road; several crossing installations along Greville Street and a crossing on Hatton Garden. Illuminated Christmas baubles in the trees across Hatton Garden and Leather Lane south were also put in place. The BID also placed a large "walkthrough" present style installation, which lit up Hatton Garden as people made their way into the district on the way up from Farringdon station.

Christmas Tree

The BID was pleased to install on the Leather Lane / Holborn junction a new 30-foot artificial Christmas tree, which lit up the district and provided plenty of opportunities for people to take lots of photos and enjoy the festive season.

ENHANCED ENVIRONMENT

The BID remains committed to ensuring our neighbourhoods are clean, safe, and welcoming for everyone. Our environmental services team play a vital role in maintaining the district's high standards. Our strategy for community safety encompasses vigilant patrols, robust partnerships and targeted crime prevention initiatives that cater to the district's specific needs.

Partnership working with Camden

The BID continues to be in continuous dialogue with the Environmental Services team at Camden Council promoting the Love Clean Streets app to encourage members to report any excess rubbish they see in the district.

On-street Cleaning Team

Our On-Street Team conducts daily patrols to maintain cleanliness throughout the district. They collaborate closely with local authorities to address any environmental concerns promptly and provide ambassador services, assisting visitors with information and reporting any issues that arise. They also offer specialised cleaning services to businesses on request, supplementing the public cleaning services already in place. They focus on high-traffic areas, ensuring these locations remain tidy and always welcoming. We have also changed the team's uniform to make local stakeholders more aware of their presence. Luis always loves to help our local community members with any queries that they may have!

Jet Washing

In May 2023, the BID resumed its jet washing service of Hatton Garden and Leather Lane. The BID has seen a great return on these works thus far, making the district a visibly cleaner place, removing dirt from the busy street market on Leather Lane. Whilst the pressure from the volume of commercial and market waste can be relentless, we do our best to keep it under some degree of control.

On-Street Security Team

Our patrol team plays an essential role in safeguarding the district. By maintaining a regular presence on the streets, they help to deter crime and anti-social behaviour. Their daily interactions with businesses and residents foster a sense of security and allow them to promptly address any safety concerns.

Partnerships

As highlighted elsewhere, Hatton Garden BID has established strong partnerships with key stakeholders, including the Metropolitan Police, the Holborn and Covent Garden Safer Neighbourhood Team, and local steering groups. These alliances enable us to address safety challenges swiftly and ensure a cohesive approach to maintaining a secure district. We are also in discussions with Trading Standards to have a greater presence in Hatton Garden.

Crime Prevention Initiatives

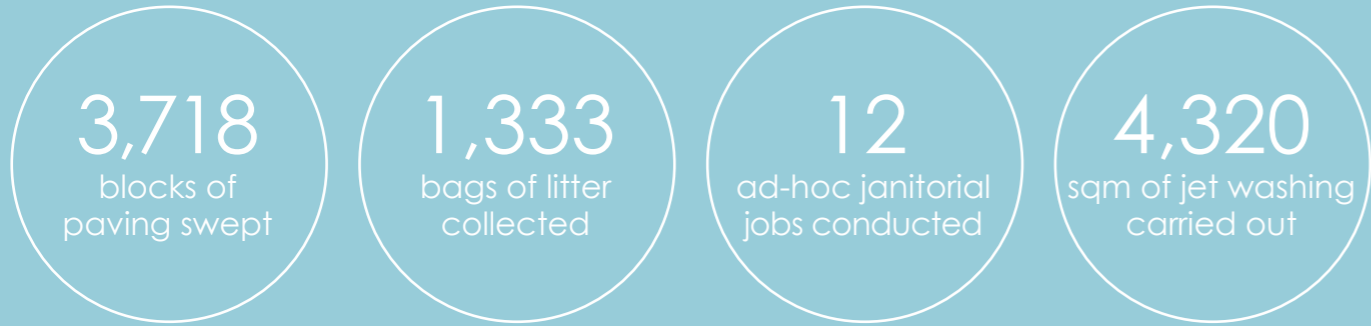
Our crime prevention efforts are comprehensive, incorporating both proactive measures and educational programmes. We actively support the Violence Against Women and Girls (VAWG) initiative, aiming to enhance safety for everyone, particularly women. We also endorse the Women's Nighttime Safety Charter, which promotes secure night-time environments. Additionally, we work closely with organisations such as the Suzy Lamplugh Trust to raise awareness and provide resources to prevent violence and improve personal safety.

Partnership patrols with Police



A YEAR OF RESULTS

CLEANING



SECURITY



SOCIAL MEDIA

1st April 2023 – 31st March 2024



TFL NETWORK DATA

tap in / tap out

Station	2023	Q1 2024
Chancery Lane	7,785,161	2,013,387
Farringdon	33,879,760	9,528,913

GOVERNANCE OF HATTON GARDEN BID

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.

Board Members in 2023/24

Alexander Jan Chair

Bradley Hartstone Beverley Hill Jewellers Vice Chair

Oleg Kolisnitsenko The Bryson Hotel

Tyler Goodwin Seaforth Land

Roy McGowan Momentum Transport

Nick Byers De Beers

Peter King Usborne Publishing (stepped down June 2023)

Jenna Barry Arax Properties (stepped down November 2023)



PROFITS & LOSS

Period from 01 April 2023 to 31 March 2024

INCOME	TOTAL
BID Levy	383,279
Voluntary Levy, Sponsorship & Grants	
TOTAL INCOME	383,279
COST OF SALES	
A Stronger Area	29,742
A Welcoming Area	60,115
An Appealing Area	136,513
A Protected area	66,877
TOTAL EXPENDITURE	293,247
STAFFING AND OVERHEADS	
Management and administration	31,350
Statutory Obligations including collection fee, audit fee and contingency	61,060
TOTAL COSTS OF STAFFING AND OVERHEADS	92,410
Net Surplus (Deficit for period)	(2,378)
Surplus from 2022/23	117,674
CARRIED FORWARD TO 2024-25	115,296



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