



PaddingtonNow

2023/2024  
**OVERVIEW OF  
PROJECTS, INCOME  
& EXPENDITURE**

☎ 0203 145 1212

🌐 [www.paddingtonnow.co.uk](http://www.paddingtonnow.co.uk)

📍 1 Spring Street, Paddington

BUSINESS  
IMPROVEMENT  
DISTRICT



# Introduction

**2023/2024 marks the inaugural year of PaddingtonNow BID's fifth term, a period of transformation marked by significant accomplishments.**

Under new leadership, the BID has seamlessly transitioned into its renewed mandate, unveiling a new street level office that serves as a hub for dynamic community engagement.

The landscape of the district has been redefined with the openings of Paddington Square and 50 Eastbourne Terrace and the BID has focused on adapting to these changes and the arrival of thousands of new office workers.

This leaflet summarises what has been achieved by PaddingtonNow from April 2023 to March 2024 and then looks forward to our next term, setting out planned activity to March 2025.



# Contents

- ✓ 2023/24 Achievements in Security
- ✓ 2023/24 Achievements in Greening and Cleaning
- ✓ 2023/24 Achievements in Commercial Recycling
- ✓ 2023/2024 Destination Marketing
- ✓ 2023/24 Achievements in Representation

- ➔ 2024/2025 Security Plans
- ➔ 2024/2025 Greening & Cleaning Plans
- ➔ 2024/2025 Destination Marketing
- ➔ 2024/2025 Representation



# 2023/2024



## Achievements in Security

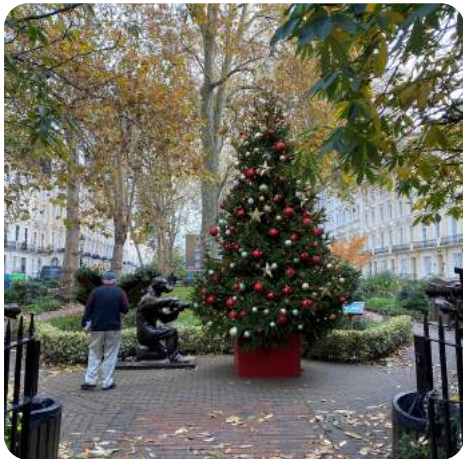


- PaddingtonNow BID appointed SWL Security Services to deliver a new and improved street safety service to Paddington BID members.
- The BID funded a four-person Community Safety Team to patrol the BID streets 5 days a week 9am to 11pm.
- A new incident recording and secure messaging system called SentrySIS Connect Live was implemented, significantly improving incident tracking and response capabilities on a day-to-day basis.
- The Community Safety Team reported over 1200 incidents related to crime, anti-social behaviour, and environmental breaches over the year.
- The BID formed the Paddington Private Security Alliance, joining security teams from major developments in the area to communicate and share intelligence.
- PubWatch was restarted, strengthening community ties for a safer night-time environment.
- The BID provided training for security staff to responsibly carry temporary restraints.
- We continued to work closely with the local Metropolitan Police teams and Westminster City Council services to combat crime and anti-social activity in the area.

## 2023/24 Achievements in Greening & Cleaning



- ✓ Maintenance of Topiary Butterfly Garden in Norfolk Square Gardens.
- ✓ Maintenance of Wildflower Meadow in the Sussex Gardens Triangle.



- ✓ Installation and maintenance of summer and winter displays - 90 hanging baskets and 84 troughs and tubs throughout the BID area.
- ✓ Installation of Christmas Tree and Lights in Norfolk Square
- ✓ Lobbied to Westminster Parks for the full re-turf of Norfolk Square Gardens.
- ✓ Take Pride in Paddington community Day.



## 2023/24 Achievements in Commercial Recycling



- We provided a subsidised recycling services to businesses at considerable cost savings to businesses.
- We introduced electric assisted cargo collection bikes to Paddington significantly improving air quality and traffic congestion.
- Since April 1st, 2023, businesses served by First Mile, have collectively saved a staggering **£318,976.74 ex VAT** on their waste and recycling services.
- In the last 12 months we have helped reduce 1,581 tonnes of CO2 emissions, saved the equivalent of 10,898 trees from paper and cardboard recycling and produced 140,690 KWh of energy via all means of recycling.



### Material Recycled in the BID area from January to December 2023



53,646 kg of food



255,800 kg of General Waste



62,800 kg of Glass



71,250 kg of cardboard

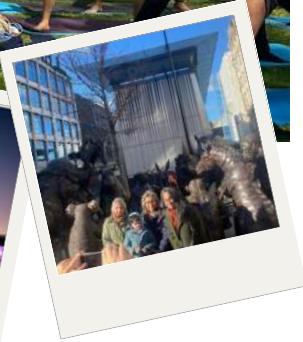


11,975 kg of Shredding



2023/24

We held 25 events for members and the public to attend including Take Pride in Paddington, Wellbeing Week, Yoga in the Square, Paddington Nights and Westminster After Dark. In addition we offered free online Winter Yoga to BID members.



✔ We started the Paddington Podcast to bring local stories out of the woodwork and into the public realm.

✔ We produced promotional digital content for social media, our website and newsletters to encourage footfall to our hospitality venues and highlight key news in the area.

✔ We boosted our presence on social media by creating PaddingtonNow Tik Tok and Twitter platforms and increased our followers across Instagram, Facebook and LinkedIn.

✔ We brought The Wild Table of Love and The Papparazzi Dogs artworks by Gillie and Marc to Paddington, bringing culture and conversation to Paddington and improving the streetscape on Eastbourne Terrace.



Eat Drink Paddington Magazine which lists local F&B establishments is still widely used in the area.



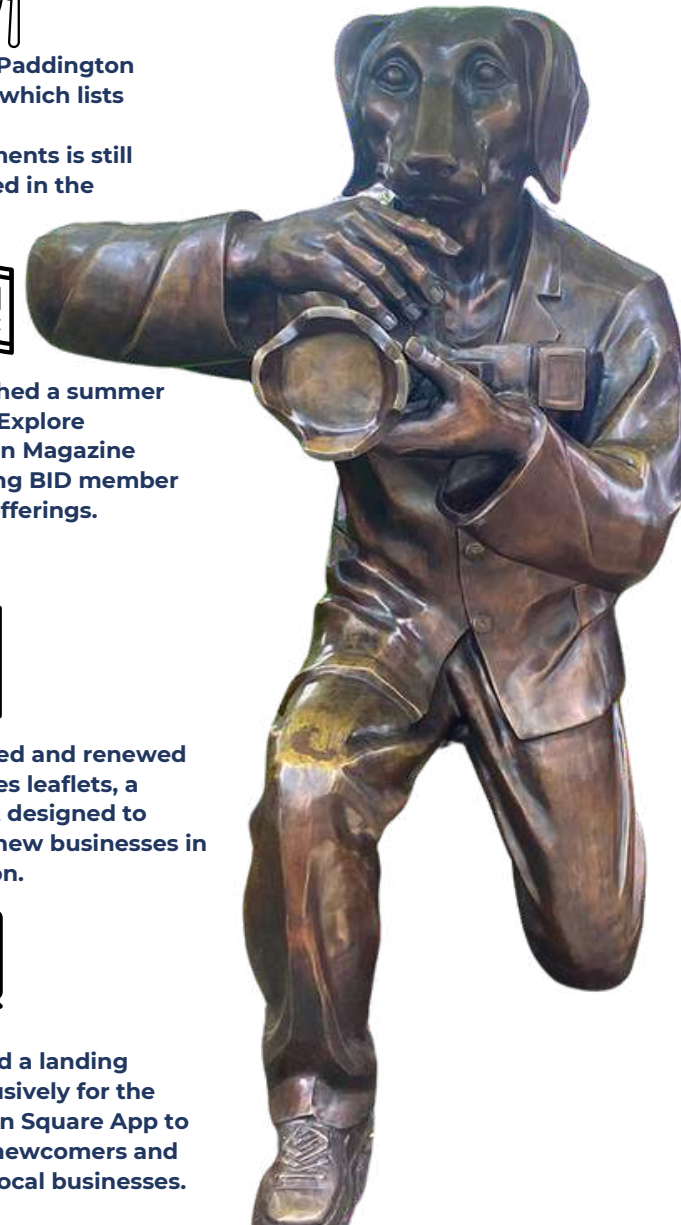
We published a summer edition of Explore Paddington Magazine highlighting BID member business offerings.



We updated and renewed our services leaflets, a document designed to welcome new businesses in Paddington.



We created a landing page exclusively for the Paddington Square App to welcome newcomers and highlight local businesses.



## 2023/24 Achievements in Representation



- We supported businesses with planning applications and enforcements.
- We regularly engaged with the Hyde Park and Lancaster Gate Councillors to raise awareness of business priorities, promote business interests and showcase the work and projects of the BID.
- We represented businesses on all crime and anti-social behaviour issues at the Hyde Park Ward Panel and regular Police/City Council Neighbourhood Problem-solving groups.
- The BID assisted member businesses on a wide range of issues and concerns, providing advice, facilitation and mediation on problems such as planning, anti-social behaviour and waste.



- ✓ We lobbied local, regional and national government on issues that affect businesses.
- ✓ We liaised with developers and local authorities on new developments, street infrastructure and public realm projects.
- ✓ We provided a forum for businesses to raise and discuss issues or concerns such as The Westminster Highstreets programme, Westminster After Dark and St. Marys Hospital redevelopment.
- ✓ We championed your voice regarding major development proposals, highway schemes and transport strategies.
- ✓ We continued our involvement with Hyde Park Paddington Neighbourhood Forum to work towards a Neighbourhood Plan.



# 2024/25 Security Plans



**2024/25 Greening & Cleaning Plans**

➤ Increase recycling service subscriptions to reduce waste and encourage recyclable segregation, reinforcing environmental stewardship.



➤ Explore expanding our greening installations to Eastbourne Terrace.



➤ Become a member of the Westminster Sustainable City Charter to align operations with sustainability goals, demonstrating environmental commitment.



**2024/25 Representation**



The BID will continue to work with Westminster City Council, Councillors, and the Metropolitan Police to keep Paddington clean, safe and welcoming for all who come to Paddington.



Through the Hyde Park Paddington Neighbourhood Forum, we will continue the process of creating a Neighbourhood Plan.



With our colleagues across the Westminster and UK BIDs network we will continue to lobby at a national, regional and local level, putting businesses centre stage.



We will continue to nurture relationships with all new businesses.



# 2024/25 Destination Marketing

Provide decorative lighting options for the public realm.



Continue to grow digital reach and promote Paddington to a wider online audience ensuring that our events, activities, and business promotions encourage footfall and spending throughout the year.



Provide free wellbeing events for the local community including mental health awareness workshops and outdoor yoga sessions.



Provide a CSR and ESG platform for businesses to volunteer in the local community.



Distribute our popular Paddington wayfinding maps to hotels, offices and Paddington station for the benefit of guests and staff.



Develop exciting seasonal events and promotional activities to enliven the area. Enhance the local streetscape with public art.



Send regular newsletters and communications which keep businesses and their staff informed about what's happening locally in terms of events and activities, road closures, new developments and transport issues.





## Anticipated Income & Proposed Expenditure 2023/2024. Forecast income & Expenditure 2024/2025

|   | * Income and Expenditure 2023-2024<br>(Projected at 31 January 2024) £ | Income and Expenditure 2024-2025<br>(Predicted at 31 January 2024) £ |
|---|--|--|
| <b>INCOME</b>                               |  |  |
| BID Levy Income **                          | 745,500  | 803,000  |
| Voluntary & Other Contributions             | 31,000   | 15,000   |
| <b>Total</b>                                | <b>776,500</b>   | <b>818,000</b>   |
| <b>EXPENDITURE</b>                          |  |  |
| Greening and Cleaning                       | 100,000  | 99,500   |
| Commercial Recycling                        | 169,000  | 194,500  |
| Safety First                                | 214,000  | 229,500  |
| Destination Marketing and Promotion         | 76,000   | 124,500  |
| Representing Paddington & BID Running Costs | 192,000  | 176,000  |
| <b>Total</b>                                | <b>751,000</b>   | <b>824,000</b>   |
| <b>SURPLUS (Deficit)</b>                    | <b>25,500</b>  | <b>(6,000)</b>   |
| Brought Forward                             | 144,471  | 169,971  |
| Carried Forward                             | 169,971  | 163,971  |

\* Correct at 31st January 2024, forecast to 31 March 2024

\*\* The amount collected as at 31st January 2024 was £657,577 from total levy of £745,540