

LQ BID

2020-

2021

ANNUAL UPDATE

[linenquarter.org](https://www.linenquarter.org)

   @linenquarter



THE MOST IMPORTANT
THINGS IN LIFE ARE
HEALTH, FAMILY AND
FRIENDS, AND THE TIME
TO SPEND ON THEM.

Sir Kenneth Branagh



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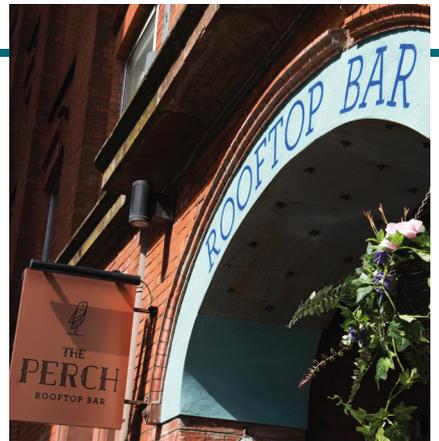
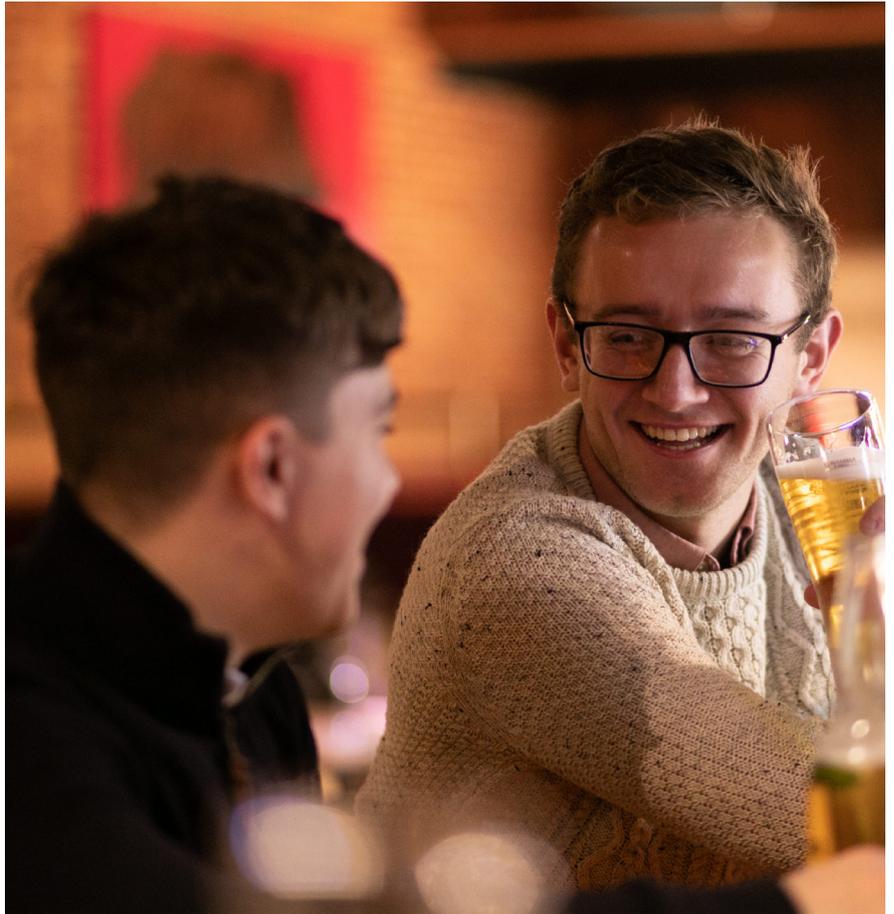
REIMAGINING THE PUBLIC REALM



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FINANCIAL OVERVIEW







Chair, Linen Quarter BID
Paul Johnston

THE SECOND YEAR OF LINEN QUARTER BID HAS CONTINUED ITS RECORD OF DELIVERY, WITH OVER 80% OF OUR 33 PROJECTS NOW COMPLETED OR INITIATED.

Highlights include our “Linen Live” hospitality promotion last July, a keynote sustainability event with Jonathon Porritt in August, delivery of an enhanced policing service in September, and award of the prestigious Purple Flag accreditation for our night-time economy in January.

We were set to deliver a vibrant 2020 events programme when the Covid-19 pandemic struck. This has had a significant impact on member organisations, especially hospitality, retail and charities. To alleviate this LQ BID will provide year 3 levy discounts of up to 50% towards the sectors hardest hit. The staff team are also working hard to leverage additional investment, including public realm and marketing.

To support city centre recovery, we are determined to sustain our focus on delivery. As we progress year 3, look out for new regeneration projects, extension of the City Centre gift card, free activities during health week, and support for a more sustainable district. Subject to government advice we also hope to re-launch our eclectic events programme later in 2021.

2020 WILL BE A YEAR THAT FEW FORGET. THE FOCUS IS NOW ON A SAFE RECOVERY.

The BID has been working tirelessly to help reopen the Linen Quarter for business. This brochure highlights key activities including deep cleaning, enhanced policing, renewed marketing, and delivery of public realm. We have also worked with ten local organisations to provide professional recovery advice and would particularly like to pay tribute to the “lockdown legends” who have kept key services running throughout the pandemic.

We are proud of what we delivered during year 2. Pages 16 to 25 highlight our projects in detail, working across four key themes of promotion, sustainability, safety and regeneration.

We believe we can deliver more as a collective and co-ordinated district and that the BID model is more important than ever. A list of services your organisation can benefit from is included on the back page and please do contact us if you would like to engage further.



Managing Director,
Linen Quarter BID
Christopher McCracken

LQ LOCKDOWN LEGENDS

MEET SOME OF OUR LOCAL LEGENDS WHO HAVE BEEN DELIVERING KEY SERVICES THROUGH LOCKDOWN.



**DR PATRICK
MCALEAVEY**
**PUBLIC HEALTH
AGENCY**

1. Tell us a little about yourself and what attracted you to this role.

I worked as a GP for seven years before joining the Public Health Agency two years ago as a Specialty Registrar. Having experienced the issues and challenges in General Practice, and the health issues faced by individuals, I was motivated to become involved in shaping and developing health services, and, in particular, to work in the area of communicable disease control. I still work as a GP once a week, and this gives me a valuable insight into the issues faced both by the public and my HSC colleagues.

2. What services have you delivered in the Linen Quarter during lockdown?

The Public Health Agency has obviously had an important role throughout the pandemic. During lockdown, I have worked on a range of services, including developing guidance for communication to the public and professional bodies, and helping with the establishment of the COVID-19 testing system, getting this to the point where all members of the public have access to rapid testing.

The most significant service that I have been involved in delivering is undoubtedly the Contact Tracing Service which is currently based here in Linenhall Street. This involves tracing close contacts of confirmed cases of COVID-19. My main role is to support the contract tracing team and to identify and investigate clusters and potential outbreaks. We are very fortunate that the public in Northern Ireland has engaged really well with the contact tracing process, which is very important in helping us to come out of lockdown safely.

3. How has it felt to work through a pandemic and tell us about your experiences?

It's been busy! Like most people, I have found it to be a very strange and stressful experience at times. As a public health doctor, we train in outbreak management and disease control, but it is difficult to prepare for something on such an unprecedented scale as the COVID-19 pandemic. Like many people, I have worked from home where possible and have become acquainted with the challenges of video conferencing, sometimes with one of my three children on my knee! What has been really great, is the way the HSC staff have taken this disruption in their stride and really pulled together to ensure everyone's safety.

4. What has been your biggest challenge over the last few months?

Other than not seeing family and friends in the early stages of lockdown, my biggest professional challenge has been the speed with which we have had to react to the situation, which is constantly changing even now, and the speed with which we have had to establish – from scratch – new systems and services. Contact tracing in non-pandemic times might be contacting a handful of people, or maybe a workplace or school – we are obviously having to scale this up enormously.

5. What do you love most about the Linen Quarter?

I love coming to work here and, in normal times, enjoy a stress-free commute by train. I love that I can use Belfast Bikes and am really encouraged to see so many improvements to the cycling infrastructure in the Linen Quarter. It's a vibrant and diverse area, and, having come from General Practice where you tend to work alone much of the time, I really appreciate being able to pop out for a coffee with my colleagues at the Public Health Agency (maintaining a safe social distance these days of course!). I can't wait until live music restarts again!



ROSS EARLY STATION INSPECTOR FOR GREAT VICTORIA TRAIN STATION, TRANSLINK

1. Tell us a little about yourself and what attracted you to this role.

My name is Ross Earley and my current role is Station Inspector in Great Victoria Street Train Station (GVS). I love the role I am currently in as I enjoy dealing with people and the different interactions that can take place on a daily basis, and as Great Victoria Street is the busiest station in the rail network, you are never short of conversation. I also really enjoy helping people out, so be it just giving a passenger information or assisting someone onto a train or anything else in between, I get a buzz from knowing I have helped someone out. I also have three boys at home under seven so getting into work can also be a blessing in disguise!

LINEN QUARTER WAS ALWAYS THE CENTRE OF THE TOWN. FROM CITY HALL TO GREAT VICTORIA STREET, THERE ARE MANY GREAT BUSINESSES, RESTAURANTS, AND HOTELS.

2. What services have you delivered in the Linen Quarter during lockdown?

The station is a lot quieter than what we are used to, although having NHS staff and key workers coming through on a daily basis is nice to see, as it shows we provide an essential service for the public. I have also been making sure the station complies with all social distancing rules and we are well stocked up with PPE, which the company has provided any time it's required. Our services now are becoming slightly busier as the lockdown gradually eases, so I need to remain vigilant and constantly making sure everything is safe in the station for staff and passengers.

3. How has it felt to work through a pandemic and tell us about your experiences?

I have been lucky that I am still working normal hours and still have the same duties as before the pandemic, so I have some sense of normality. Although it has been slightly surreal, again I feel very lucky to still be working away and trying to provide an essential service for the public. For me, it has been interesting to notice the changes as lockdown eases. The numbers are slowly increasing, but the passengers are all socially distancing and people are adapting well to a new way of life on public transport, it seems. Seeing how people reconnect with family members they might not have seen for a long time, or people returning to work, and all being able to do this thanks to the train service really makes it seem like we are doing important work. The staff here in GVS have all worked through this maintaining the highest standards of customer service and cleanliness, and the same for all the staff across the network of NI Railways. We always try to make people smile here or have a bit of fun and a laugh, which I think is important now more than ever.

4. What has been your biggest challenge over the last few months?

For me personally, the biggest challenge has been not to be able to visit my family regularly. Before the lockdown, our family was never out of each other's houses and always in each other's company. My grandparents have been shielding and my sister had a new baby so not being able to get a cuddle with him has been hard. Again though, being in work has afforded me some sense of normality and it is great to see things slowly get back to normal. I think everyone has been challenged by this one way or another, so I try to make sure anyone coming through to board a train, and the same for all staff working here, gets great service and hopefully gets to smile and have a laugh before they leave.

5. What do you love most about the Linen Quarter?

Linen Quarter was always the centre of the town. From City hall to Great Victoria street, there are many great businesses, restaurants, and hotels. And this is only getting better with the newly built Grand Central Hotel and the work being done on the new Belfast Transport Hub, which for me is extremely exciting. Working here and being part of the future of the Linen quarter makes me proud and as much as COVID 19 has slowed things down it hasn't stopped it completely!



CHRIS WALLACE

LQ'S DEDICATED POLICE TEAM (STREET BEAT)

1. Tell us a little about yourself and what attracted you to this role.

I have been a Police Officer for 14 years and all of my service has been in Belfast city centre. In my spare time I enjoy running and red wine but rarely together. Much to the surprise of my colleagues, I don't like coffee. What I enjoy most about my job is the diversity it provides. I can conduct a variety of roles all during the one shift. I may begin the day delivering crime prevention advice to retailers, followed by making an arrest for drugs possession, and end the shift assisting with a high-risk missing person. You just don't know what will happen next.

2. What services have you delivered in the Linen Quarter during lockdown?

During lockdown Police calls for service greatly reduced, as the vast majority of people stayed at home. Our priority throughout these challenging times was to keep people safe and protect our communities. The Police adopted a graduated strategy, namely to engage, explain, encourage and as a last resort enforce the Covid-19 Health Regulations. I conducted premises checks on a daily basis to ensure any vacant premises remained secure. I was keen to call with any businesses that remained open to give them the reassurance that if they called the Police we would be there to help. I worked closely with partner agencies such as Extern and Welcome Organisation to ensure the vulnerable in our community had access to the services and support they needed.

3. How has it felt to work through a pandemic and tell us about your experiences?

Working during lockdown was a surreal experience. The city centre was eerily quiet, like a movie scene. As a disciplined organisation we have the ability to adapt quickly but it still took a few days to adjust my behaviours in relation to social distancing. It felt strange talking with people 2 meters apart. There are inevitable times when you have to put hands on people, searching for example or indeed arresting people. As Police, I am no more immune to the virus than anyone else, but I have a vital role to provide, so there was that added stress of potentially bringing infection home. I am sure many keyworkers can relate to the skin on your hands cracking due to constant use of sanitiser and hand washing. Not an occupational hazard I would have associated with policing.

4. What has been your biggest challenge over the last few months?

As I mentioned before, adjusting behaviours away from those social norms such as handshakes etc. was a challenge and continues to be even today. Many of the individuals I encounter have alcohol or addiction problems. It is easy to assume everyone has seen the news or read the paper, but for some that is not the case. I am thankful the vast majority were very understanding when I explained the Covid-19 Health Regulations. At the same time, trying to maintain social distance from someone who is intoxicated is rather tricky.

5. What do you love most about the Linen Quarter?

Much like my job, I love the diversity the Linen Quarter brings. There is such a great mix of great restaurants, fantastic venues for music, entertainment, and socialising. As challenging as the past 3 months have been, I am excited by the plans the Linen Quarter BID have submitted to bring a more continental feel to the area. Working in the city centre I love looking at old pictures of Belfast. It is great to see that many of the great architectural buildings in Belfast have been preserved in the Linen Quarter such as the Opera House, Ulster Hall and Ormeau Baths.

MUCH LIKE MY JOB, I LOVE THE DIVERSITY THE LINEN QUARTER BRINGS. THERE IS SUCH A GREAT MIX OF GREAT RESTAURANTS, FANTASTIC VENUES FOR MUSIC, ENTERTAINMENT, AND SOCIALISING.

JORDAN WRAY

SOS BUS NI RESPONSE TEAM



1. Tell us a little about yourself and what attracted you to this role.

My name is Jordan Wray and I am 23 years old. I applied to join SOS Bus NI as I know first-hand how vital their role in the city centre is. I have been volunteering on the SOS Response Bus Team for 5 years and help support anyone who is in a crisis due to poor mental health, substance use, has an injury, is a victim of crime or a person at risk of homelessness.

2. What services have you delivered in the Linen Quarter during lockdown?

Over the months of lockdown, a Belfast Response Hub at Ulster Hall (in partnership with DfC and Belfast City Council) was set up and along with my usual SOS Team Leader, we delivered vital food parcels to people who were shielding or vulnerable.

Each Monday we would collect 40-60 boxes from the Hub at Ulster Hall and deliver them to individuals and families so that they can stay safely in their homes. Together with the other drivers across the city centre, we delivered over 4,000 boxes a week. Areas included Ormeau Avenue, Donegall Pass and Botanic.

It has been great to be able to put our SOS Training into practice and over the weeks we met many people on their doorsteps for a chat. They often said it really brightened their day, as we were the only people that they saw. This made my job seem even more worthwhile.

3. How has it felt to work through a pandemic and tell us about your experiences?

Working on the frontline was a challenging experience, but SOS Bus were so responsive to all volunteering needs, ensuring we had the correct PPE and protective items we needed to carry out the role safely – both for ourselves and the public.

SOS Bus were also very supportive towards volunteers, and it was a humbling experience to see so many volunteers give up their time to help. The interaction with staff at the Hub was a big part of the job – knowing we were all in it together.

I LOVE THE LINEN QUARTER BECAUSE OF THE COMMUNITY SPIRIT. FROM THE LOCAL BUSINESS OWNERS, STAFF, POLICE TEAM AND OTHER VOLUNTEER GROUPS, WE ARE ALWAYS THERE TO HELP AND SUPPORT EACH OTHER.

4. What has been your biggest challenge over the last few months?

My biggest challenge over the last few months has been my own health, both mental and physical. I thrive on social interaction and before lockdown my day job would have consisted of me working in a building with over 100 people. To go from a busy office, to working from home I found that a huge challenge – and something I struggled to get used to. By volunteering with the SOS Bus, I was able to get out and take a break from working from home. Whilst the food program aim was to help those who were isolating, it was also a great opportunity for me to have social interactions with others, which really made a difference to my own mental health.

5. What do you love most about the Linen Quarter?

I love the Linen Quarter because of the community spirit. From the local business owners, staff, police team and other volunteer groups, we are always there to help and support each other. Having volunteered in the district over the years you get to know everyone and build up relationships which then makes it much more enjoyable when on SOS Response shifts.

I am really looking forward to getting back to our normal night-time service and working with everyone again, making the streets of the Linen Quarter and Belfast as a whole better and safer for everyone living, working and visiting here.

LQ RECOVERY ADVICE

As coronavirus recedes, organisations across the Linen Quarter are making plans to reopen. As a professional service district many of our members have specific resources to help you return to a safe environment, reconfigure operations, and to support your business needs.

LQ BID have collated these resources into a series of helpful guides, along with local contact details:

1. COVID Wellbeing NI Hub
2. Hospitality advice from EY
3. Workplace Reset guidelines from CBRE
4. Insurance & Risk Management from Willis Towers Watson
5. Invest NI Business Support
6. Support for Tourism Industry from Tourist NI
7. City Services & Advice from Belfast City Council
8. Workplace Health with NICHS
9. HR expertise & support from Think People
10. Business Audits from Cleaver Fulton Rankin

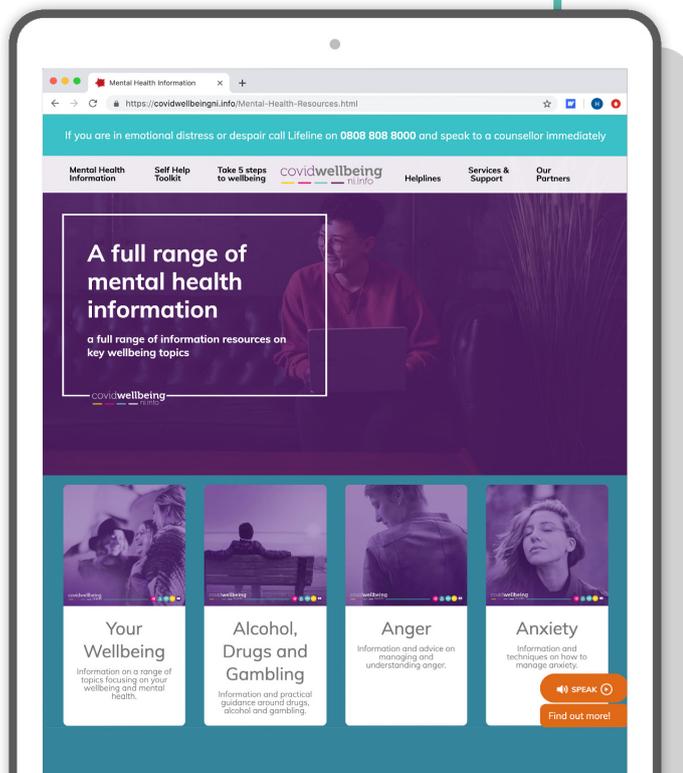
1 COVID WELLBEING NI HUB

A new virtual wellbeing hub to promote positive mental health during and after the COVID-19 pandemic was launched in June. It includes information, self-help guides and support and aims to help people take steps to look after their mental health and reach out for help and support when needed.

The Hub development was supported by the Department for Communities and the Department of Health along with the Public Health Agency, who partnered with 15 leading mental and wellbeing health charities and the Healthy Living Centre Alliance representing 28 local Healthy Living Centres to provide the content and support on the website.

To access the COVID Wellbeing NI Hub and for other useful links to other support including free online Stress Control Classes and a range of Healthcare Apps click here:

www.mindingyourhead.info



2 HOSPITALITY ADVICE FROM EY

Take a look at EY's dedicated Covid-19 response pages. Each page contains the most relevant localised insights on structured crisis management, enterprise resilience and planning for recovery.

EY has a number of dedicated Covid-19 response pages – Global, UK, Ireland:

UK links:

www.ey.com/en_uk/covid-19
EY UK Covid-19 response page

www.ey.com/en_uk/webcasts
EY UK webcasts

Global links:

www.ey.com/en_gl/covid-19
EY Global Covid-19 response page

www.ey.com/en_gl/webcasts/covid-19
EY global webcasts

Ireland links:

www.ey.com/en_ie/covid-19

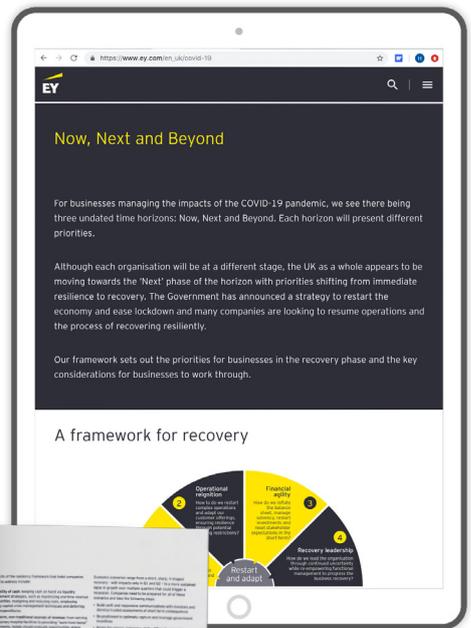
EY Ireland Covid-19 response page

www.ey.com/en_ie/webcasts/covid-19
EY Ireland webcasts

For further information, visit

[ey.com/en_uk/connect-with-us](https://www.ey.com/en_uk/connect-with-us)

to complete an enquiry form. The enquiry will be directed toward the correct EY contact once submitted and reviewed.



3 WORKPLACE RESET GUIDELINES FROM CBRE

With many offices in the Linen Quarter having to reduce their capacity to comply with physical distancing, CBRE has set out guidance to help you to decide which of your staff should remain working from home, which should return to the workplace, and how to phase their return

Click link to read more:

issuu.com/leeza-linenquarter/docs/11312_cbre_workplace_reset_pack_bad71a0b36893c/s/10668828

The process of reopening is already underway in some parts of the world and CBRE are supporting clients on an international level. The CBRE office in Linen Quarter can support local businesses by developing plans and protocols to help rethink, reopen and reoccupy workplaces at the appropriate time.

This next guide outlines how CBRE has helped clients in Asia, and how activities for reopening must be approached in fundamentally new ways.

Click link to read more:

issuu.com/leeza-linenquarter/docs/reopening_the_worlds_workplaces

CBRE can also offer an initial free consultation to anyone regarding assistance with getting back into the office, and chat with them about; lease disposals, sub-division of space, lease ends and rent reviews.

Local point of contact at CBRE:

Stephen Crozier - Stephen.Crozier@cbre.com



4

INSURANCE & RISK MANAGEMENT FROM WILLIS TOWERS WATSON

Willis Towers Watson have said that insurance and risk assessments play a crucial role for businesses returning to work. Once a decision has been taken to return to work, it will be vital for Linen Quarter businesses to carry out a thorough review of risk assessments to ensure that appropriate measures are put in place to eliminate the risks associated with returning to work or, where that is not possible, to minimise them. Having the right insurance will also back this up and add further security for the business.

Click link to read more:

issuu.com/leezalinquarter/docs/wtw_corona_virus_return_to_work_services_fm

For further information or to speak to someone directly, see below:

Trevor McClintock BSc (Hons) ACII,
Head of Sales & Client Management,
Direct: 028 9089 5094
trevor.mcclintock@WillisTowersWatson.com

WillisTowersWatson 

6

SUPPORT FOR TOURISM INDUSTRY FROM TOURISM NI

Tourism NI is closely monitoring the rapidly evolving situation and is there to help those in the Linen Quarter working in the tourism sector. Through the TNI website, users can be kept up to date with relevant information and support being made available to them.

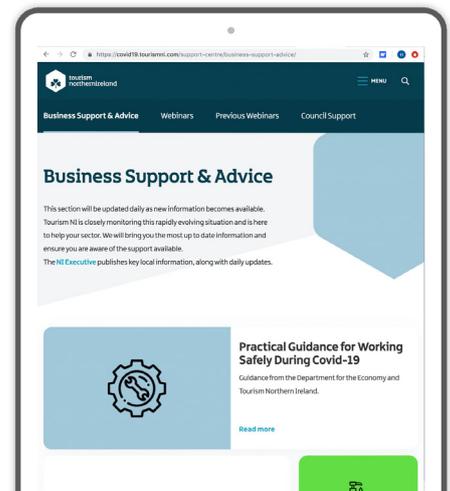
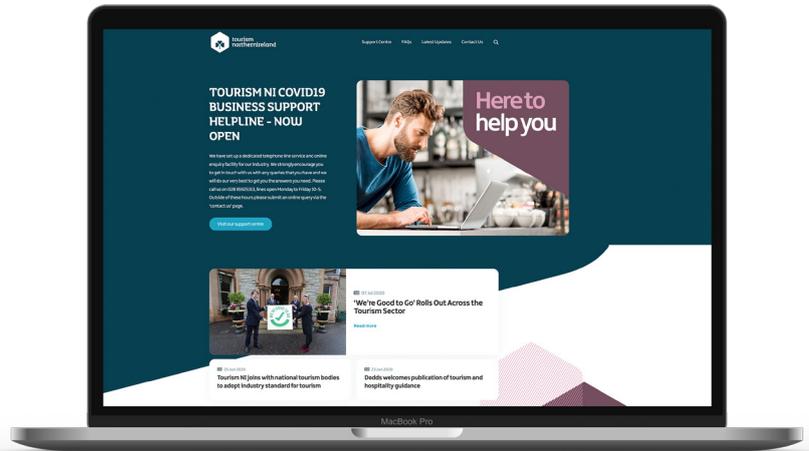
Information includes:

- Government Support
- Job Retention Scheme
- Advice for Accommodation Providers & Visitor Experiences
- Employment Law
- Business Continuity and Cashflow
- Scams & Fraudulent Activity
- Insights and Intelligence
- Inbound Travel

covid19.tourismni.com

Visitors to the website can also be kept up to date with ongoing webinars being provided. The webinars are carried out online, making it easy for those working from home.

Click here to view what's available:
covid19.tourismni.com/support-centre/webinars/?dateFrom&dateTo&page=1



5

INVEST NI BUSINESS SUPPORT

Invest NI has put together information for businesses to tap into, which will give them advice and guidance and news and events across Northern Ireland. There is also information for those who are seeking HR advice, financial and legislative advice, and signposting.

Free services can be found via link here:

issuu.com/leeza-linenquarter/docs/wbb_belfast_invest_ni.pptx



7

CITY SERVICES & ADVICE FROM BCC

Belfast City Council will be responding to coronavirus (COVID-19) on a daily basis, and have streamlined their resources to prioritise delivery of essential services, such as waste collections, burials and cremations. If you need support for your own personal circumstances or for your business, BCC will be able to help you.

Support is provided for the following:

- Venues & services
- Support & advice for residents
- Information for businesses & employees

Click link to read more:

<https://www.belfastcity.gov.uk/council/covid19.aspx>



9

HR EXPERTISE & SUPPORT FROM THINK PEOPLE

Think People

Throughout Covid-19, Think People Consulting have been the trusted advisors that leaders and their organisations need during this time of crisis. In what can only be called the world's biggest trial of remote working, Think People have supported organisations to rethink common workplace practices and deliver new ways of managing people. As we move into the next phase, Think People can provide the expertise to support you to put in place accurate and necessary processes and make the right decisions for the future of your organisation and employees. Their team of HR, Employment Law, Organisation and Talent Development experts are guiding many through the return, reorganisation and restructuring of their workforce and operations.

We know there is no 'one size fits all' approach to this new era of working and Think People are keen to support local businesses during this challenging time. If you would like to arrange a confidential, no-charge, exploratory call to discuss your HR and/or Organisation Development needs, contact Bethany.O'Neill@thinkpeople.co.uk or call 028 9031 0450.

Read more here to see how HR support could help you:

www.thinkpeople.co.uk/hr-consultancy

Think People Consulting have also been selected as an approved service provider for the InterTrade Ireland Emergency Business Solutions Grant. This grant for professional advice, to the value of £2,000/€2,250 inc VAT (100% funded), is available for cross-border

companies in manufacturing and tradable services, to address key business challenges related to Covid-19. Eligible companies can use the grant toward a range of support types, including Think People's HR consultancy, Organisational Development consultancy and Talent Development consultancy.

Examples of common post-COVID challenges which may be addressed using funding, subject to Intertrade Ireland approval, include:

- Rapidly repositioning your business strategy to survive and thrive post-COVID
- HR and Employment Law including furlough, short-time working and redundancy advice
- Organisational development to optimise your structure and ways of working
- Talent development and upskilling
- Developing managers to lead through change
- Diversifying to offer other products or service

To speak to a consultant about the wide range of professional advice available to your organisation under this grant, eligibility, and advice on how to apply, contact:

Bethany.O'Neill@thinkpeople.co.uk

Think People have also put together useful webinars for businesses to sign up to. These can be viewed online and are priced per person.

See link here to view what's available:

www.thinkpeople.co.uk/events

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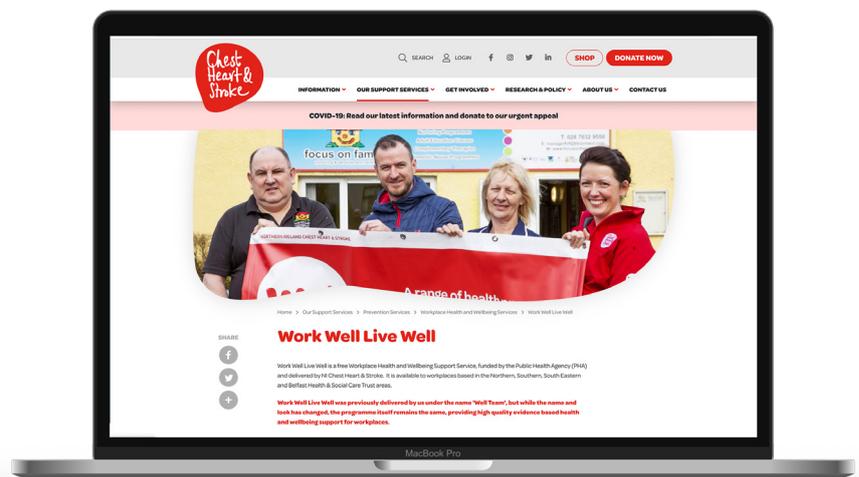
WORKPLACE HEALTH WITH NICHES

As we adhere to the significant changes in the workplace, the office we go back to will be very different to the one we left, and business leaders will need to develop a vision for what theirs will look like. With that in mind, it is also vital that employers don't forget the well-being of their staff, as not everyone will adapt to such changes so quickly and may need that little extra support.

With a 'Well Team' programme in place through NI Chest Heart & Stroke, workplaces can commit to improving the health and wellbeing of their staff and take that step to making the working environment more comfortable for all.

See link here to read more:

nichs.org.uk/our-support-services/prevention-services/workplace-health-and-well-being/wellteam



10 BUSINESS AUDITS FROM CLEAVER FULTON RANKIN

Throughout the COVID-19 crisis, Cleaver Fulton Rankin (CFR) has supported clients with legal advice, webinars and podcasts ensuring they remain up to date with the latest government announcements, funding support and legal issues that they may need to consider in these extraordinary times.

As businesses begin to reopen, it is imperative to quickly identify key strategic issues and solutions to:

- Improve cash flow;
- Maintain company stability
- Increase revenue.

In an effort to support businesses, CFR has designed a series of solutions including a number of sector-specific Business Audits. Businesses and employers will no doubt have specific concerns regarding legal areas, such as supply chain contracts, employment law, company sustainability, land and assets and debtor/creditor management. CFR's audits aim to highlight the key strategic issues businesses should be urgently addressing and where legal support may be required.

To understand your current position, CFR encourage businesses to complete a Business Audit today by visiting their COVID-19 Solutions Hub:

cleaverfultonrankin.co.uk/sector/covid-19

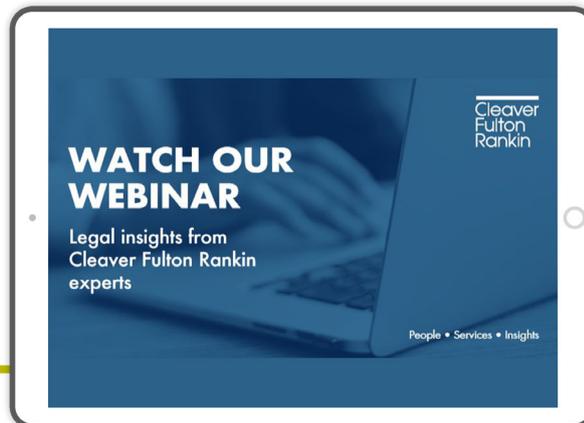
Upon completion of a CFR Business Audit, a report is generated to show your current position and the areas to address. A member of the Cleaver Fulton Rankin team will also receive the report and will get in touch to discuss it.

You can also view CFR's latest webinars online, which are specifically aimed at businesses in the Technology, Manufacturing and Construction sector.

Click link here for info:

cleaverfultonrankin.co.uk/sector/covid-19

Cleaver Fulton Rankin has also the legal expertise to guide and advise you on a range of legal implications. If you require any further information, contact a member of their legal team via links to HUB above.



WATCH THIS SPACE

Do you offer a service that would benefit local Linen Quarter businesses, or perhaps you would like to share information to LQ BID members via our weekly company newsletter?

Then please get in touch with leeza@linenquarter.org to discuss.



LQ HAND SANITISER

CLAIM YOUR FREE SAMPLE

LINEN QUARTER BID HAVE DEVELOPED A BESPOKE HAND SANITISER EXCLUSIVELY FOR OUR MEMBERS.

Using WHO formulation, and manufactured by premium gin company Copeland Distillery, this luxury sanitiser is a step above conventional products. Its attractive branded label roots your business in the defined geography of the Linen Quarter, and its high-quality production provides enhanced personal protection for your staff and customers.

Best of all, because LQ works on behalf of our members we are distributing a free bottle of hand sanitiser to all eligible organisations. Additional bottles can be provided at wholesale price of just £5 + VAT per 500ml bottle.

We hand deliver all orders every Thursday, but can rush same day orders on request. There is no other product that will provide our market-leading combination of low cost, high quality, and superior service.



ORDER NOW

linenquarter.org/projects/current-projects/lq-hand-sanitiser/

DIRECTIONS FOR USE

Apply a palmful of alcohol-based hand sanitiser and cover all surfaces of the hands. Rub hands until dry.

COMPOSITION

Ethanol/Isopropanol, Glycerol, Hydrogen Peroxide.

FOR EXTERNAL USE ONLY

Do not drink. Shake well before use. Avoid contact with eyes. Keep out of the reach of children.

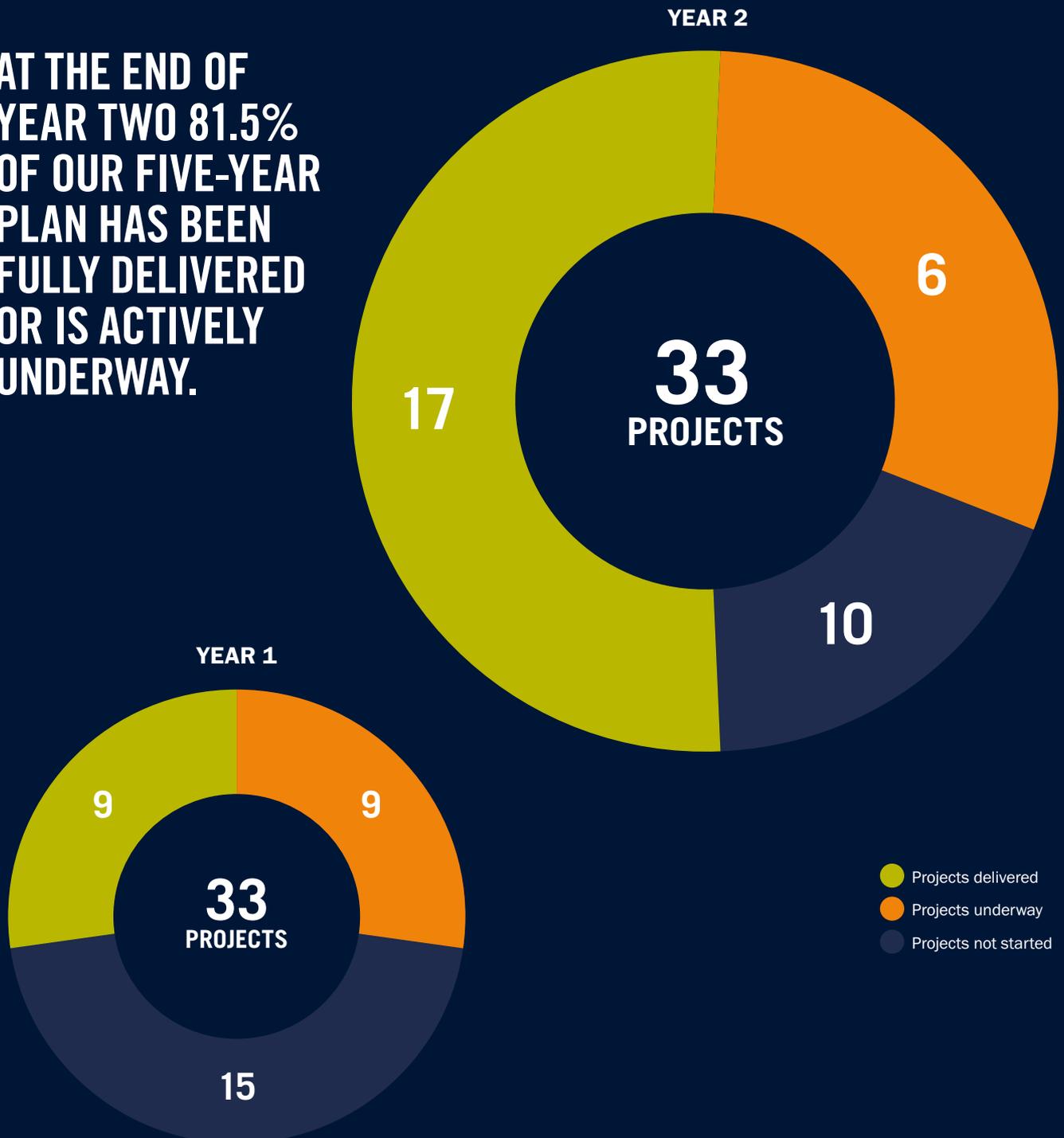
Note: current Government guidelines recommend that all employers should provide hand sanitisers throughout their premises, in addition to washroom facilities.



ANNUAL REPORT

2019-20

AT THE END OF YEAR TWO 81.5% OF OUR FIVE-YEAR PLAN HAS BEEN FULLY DELIVERED OR IS ACTIVELY UNDERWAY.

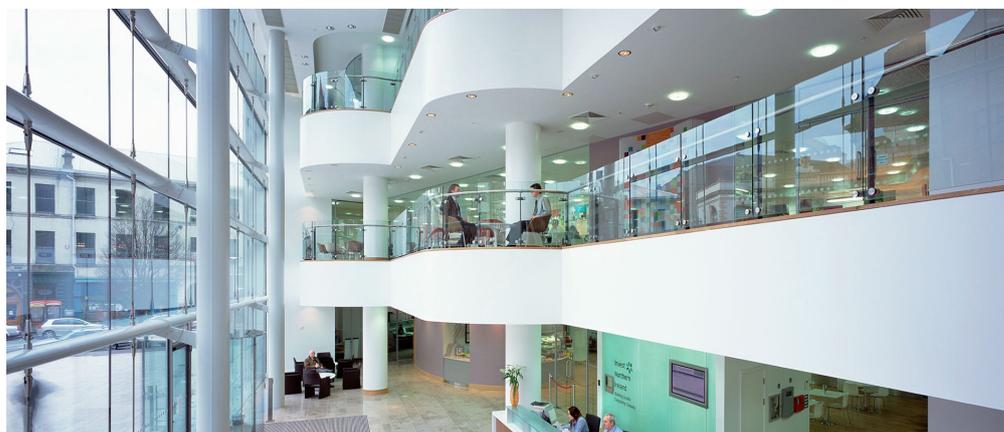


Timeline of Key Deliverables

April 2019	Opening of "Linen Quarter Flax Field" at Bedford Square
May 2019	Launch of LQ Regeneration Vision promoting social space, sustainable transport, and technology & tourism led development.
June 2019	Recruitment of five LQ branded Street Ambassadors (to Sept) Belfast Blues Festival extended to six venues in LQ
July 2019	Launch of LQ "Z-Cards" – 12,000 maps and hospitality listings distributed
August 2019	Climate Breakdown Belfast – keynote sustainability event with Jonathon Porritt, with over 500 delegates.
Sept 2019	Launch of LQ Street Beat – enhanced PSNI service for Linen Quarter Culture Night 10 x 10: ten musical genres in ten different venues. Free BHF health checks for world heart day
Oct 2019	LQ Food Promotion and launch of LQ Xmas Hospitality Brochure
Nov 2019	Design Week Exhibitions in LQ
Dec 2019	Stuff a Bus Charity Promotion in conjunction with Translink & Maldron Hotel
Jan 2020	Launch of 2020 Events Programme / Chinese New Year Celebrations Purple Flag Awarded to Belfast City Centre, highlighting well run evening economy
Feb 2020	Innovation & Creativity Workshop; 4 Corners Festival "Sustainable Belfast"; International Festival of Chamber Music; Launch of Friday Skive (networking drinks)
March 2020	Community clean up – Thomas Thompson Fountain LQ (Virtual) Health Week

**'DELIVERY
DELIVERY
DELIVERY'**

Demonsthenes



PROMOTED & VIBRANT

OUR AIM IS TO MAKE THE LINEN QUARTER AN EXCITING MUST VISIT DESTINATION AND 'THE NEW HOME FOR HOSPITALITY.'

Two years ago, very few public activities took place in the District. The BID are now investing a six figure sum each year to programme a vibrant series of monthly activities, with many major festivals and events extended to the area.

In the last 12 months we have launched a new website with weekly newsletter, funded promotional activities, and secured regular media coverage for the District. We also secured Purple Flag accreditation for the City Centre, highlighting our status as a well-run night-time economy.



STATUS	PROJECT	PROGRESS (UP TO APRIL 2020)
	Flagship Project #1 Visitor concierge scheme, ensuring visitors receive the very best welcome to Belfast.	Summer Street Ambassadors active in 2018 and 2019 from June to September. The programme will return June 2021. https://linenquarter.org/projects/current-projects/summer-street-ambassadors/
	Extend other city-wide events into the BID area and get a fair share of publicity and promotion for hospitality business.	LQ BID employ a full-time events manager and make a six-figure investment to provide a vibrant annual programme. A comprehensive range of activities & festivals have been introduced with the aim to make Linen Quarter the new home for hospitality. https://linenquarter.org/news-events/news/lq-events-programme-launch-recap/
	Networking, social events, and promotional activities to raise awareness of all businesses in the BID area.	Business networking events across the year including quarterly hospitality group for industry practitioners. Friday Skive, the monthly networking drinks open to all local staff, will return in 2021. https://linenquarter.org/projects/current-projects/friday-skive/
	Re-brand the district with identity that is representative of the character of the area.	A new Linen Quarter brand identity was launched in 2019 and has been promoted through events, marketing, sponsorship, and physical placemaking. The Linen Quarter is now a more cohesive and well-known district, with frequent media and social coverage.
	A food & drink destination promotion package.	12,000 "Linen Live" Z cards with maps and hospitality listings were distributed in 2019. A Joris Minne food review of the Quarter was arranged in Oct 19, along with advertising features and promotion. https://linenquarter.org/explore-lq/linen-live-guide/
	Purple flag designation	This national accreditation was secured for Belfast City Centre by all 3 BIDs in Jan 2020. https://linenquarter.org/projects/current-projects/purple-flag/
	Free advertising platforms. This includes a service app for visitors that provides profiles of businesses in the BID area.	New website launched in April 19. This includes area and business profiles. A service app unlikely to gain traction but business promotion taken forward by website, newsletter, and events instead.
	Welcome host training and customer service masterclasses for all front of house staff.	LQ BID marketed Welcome Host training provided by Council in 2018 and Tourism NI in 2019.
	Create a new signature event for the BID, probably based around food, that will encourage visitors back into the area.	A weekend "Flax Foodie Festival" has been developed, with funding in place and event management company commissioned. The 2020 launch postponed to 2021.
	Area staff card to use as incentives for employees. This will focus on hospitality and lifestyle offers.	Year 4 project

- Projects delivered / ongoing
- Projects underway
- Projects not started

CLEAN & SUSTAINABLE

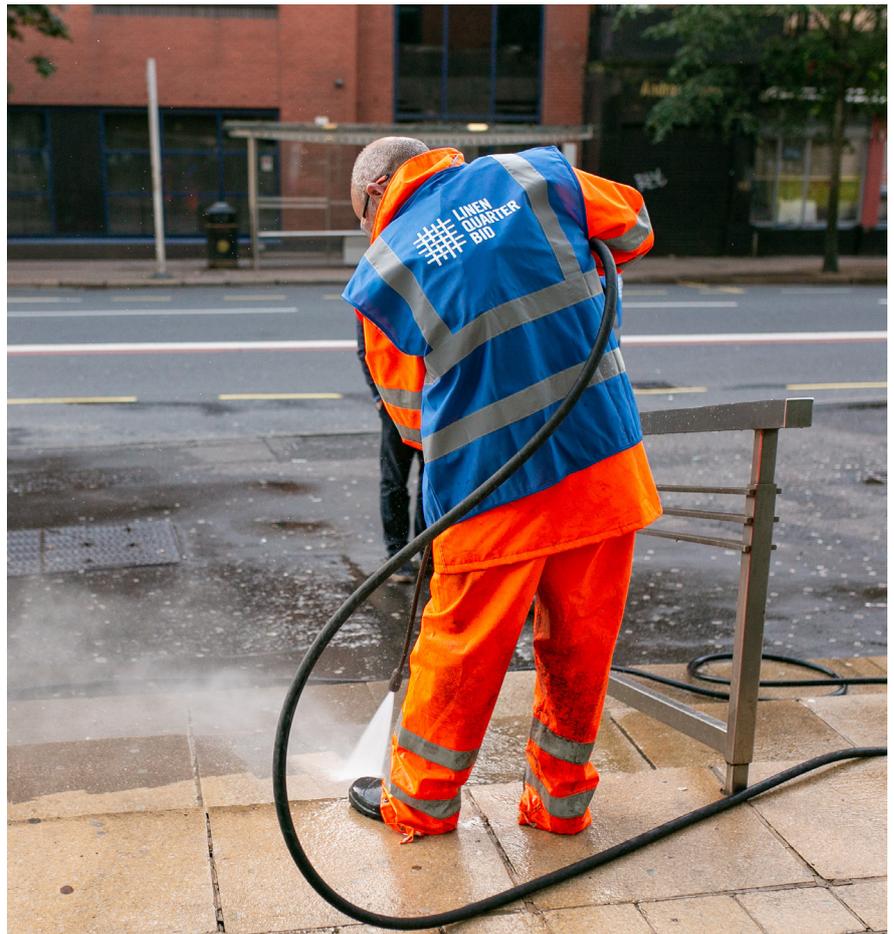
Our Clean Team covers areas that existing public services don't reach, including litter and graffiti on private property and enhanced power washing and deep cleaning.

But while cleanliness is important, we have an even greater ambition – to make Linen Quarter the most sustainable business district in Northern Ireland.

WE ARE SUPPORTING RECYCLING AND ENVIRONMENTAL CONSULTANCY THROUGH OUR WASTE MANAGEMENT CONTRACT AND HAVE STARTED WORK ON SUBSIDIZED ACCREDITATION SCHEMES AND GREEN ENERGY INITIATIVES.

STATUS	PROJECT	PROGRESS (UP TO APRIL 2020)
	Flagship Project #2 Service to quickly respond to incidents of graffiti, waste, vandalism, and other problematic issues. Enhanced street washing programme.	LQ Clean Team commissioned 2018, with 2 operatives working 4 mornings a week. Service includes graffiti removal, litter picking, weeding, cleaning frontages, and power washing of pavements. https://linenquarter.org/projects/current-projects/cleaner-district/
	Office technology and white goods waste management service, with confidential waste shredding. Food waste management assistance	The LQ BID Waste Management Service was launched in 2019. As well as excellent value the service has transformed sustainable practices https://linenquarter.org/projects/current-projects/sustainable-district/
	Create a bin and recycling facilities storage	LQ BID does not have capital budgets for storage, but the waste management service includes free consultancy and improved management of existing storage.
	Discreet pest control service	Service was due to launch April 2020 but has been delayed until further notice.
	Deliver support to help organisations secure ISO14001 and other company accreditations	Business in the Community commissioned to run the equivalent BS8555 accreditation for LQ organisations. A heavily subsidised scheme will be launched in 2021, as part of our sustainable district initiative.
	Utilities savings through bulk procurement.	A green energy scheme has been scoped and will be launch in 2021 as part of our sustainable district initiative.
	Procurement of an office incidentals service e.g. plumbing, electrician and maintenance service.	This project has been discontinued due to potential liability issues and duplication with existing landlord provision.

- Projects delivered / ongoing
- Projects underway
- Projects not started



SAFE & SECURE

IN SEPT 2019 WE INTRODUCED ENHANCED POLICING FOR THE DISTRICT - THE THIRD OF THREE FLAGSHIP PROJECTS.

LQ BID fund a dedicated officer who provides additional policing and a named contact for the area. We also co-ordinate a quarterly Community Safety Forum, open to all local organisations, with a £20k problem solving budget attached.

To ensure personal well-being we launched our pioneering health week in March 2020, more important than ever in light of lock-down. With a score of special activities and offers, health week will become a regular feature in the district in the years to come.





STATUS PROJECT

PROGRESS (UP TO APRIL 2020)

	<p>Flagship Project #3 Enhanced policing for the Linen Quarter to target the range of anti-social behaviours and provide an additional service to all levy payers.</p>	<p>Enhanced policing began Sept 2019, with LQ BID funding full time dedicated PSNI officer for the District.</p> <p>LQ BID also runs quarterly community safety forum and has invested £20k into local problem-solving fund.</p> <p>https://linenquarter.org/projects/safer-district/</p>
	<p>Cyber & fraud prevention and training.</p>	<p>Free seminars held 2018 and 2019. Further training to be scheduled 2021.</p>
	<p>Introduce the retail crime watch scheme</p>	<p>Free membership for RCW, worth £250 per year, was rolled out to all retailers in 2018 and provides an ongoing service. https://linenquarter.org/projects/healthydistrict/retail-crime-watch/</p>
	<p>Provide a healthy working environment for employees & deliver greater safety for all visitors</p>	<p>Free health checks provided Sept 2019, with virtual health week piloted in March 2020. These will now be mainstreamed, with two health weeks a year providing a comprehensive range of activities. https://linenquarter.org/projects/healthydistrict/</p>
	<p>Assist business to develop corporate social responsibility plans.</p>	<p>Initial scoping work was conducted in 2019. New initiatives to be rolled out in 2021.</p>
	<p>Defibrillators installed in key locations</p>	<p>Many hospitality venues, hotels, and new buildings now have these devices. LQ BID will conduct a scoping study with Belfast Ambulance Service in Autumn 2020.</p>
	<p>Deliver support to help organisations secure ISO18001 and other company accreditations.</p>	<p>Year 4 project</p>
	<p>A business emergency response scheme and a business emergency preparedness training support project for your business to reduce risk and the cost of managing risk.</p>	<p>Year 4 project</p>
	<p>Late night staff working support and retained taxi service for business in the area.</p>	<p>Year 4 project</p>

REGENERATION & INVESTMENT

In May 2019 LQ BID launched its pioneering Regeneration Vision, setting out key aspirations and ideas for the District. Many of these ideas, such as enhanced cycling and new social space, are now mainstream policy and LQ BID is actively working with public sector partners to help implement.

LQ BID WORKS CLOSELY WITH PUBLIC AND PRIVATE DEVELOPERS TO CO-ORDINATE EXISTING REGENERATION AND TO ATTRACT EVEN GREATER INVESTMENT.





STATUS PROJECT

PROGRESS (UP TO APRIL 2020)

	Lobby for additional monitoring and resources, influencing statutory bodies on programmes, projects, and their spending.	LQ BID represents district on City-Centre Reference Group, BCC Sustainability Board, Transport Hub Committee, and other fora. We have jointly commissioned projects with public sector partners and there are ongoing discussions to enhance service delivery and regeneration within the Linen Quarter.
	Create a united look and feel for the area that will include street dressing and add value with higher standard features.	Projects include Linenopolis 2018, Flax Field 2019, and Fountain Deep Clean in 2020. Discussions on enhanced features, including new social space and lighting, underway. https://linenquarter.org/projects/current-projects/re-imagining-public-realm/
	Address vacancy levels through property promotional schemes, and a new welcome package for business moving into the BID.	Initial work on welcome package has commenced.
	Area office space prospectus for vacant buildings. This will be part of a programme to help fill empty spaces in buildings within the BID area, working with landlords and public agencies to incentivise uptake.	LQ Vision produced in 2019. Detailed work on regeneration and investment opportunities will be launched via website before the end of 2020. https://linenquarter.org/explore-lq/lq-regeneration-vision/
	Building frontage enhancement award scheme	While it would be difficult to gain traction for an award, LQ BID aim to bring forward frontage enhancement schemes in 2020-21.

- Projects delivered / ongoing
- Projects underway
- Projects not started

REIMAGINING THE PUBLIC REALM

Last month the Minister for Infrastructure, Nichola Mallon, highlighted the need to improve the pedestrian and cycling experience in Belfast. To support this initiative the Linen Quarter BID has launched new public realm proposals within the District.

LQ BID have championed the concept of sustainable urban regeneration since its inception in 2018. Our regeneration vision laid the groundwork for more sustainable transport with improved green and social space.

To build on this vision three new ideas have been proposed. These include transformation of on-street parking bays to create a pedestrian boardwalk, weaving its way from City Hall to Botanic; installation of roadside parklets with benches and planting; and development of a new social hub at Brunswick Street.

These interventions improve accessibility through the city and facilitate outdoor activities to help local hospitality. It is hoped that funding could be made available through a new urban regeneration fund being considered by the Department for Communities.

Mike Gatt, General Manager at Maldron Hotel Belfast City, said: “we welcome these proposals from Linen Quarter BID, which could deliver enormous benefits. The scheme would bring much needed footfall to the area and provide a safe and attractive environment for people to socialise. The outdoor space would support social distancing and help sustain local hospitality during these challenging times.”

Linen Quarter BID also supports the implementation of cycle lanes within the district and envisage the creation of a new cycle greenway from Ormeau Park to Ormeau Road, via the proposed “City Deal” bridge over the river Lagan, and then on to Great Victoria Street Transport Hub and Queen’s University.

Improving the cycling and pedestrian infrastructure will encourage more sustainable modes of transport, enhancing health and wellbeing while also improving air quality.

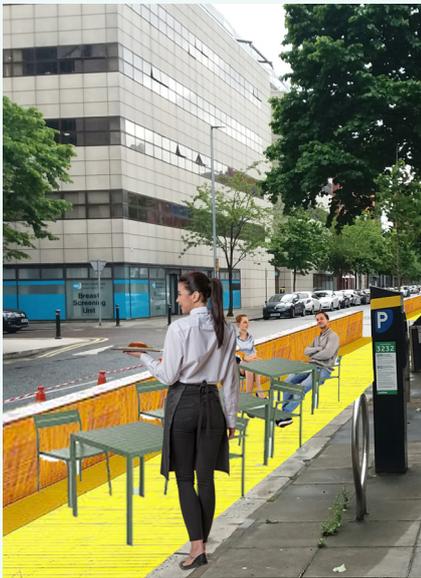
Chris McCracken, Managing Director of LQ BID said: “We want to see a Linen Quarter characterised by cycling greenways, improved pedestrianisation, and more vibrant social space. A re-imagined city centre is a once in a generation opportunity, and we hope our ideas positively contribute to the current debate.”

WE WANT TO SEE A LINEN QUARTER CHARACTERISED BY CYCLING GREENWAYS, IMPROVED PEDESTRIANISATION, AND MORE VIBRANT SOCIAL SPACE.



ROAD CLOSURES TO CREATE NEW SOCIAL HUBS ON BRUNSWICK STREET /LINENHALL STREET WEST

Closure of (parts of) underused roads and associated on-street car parking to allow for the creation of new large-scale pedestrianised spaces. Raised platforms on top of existing road surfaces can be used for insertion of (temporary) outdoor activities and al fresco dining. Additional elements within these new social spaces could include planters, artworks, children's play features and sun loungers that will help to attract people of all ages. It is anticipated that these spaces could also help to advertise the Linen Quarter as a destination for families as well as other types of users.

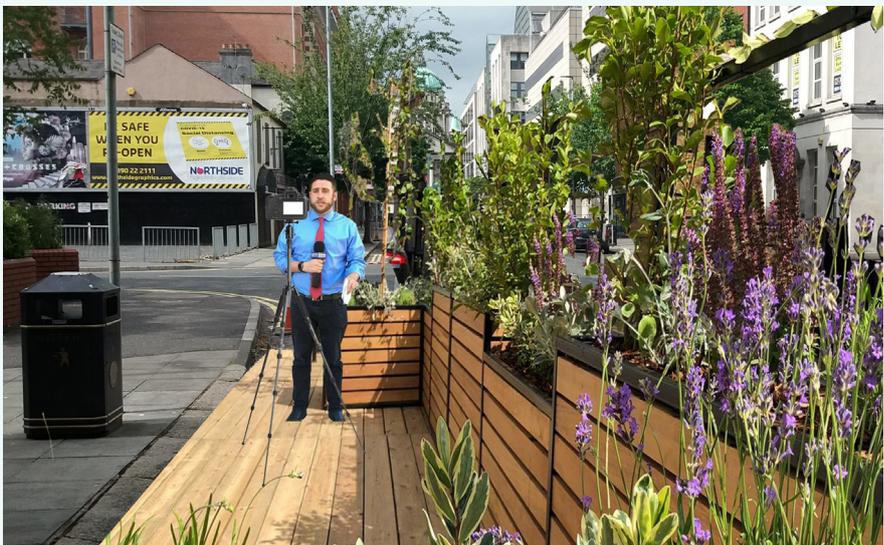


TRANSFORMATION OF ON-STREET PARKING SPACES INTO A CONTINUOUS BOARDWALK BETWEEN CITY HALL AND SHAFTESBURY SQUARE

This intervention would see a wooden boardwalk placed directly on top of the 70-odd parking bays along the western side of Linenhall Street, Linenhall Street West, and western side of Dublin Road. This would create a continuous 'pedestrian highway' with widened pavements that can be used for pavement cafés, children's play features and other outdoor activities. Due to its continuous nature, the boardwalk could help to improve wayfinding throughout the district as well.

PARKLETS ON ON-STREET PARKING SPACES

This intervention would see individual parklets placed directly on top of parking bays across the district, mostly adjacent to hospitality businesses. The parklets can be customised to the specifications of individual businesses to allow for al fresco drinking or dining. Each parklet occupies one or two parking spaces and can include features such as seating, planting and bicycle parking. Such parklets would allow for a more lively streetscape.



SUMMARY INCOME STATEMENT

Belfast Central Business District (Bid) Ltd - Linen Quarter Bid Annual Report and Accounts Summary 2019/20

SUMMARY INCOME STATEMENT for the year ended 31st March 2020

	Notes	2020 £	2019 £
INCOME			
Levy collection	1	453,087	380,365
Linenopolis income		—	16,711
Other income	2	27,783	8,464
		480,870	405,540
PROJECT COSTS			
Safe & Secure	3	44,141	22,401
Clean & Sustainable	3	77,999	45,995
Promoted & Vibrant	3	172,203	106,316
Regeneration & Investment	3	37,711	52,276
		332,054	226,988
OTHER COSTS			
Setup costs		—	23,451
Admin & Organisation	4	71,727	61,973
		71,727	85,424
		77,089	93,128
SURPLUS FOR THE PERIOD		77,089	93,128

NOTES TO THE SUMMARY INCOME STATEMENT

1. Levy collection £453,087 (2019: £380,365)

	2019/2020		2018/19	
Levy billed	477,296		464,188	
	—			
Collected - in 18/19 - £380,365	—		380,365	81.94%
Collected - in 19/20 - £453,087	405,558	84.97%	47,429	10.22%
Outstanding at 31 Mar 2020	71,738	15.03%	36,394	7.84%
Collection rate	84.97%		92.16%	

2. Other income £27,783 (2019: £8,464)

This is event income (Sustainable Belfast and Culture Night) and contributions from other Belfast BID companies towards the expenses of the Belfast Purple Flag application.

3. Project costs £332,054 (2019: £226,988)

Direct costs allocated to activity in furtherance of the BID company's aims.

4. Admin & Organisation £71,727 (2019: £61,973)

Overall costs related to governance and administration of the BID company amount to £71,727 (2019: £61,973) which is 14.92% (2019: 15.28%) of total income received, or 15.03% (2019: 13.35%) of total billed levy.

BALANCE SHEET

Belfast Central Business District (Bid) Ltd - Linen Quarter Bid Annual Report and Accounts Summary 2019/20

SUMMARY STATEMENT OF FINANCIAL POSITION (BALANCE SHEET) as at 31st March 2020

	Notes	2020 £	2019 £
CURRENT ASSETS			
Stocks		0	3,000
Receivables	1	14,870	112,461
Cash and cash equivalents	2	177,255	124,352
		192,125	239,813
CURRENT LIABILITIES			
Payables	3	21,908	146,685
		21,908	146,685
TOTAL ASSETS LESS CURRENT LIABILITIES		170,217	93,128
RESERVES			
Income statement	4	170,217	93,128
		170,217	93,128
EQUITY		170,217	93,128

NOTES TO THE SUMMARY INCOME STATEMENT

1. Receivables £14,870 (2019: £112,461)

At the date of signing of the accounts, all trade debtors recognised in the accounts have been received.

2. Cash and cash equivalents £177,255 (2019: £124,352)

At the statement date, all funds are held in business current accounts. The Board has approved that £50,000 be invested in a reserve fund to which the company will have immediate access.

3. Payables £21,908 (2019: £146,685)

Relates to trade creditors of £9,792 (2019: £1,749), Value Added Tax of £5,928 (2019: £13,481), HMRC payroll taxes of £4,693 (2019: £3,305) and accrued expenses of £1,495 (2019: £53,150). The amount of £75,000 which was loaned by Belfast City Council to enable the set up of the BID structures was repaid to the Council in February 2020. At the date of signing of the accounts, all of these have been paid.

4. Reserves £170,217 (2019: £93,128)

All reserves are carried forward to be applied to projects in the forthcoming financial year(s).

Approved by the Board and authorised for issue on 4 June 2020 and signed on its behalf by



John Paul Johnston
Director



Christopher John McCracken
Director



IT HAS BEEN,
AND CONTINUES
TO BE, OUR
RESPONSIBILITY
TO FILL THE EARTH
WITH THE LIGHT
AND WARMTH OF
HOSPITALITY.

Conrad Hilton



GRAND CENTRAL

EUROPA
HOTEL

LQ BID MEMBER SERVICES AND KEY CONTACTS

Leeza | 028 9091 2997
leeza@linenquarter.org

Chris | 078 5539 2511
Chris@linenquarter.org

Charlotte | 028 9091 2992
charlotte@linenquarter.org

Christiaan | 028 9091 2998
christiaan@linenquarter.org

Annual General Meeting

Held every April the AGM provides a detailed update on the work of the BID over the last 12 months, followed by networking drinks. For an invite please join our e-newsletter linenquarter.org/news-events/newsletter/

Business Seminars

Over the next 12 months LQ BID will be hosting seminars on conferences on the circular economy, sustainability, and technology. We will also launch a series of subsidised business courses, including BS8555 environmental accreditation and Institute of Leadership and Management. Further details will be circulated on our e-newsletter.

Board of Directors

LQ BID is run by local organisations on behalf of the whole district. If you would like to find out more about the Board, including applications to join, please contact Chris

Community Safety Forum

The quarterly Community Safety Forum helps local organisations discuss crime and anti-social behaviour directly with the police. If you have community safety concerns or want to attend the Forum please contact Christiaan.

Clean Team

LQ Clean Team work in the area four days per week, providing enhanced litter picking, street washing and graffiti removal. If you have any requests please contact Charlotte.

Events & Communications

Does your business have an event happening, or is there something you wish to publicise to neighbouring businesses in LQ? Leeza can help promote your content through our company newsletter, website and social media platforms.

Finance

For invoices and other finance related queries, or if your organisation plans to move into or out of the Linen Quarter, please contact Charlotte.

Healthy District

To encourage a safe, clean, healthy and productive business area we'll be running regular healthy district weeks. To get involved contact Christiaan.

Hospitality Group

The quarterly Hospitality & Events Group is open to any café, bar, restaurant and hotel to help shape events and discuss collective marketing. Contact Leeza to attend.

Pest control

To facilitate a cleaner, healthier area LQ BID provides a limited outdoor pest control service. If you have any queries, please e-mail Charlotte.

Policy

LQ BID helps represent the area on behalf of our members. If you would like to discuss government policy, service provision, consultations, or initiatives, please contact Chris.

Regeneration

The Linen Quarter regeneration vision aims to transform the Linen Quarter into a sustainable and healthy urban district. For enquiries around regeneration initiatives, or to raise any local requests, please contact Christiaan.

Street Ambassadors

The Summer Street Ambassadors are here to support local organisations and help promote the district. Any requests? Please contact Leeza when they are in operation (from June – Sept 2021).

Street Beat

The team is co-funded by the BID and consists of trained PSNI officers dedicated to the Linen Quarter. If you wish to report an issue contact PC Chris Wallace on 075 8597 9343 or in his absence, Christiaan. (In an emergency always ring 999)

Waste Management

River Ridge are LQ BID's preferred supplier for waste solutions and support our vision for a more sustainable future. Their bespoke service and flexible collection times ensure that businesses can tailor a system that suits their needs, is cost-effective and minimises waste. To arrange an appointment please contact Charlotte.

linenquarter.org

   @linenquarter #LinenLive

