

November 23<sup>RD</sup> 2023

### KNIGHTSBRIDGE PARTNERSHIP ANNUAL BREAKFAST



### TODAY'S AGENDA

Welcome

Michael Ward, Chairman

Our Business Plan and Progress

Steven Medway, Chief Executive

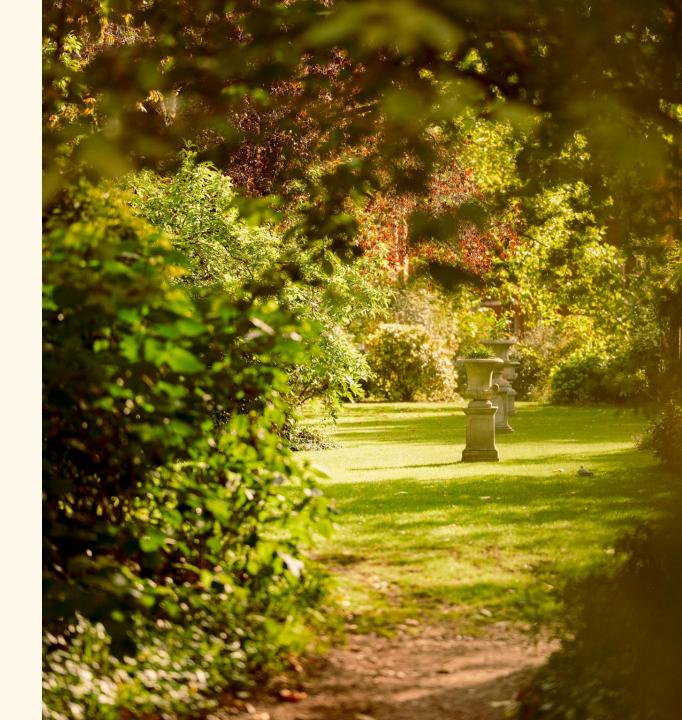
**Business Crime** 

National Local BID Superintendent Patrick Holdaway Superintendent Owen Renowden Rebecca Handley, Head of Place MICHAEL WARD
CHAIRMAN
KNIGHTSBRIDGE
PARTNERSHIP



**FILM** 

# STEVEN MEDWAY CHIEF EXECUTIVE KNIGHTSBRIDGE PARTNERSHIP





### THE NUMBERS

214

90%

£6m

**BID MEMBERS** 

VOTED IN FAVOUR

**INVESTMENT** 

1 OF 2

99%

5YRS

INTERNATIONAL CENTRES

RATEABLE VALUE

**MANDATE** 



### **OUR BUSINESS PLAN: 5 PILLARS**



Business Recovery



Business Support and Insight



Levering our International Status



Driving Transformational Change



Harnessing the Power of Partnership

## ANNUAL MEMBER SURVEY



## ANNUAL SURVEY FEEDBACK

#### **RESULTS**

91%

OF MEMBERS WOULD
RECOMMEND THE
PARTNERSHIP TO OTHERS

85%

NOTED THE PARTNERSHIP DELIVERED A STRONG RETURN ON INVESTMENT 74%

ENGAGED WITH THE PARTNERSHIP ON WEEKLY, MONTHLY OR QUARTERLY BASIS

#### **HIGHEST VALUED SERVICE**

**TOP PRIORITIES** 

STREET TEAM

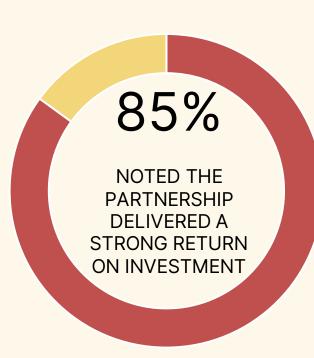
CRIME INTELLIGENCE AND

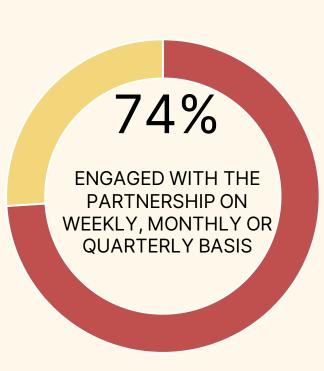
REDUCING BUSINESS COSTS DRIVING FOOTFALL AND SALES

PREVENTION SERVICE

ANNUAL SURVEY FEEDBACK







#### **HIGHEST VALUED SERVICE**

STREET TEAM

CRIME INTELLIGENCE AND PREVENTION SERVICE

#### **TOP PRIORITIES**

REDUCING BUSINESS COSTS DRIVING FOOTFALL AND SALES

### BUSINESS RECOVERY



### BUSINESS COST REDUCTION SCHEME

£289,500

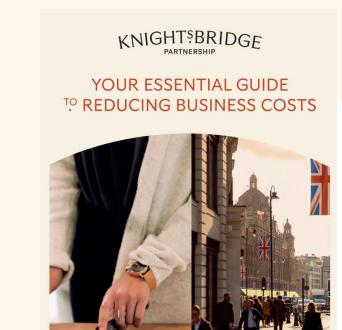
SAVINGS IDENTIFIED

£32,167

7

AVERAGE SAVING PER BUSINESS

**UTILITY TYPES** 



KNIGHTSBRIDGEPARTNERSHIP.COM

#### **GUIDE TO REDUCING BUSINESS COSTS**

Knightsbridge Partnership offer a Business Cost Reduction Service, to identify and realise savings for businesses in Knightsbridge delivered by the Place Support Partnership.

	AREAS OF SUPPORT	WHAT WE NEED FROM YOU
<b>#</b>	ENERGY  • Electricity  • Gas  • ESOS & Carbon Audits	All pages of bills showing: Contract end date MPAN and/or MRPN number Estimated annual consumption
	TELECOMS & BROADBAND  Business Landlines  Business Mobiles & Broadband  VOIP Systems	All pages of bills showing:  Contract end date  Current charges  Itemised billing
	MERCHANT FEES  Card Terminal Rental  Card Transaction Fees  Open Banking and Online Payment Fees	All pages of bills showing:  Current merchant provider  Estimated annual card turnover  Current terminal and transaction charges
	PEST CONTROL  Monthly Site Inspection Infestation Management Site Cleanse	All pages of bills showing: Inspection frequency Job specification Associated costs
	WATER Procurement Leak Detection Billing Queries	All pages of bills showing: SPID number Water and waste rates Water and waste usage



#### RECYCLING AND WASTE®

Public Indemnity and Liability

Buildings

Knightsbridge Partnership have secured preferential rates with Kensington and Chelsea Council, Westminster City Council and First Mile, saving businesses money on waste and recycling collections.

Renewal documents (if

available) Insurance Specification

'Agreements will be set up directly with Kensington and Chelsea Council, Westminster Council and First Mile

### **WESTMINSTER WORKS**

400+

2,200

WESTMINSTER BUSINESSES

**VACANCIES** 

£1M

£2M

BUSINESS SUPPORT GRANT TRAINING BUDGET



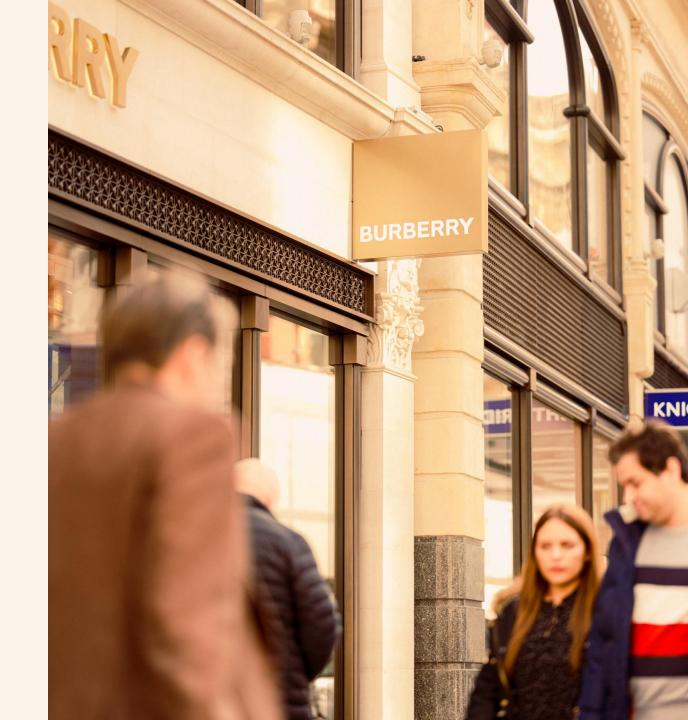








### BUSINESS SUPPORT AND INSIGHT



### DATA AND INSIGHTS

**FOOTFALL** 

30%

INCREASE IN FOOTFALL YEAR ON YEAR 38M

VISITS
RECORDED IN
THE LAST YEAR

3.9M

VISITS RECORDED IN JUNE

**SALES** 

3.3%

INCREASE IN AREA SALES YEAR ON YEAR

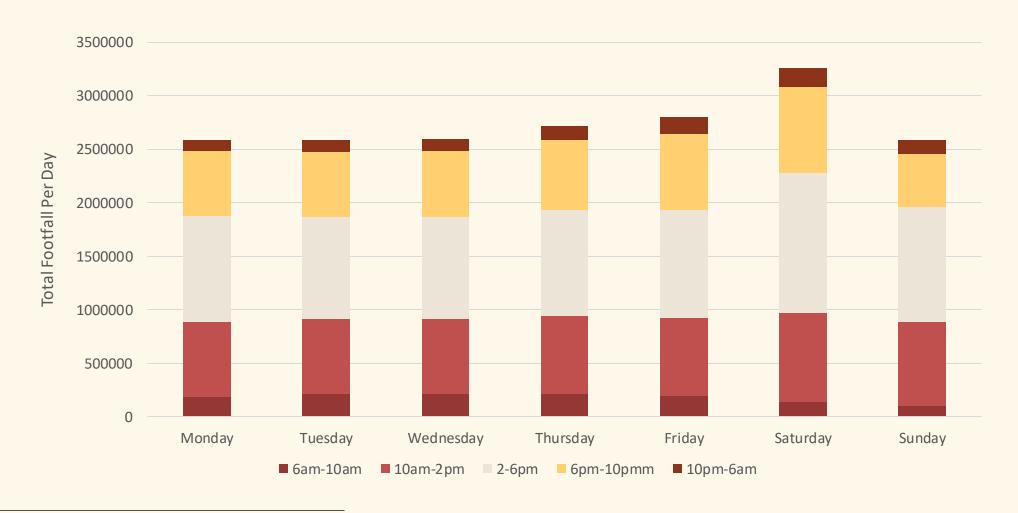
**FASHION** 

SECTOR HAS LARGEST ATV

5.9%

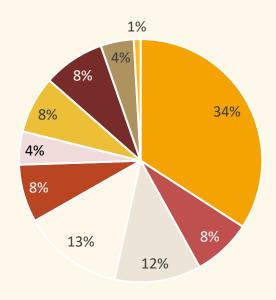
DECREASE IN
AVERAGE
TRANSACTION VALUE
COMPARED TO 2019

### FOOTFALL BY DAY



### DATA AND INSIGHTS

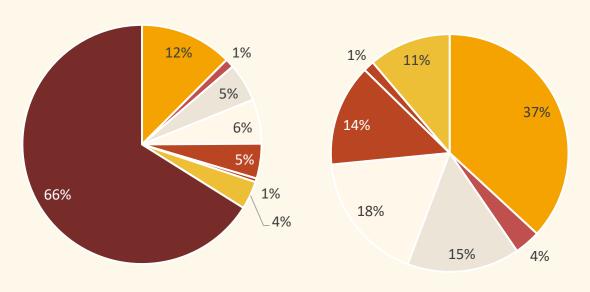
#### **DEMOGRAPHIC**



- 01- Business Elite
- 03 Flourishing Society
- 05 White Collar
- 07 Paying the Mortgage
- 09 On A Budget

- 02 Prosperous Professionals
- 04 Content Communitiies
- 06 Enterprising Mainstream
- 08 Cash Conscious
- 10 Family Value

#### **DOMESTIC ORIGIN**



- Chelsea & Kensington
- South London
- Greater London
- Surrey & Berkshire

- Central London
- West London
- Brighton & West Sussex
- Rest of GB

### LEVERAGING INTERNATIONAL CENTRE STATUS



### THE EDIT

7,349

**SUBSCRIBERS** 

NEWSLETTER

63,000

WEBSITE VISITS

(ALL TIME)

8,075

INSTAGRAM FOLLOWERS 263,000

ACCOUNTS REACHED

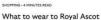
(LAST 90 DAYS)

WELCOME TO
THE KNIGHTSBRIDGE EDIT

The very best of what's happening in the neighbourhood, from unforgettable experiences and world-class shopping, to epicurean delights and unmissable cultural events

KNIGHT SBRIDGE





Read more



The unique watches to find in Knightsbridge

. . .



Up in smoke: cigar lounge round-

David many



Take your health into your own hands

Read more





### SPIN-OFF INITIATIVES



Knightsbridge Edit Live Series



Knightsbridge Edit Newspaper



Landmark Map

### PR





70 free (and bargain) things to do this August

Don't panic! You've only got to entertain the kids for five more weeks. Here are some thrifty tips



HOME / TRAVEL / DESTINATIONS

### The Ultimate Luxury Knightsbridge Weekend: The Lanesborough And Beyond

Russell Higham visits Knightsbridge, a place of character and distinction at the royal heart of luxury life in London.





#### The Coronation: London Coronation events to book now

It's three weeks until the King's Coronation, so if you're looking for ways to celebrate that aren't just watching a big screen, here are some of the more unusual London Coronation events to book now. London Coronation events range from gilded carriage rides (!)

Get an overnight stay, champagne, breakfast, and a five-course King's Coronation Celebration dinner at the Lanesborough to celebrate the Coronation. Dinner includes roast Orkney scallop with potted Lytham shrimp butter, coronation crab salad, and a main Hogget, a favourite dish of

the King. There's the complementary pressing of a dinner outfit upon arrival so you'll look the part, too.  $2-12\ May\ 2023$ 



SOR MONTHLY 1.6m SimilarWeb

© COVERAGE 4k

of SOCIAL 7

The Telegraph 0

#### 15 amazing hotels in and around London to celebrate the Coronation

■ 26 APRIL 2023

From afternoon teas with the King's favourite cakes to royal-themed suites, these are the best places to stay (and still have availability) Fancy going all out for the Coronation weekend with a trip to the heart of the action?



#### Mandarin Oriental, Hyde Park, Knightsbridge

The position of this much-loved grande dame is glorious: Hyde Park just behind for postbreakfast strolls and Harrods a two-minute walk down the road. Although it's regarded as

reassuringly classic in its style, it has also been rigorously updating itself for the last century so the design and atmosphere always feels current. The hotel's façade will even be illuminated in a deep blue for the whole bank holiday weekend - the prime colour that has been chosen for King Charles's Coronation emblem.

SMINTHLY 64m SimilarWeb

© COVERAGE 61.5k

a SOCIAL 55

\* Secret London O

#### 50 Sensational Summer Terraces In London

Now I really don't want to jinx it for us but it seems as though the weather has finally read the room and decided to cooperate, so you know what that means: all across the city, Londoners are slapping on their factor 50 and flocking to their nearest rooftop bars, beer gardens, and outdoor terraces.

Studio Frantzen is located at the top of Harrods so surely, it must be good. With their effortlessly luxurious setting and their sweeping views over the city; it's definitely worth a

900 MONTHLY 1.4m SimilarWeb

@ COVERAGE 86.2k

CO SOCIAL 2.1k

The Resident ○

#### 22 Fab & Fun Things To Do In London In May With Family & Friends

#### 4 Live Nights at The Lanesborough's Library Bar,

Settle into a plush armchair, bask in Regency-style glamour and listen to some soulful live music at this prestigious Hyde Park Corner hotel. A rotation of songbirds join the hotel's resident planist James Cheetham, to sing classic jazz hits, and renditions of pop tunes. As you listen, enjoy a theatrical cocktail or two, or chose a whiskey or cognac from the Library's extensive list. On weekly, every Tuesday and Wednesday, booking advised. Dates: Tuesday and Wednesdays

Address: Hyde Park Corner, SW1X 7TA



### **LOBBYING**







**Sunday Trading** 



Visas

### ATTRACTING MORE INTERNATIONAL VISITORS





Retail leaders confront PM as support surges for Mail campaign

### BUSINESS BLASTS RISHI'S 'OWN GOAL' OVER TOURIST TAX

tice artifutly itsection.

IUSINIESS leaders yester
day took Rishi Sunak te
Lask over the hated touris
Lax, accusing him of scorfor introducing the levy.

Burkery charman Over Margin
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Troops fly out to rescue Sudan Britons



RAVELLERS from the United States, China or the Middle East once followed a reassuring! familiar itinerary when they vis ited Britain: a few days' sight seeing in London followed by trips to tourist towns such as Oxford, Yorl and Edinburgh. Now, thanks to the Government's dis

Now, thanks to the Government's disgraceful decision to end tax-free shopping for foreign visitors, those trips arbeing cut short—if they happen at all. The 'tourist tax', reintroduced by Rish Sunak in 2019, imposes the same 20 per cent VAT levy on overseas shoppers that British residents naw.

allose the base of the control of th

But the tourist tax is detrimental to the prospects of the entire country. When shops close or businesses go under in London's gitziest districts, factories shutter, supply chains collapse and countless jobs are lost telsewhere. These are the unforeseen and unfortunate consequences of this short-sighted policy; one that ministers might assume will have limited impact, affecting only

Scrapping this tax would be a boon to regions across UK

trich visitors to London - but that actually has ramifications across the land. Consider the consequences. Yes, people consider the consequences. Yes, people consider the consequences of European siao, very office, explore further saled. A Beatles fan - or a devotee of European son - might trevel to Liverpool to visit about might go to Windsor - especially during the Coronation - to immerse the consequence of the consequence of the exploration of the consequence of the content of the content of the consequence of the content o

wonders of the Lake District might fancy seeing what got Wordsworth so excited all those years ago.

If they change their minds about these trips then, in turn, all the B&Bs, pubs, hotels, restaurants and shops they would

hotels, restaurants and shops they would have patronised suffer as a result. So much for the Government's pledge to 'level up' opportunities and protect jobs across the country. Reinstating tax-free shopping would not only beckon back Chinese, American and Middle Eastern shoppers. It would by international airports such as Glasgow or Leeds. This would in turn promote further economic growth. In Knightsbridge, 65 per cent of business comes from international visitors, and they're being stymied by the tax. Meanwhile, shops in Milan, Paris and Madrid have seen sales surge by 40 per

When I speak to Knightsbridge's hotels, the reason is clear: tourists are cutting short their stays by an average of two days, and all because of the tourist tax. Instead of enjoying London before catching the train elsewhere in Britain, they're hopping with bulging wallets on the Eurostat to Paris.

sar automates for planes of those claiming that refunds on shopping at Paris's Gare du Nord station on their way back to the UK are international travellers, rather than British nationals. This shows that many visitors are using Britain as a base then taking their business elsewhere. The Government must seep up and The Government must seep up and over the long-term decline of British businesses all across the county.





# HARNESSING THE POWER OF PARTNERSHIP



### DEVELOPING STRONG WORKING RELATIONSHIPS











### NEIGHBOURHOOD UPDATE

### Retail, restaurants, leisure and wellness



YDF LIVING CONCEPT



**PARADOX MUSEUM** 



CLAP



TUMI



THE HVN



DR RASHA

### NEIGHBOURHOOD UPDATE

### Retail, cafes and hotels



KNOOPS



PIAZZA CASTELLO



**ARESMODENA** 



UGG



THE KNOTT CHURROS



THE EMORY

### **COMMUNITY OUTREACH**



International Women's Day



Kensington + Chelsea Art Week



Arab Women of the Year Awards

### MEMBER COMMUNICATIONS

511 FORTNIGHTLY

NEWSLETTER SUBSCRIBERS **NEWSLETTER FREQUENCY** 

711

LINKEDIN FOLLOWERS 104,933

ORGANIC IMPRESSIONS

(ALL TIME)

KNIGHT SBRIDGE

### **NEWSLETTER**

Friday 17th November 2023



OUT AND ABOUT AT THE LANESBOROUGH'S FESTIVE REVEAL

#### **GET INVOLVED**



#### **BLACK FRIDAY**

We are keen to hear from businesses about their plans for Black Friday. If you are running a flash sale, organising an event, or coordinating a campaign, please let us know before **Wednesday 22nd November**.



FOOTFALL FORECAST TO CLIMB OVER CHRISTMAS PERIOD IN KNIGHTSBRIDGE AND EXCEED PRE-PANDEMIC LEVELS

Christmas shopper numbers in Knightsbridge are forecast to surpass pre-pandemic levels for the first time and total spend will jump, according to the Knightsbridge Partnership.

November and December footfall is anticipated to improve 2.8% and 3.3% respectively, which is ahead of last year and what was recorded in

## SOCIAL IMPACT PARTNER

### 2-3 DEGREES

2-3 DEGREES IS A SOCIAL ENTERPRISE THAT AIMS TO INSPIRE AND EQUIP YOUNG PEOPLE WITH THE PERSONAL DEVELOPMENT SKILLS NEEDED TO FULFIL THEIR POTENTIAL



### **OUR PARTNERS**

























































PATRICK HOLDAWAY
SUPERINTENDENT
THE NATIONAL BUSINESS
CRIME CENTRE AND CITY
OF LONDON POLICE



# Knightsbridge Partnership Annual Breakfast

Supt. Patrick Holdaway



NATIONAL BUSINESS CRIME CENTRE



#### New Retail Crime Action Plan published

On Monday (23/10), NBCC lead Supt Patrick Holdaway attended a meeting chaired by the Policing Minister Chris Philp and 13 of the UK's biggest retailers to launch the Retail Crime Action Plan.

The plan, which the NBCC was heavily involved in drafting, sets out advice for retailers on how to provide the best possible evidence for police to pursue in any case, making clear they should send CCTV footage of the whole incident and an image of the shoplifter via the digital evidence management system as quickly as possible after an offence has been committed.

https://nbcc.police.uk/news/new-retail-crime-action-plan-published



### Retail Crime Action Plan

- Context experience vs. police reported crimes
- Attendance at the scene when and why, THRIVE
- Reasonable lines of enquiry CCTV, witnesses, forensics
- ▶ Prolific offenders CBOs, Impact statements
- Hot spotting where and when
- Problem solving tackling the route cause
- Organised Crime Pegasus



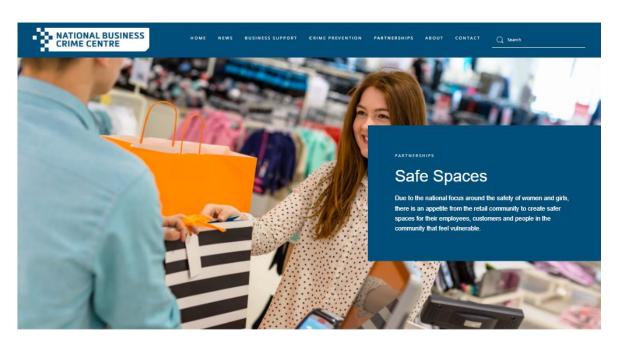
#### **Pegasus**



- Objective I Organised Retail Crime Threat Assessment Desired outcome: Establish and maintain a single version of the threats from SOC targeting retailers.
- Objective 2 Organised Retail Crime Intelligence Sharing Desired outcome: Establish an effective process for retailers to develop and disseminate intelligence package to policing and industry partners.
- Objective 3 Organised Retail Crime Offender Management Desired outcome: Develop prevention, intelligence and enforcement activity and action plans to target identified offenders.









https://nbcc.police.uk/partnerships/safe-spaces



Due to the national focus around the safety of women and girls there is an appetite from the business community to create safer spaces for their employees, customers and people in the community that feel vulnerable.

It was identified that no formal safe spaces scheme existed primarily within the retail sector, however, many retailers were keen to provide this support.

Operation Portum is a initiative aimed at providing provision to vulnerable people in retail settings by offering basic support or referring to appropriate agencies.

Experience to date shows that in many instances safe spaces are used by people who feel vulnerable; so want somewhere to wait while they contact family or friends, or need somewhere to briefly charge their phone.

#### Aim

The main aim is to create as many safe spaces in the retail footprint as possible. Each business will own and manage their scheme in a way that suits their business and in line with their values and processes.

Operation PORTUM is an overarching scheme that businesses can sign up to and support with the objective to collectively increase safe spaces in retail premises. It does not negate businesses supporting other, local initiatives.

#### Framework

This document offers guidance and provides a systematic process to assist businesses in the planning, creating and implementation of a safe spaces scheme within their business.

Due to the bespoke nature of businesses and a requirement to tailor the scheme to fit existing policies and processes, a 'one size fits all' approach is not appropriate. This document does not seek to replicate or replace an internal business risk assessment

or business case, but outlines factors to consider developing a scheme.

No expertise or specialist training is required; the response should provide basic support or a referral to a relevant support network or organisation.





## Thank you

contact@nbcc.police.uk

patrick.holdaway@cityoflondon.police.uk

nbcc.police.uk



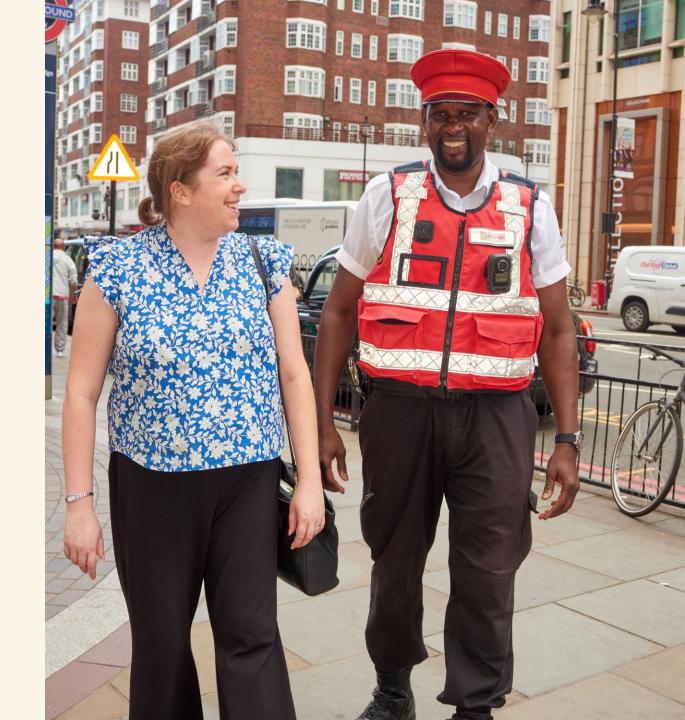




#### OWEN RENOWDEN SUPERINTENDENT METROPOLITAN POLICE



# REBECCA HANDLEY HEAD OF PLACE KNIGHTSBRIDGE PARTNERSHIP



#### STREET TEAM - 07496 222860

£64,700

STOCK AND PERSONAL ITEMS RECOVERED 2,568

LIVE INCIDENTS
SUPPORTED

9.3%

THEFT REDUCTION COMPARED TO 2019 7.8%

TOTAL CRIME REDUCTION COMPARED TO 2019



#### NEW RADIO SCHEME

- Today new radio scheme launched
- Connect businesses directly to the street team and other businesses
- £30 + VAT per month
- Contact: <u>mark.attridge@saferbusiness.org.uk</u>



## FREE CRIME INTELLIGENCE PLATFORM

568

OFFENDERS IDENTIFIED

25

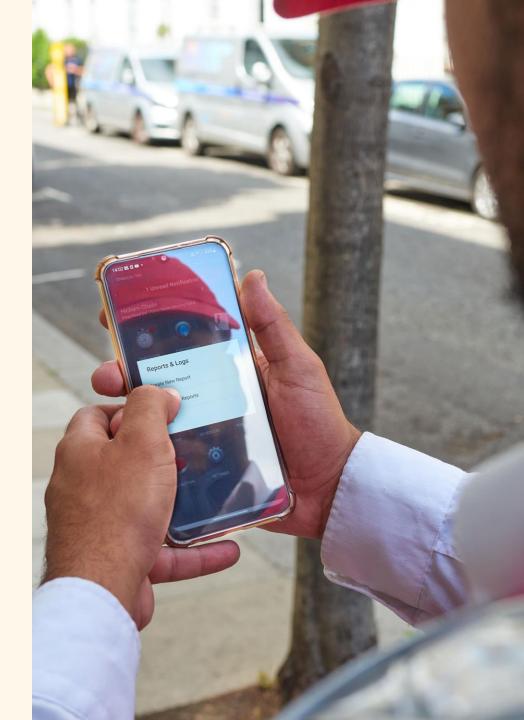
PROLIFIC OFFENDERS

748

INCIDENTS RECORDED

54%

OF INCIDENTS
RECORDED
RELATED TO
THEFT



#### SAFER BUSINESS NETWORK – CONNECTED OFFENCES

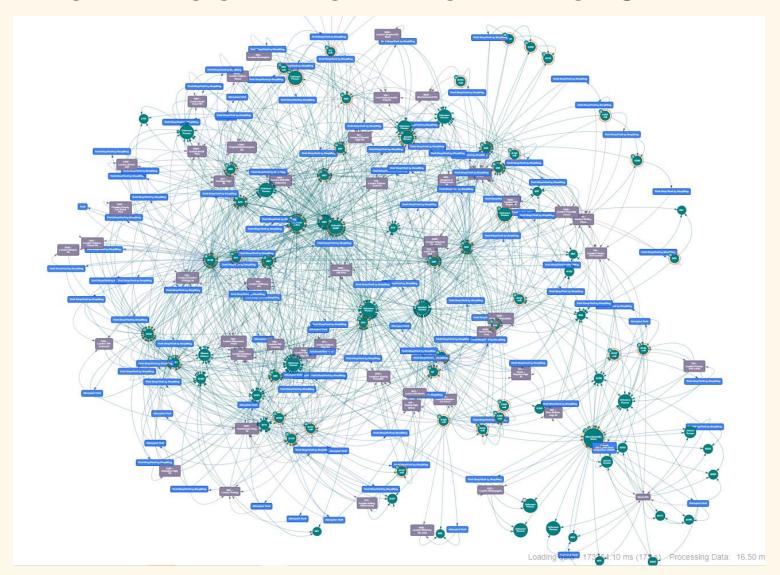
#### THE FULL PICTURE

Blue = Offence

**Grey = Location** 

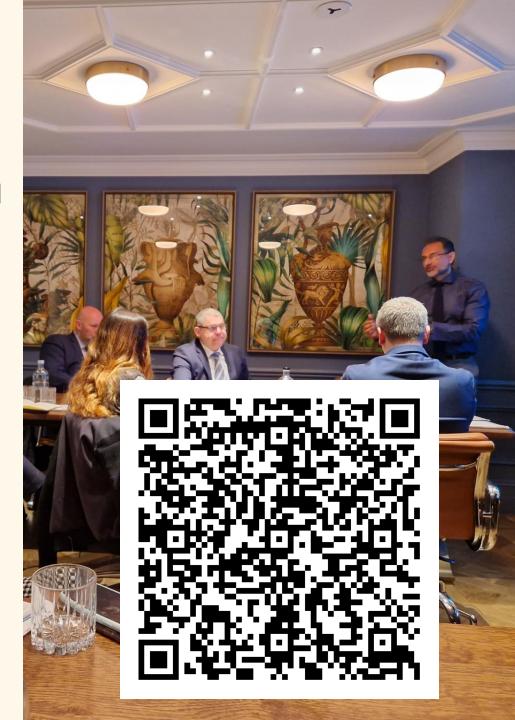
**Green** = Offender

\*The larger the green dot, the more Incidents committed by that offender



#### **BUSINESS RESILIENCE FORUM**

- Monthly forum to identify top prolific offenders and emerging crime trends
- Training provided on counter terrorism and conflict resolution
- Next meeting: 6<sup>th</sup> December 3-4pm
- 2024 3<sup>rd</sup> Wednesday of the month 3-4pm



### CRIMINAL BEHAVIOUR ORDER (CBO) PANEL

- Case files built for prolific offenders
- Knightsbridge Partnership refers prolific offenders to CBO panel
- Criminal behaviour order process begins: community protection warning > community protection notice > criminal behaviour order

80%

PROSECUTION RATE FOR PROLIFIC OFFENDERS



## CLEANSING TEAM & WASTE MANAGEMENT

 $49,095_{M^2}$ 

DEEP CLEANED BY NEW CLEANSING TEAM = 1,157 DOUBLE DECKER BUS LENGTHS

£23,000

SAVED THROUGH NEW WASTE AND RECYCLING PREFERRED SUPPLIER SCHEME 3

NEW WASTE AND RECYCLING PARTNERS

748

TREES SAVED = 161 CO2
TONNES SAVED

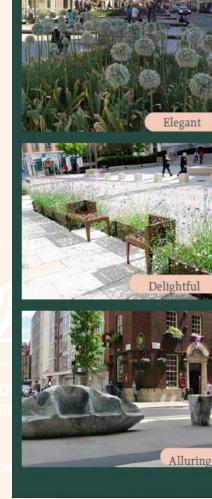


## DRIVING TRANSFORMATIONAL CHANGE



#### KNIGHTSBRIDGE PLACE STRATEGY

- Our vision for the future re-imagines Brompton Road as a truly world class destination.
- Space is reassigned for people and nature to flourish, while traffic continues to flow, creating an invitational place to stroll through and spend time.







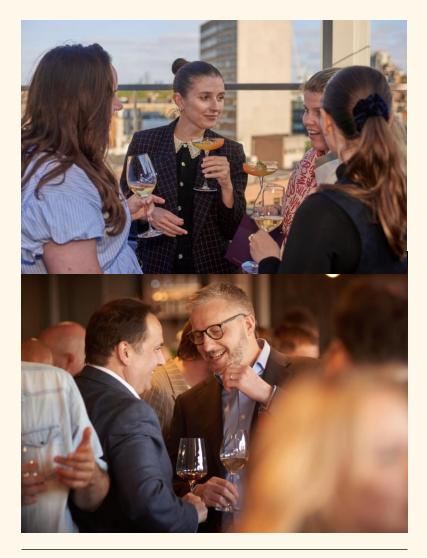
#### KNIGHTSBRIDGE PLACE STRATEGY

- Get involved in our co-design workshops over the next three months.
- Key Dates
  - X December 2023
  - X January 2024
  - X February 2024
- Contact: Rebecca@knightsbridgepartnership.com





#### **FUTURE EVENTS**



**30TH NOVEMBER** CHRISTMAS CELEBRATION

6TH DECEMBER BUSINESS RESILIENCE FORUM

**9TH JANUARY** CHAMBER OF COMMERCE NETWORKING

**17TH JANUARY** BUSINESS RESILIENCE FORUM

**6TH FEBRUARY** MARKETING BREAKFAST

**21ST FEBRUARY** BUSINESS RESILIENCE FORUM

**14TH MARCH** SPRING NETWORKING

#### GET INVOLVED



#### MEET YOUR TEAM



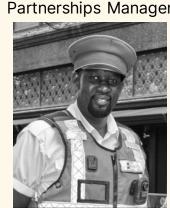
Steven Medway
Chief Executive



Rebecca Handley
Head of Place



Communications and Partnerships Manager



Oumar Street Team



Charlotte Griffiths

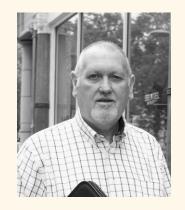
Executive Assistant



Paul Barnes
Public Affairs



**Gary Reeves**Finance and Governance



Mark Attridge
Business Crime
Reduction Officer



**Bilal**Street Team

#### Q&A

