

**SAY  
YES  
TO  
BETTER**

**A MANIFESTO FOR A BETTER BANKSIDE 2025-30**



# SAY YES

**We're in the business of growing a strong and healthy local economy.**

We're so proud of everything we've achieved here together since 2005. But we won't stand still.

Our strength comes from the connections we've made with you. By bringing local businesses together, we've improved one of the world's great neighbourhoods for everyone who works and does business here.

In turbulent times, we've found creative ways to address city problems. Whether it's dealing with crime, pioneering decarbonisation or supporting the wellbeing of your workforce, Better Bankside is good for business.

And we're geared up to deliver our best ever programme in 2025-30. This manifesto sets out what we promise to do. A yes vote will lock in £14m investment to deliver projects and services here in Bankside over the next five years.

So, say yes to a stronger, greener, happier Bankside.

**NICOLE GORDON**  
CEO



“The important work that Nicole and the team do at Better Bankside is helping to drive London’s economic growth. Transport for London, London Fire Brigade and the Greater London Authority have offices based in Bankside and our staff are benefiting from the improvements, including bike hubs, green spaces and recycling efforts in this vibrant part of our city.

“Better Bankside is a trusted partner in the development of a London-wide business climate action initiative. By helping to reduce carbon emissions, it’s supporting London to achieve our net-zero goals as we work to build a fairer, greener London for everyone.”

**The Mayor of London,  
Sadiq Khan**

# SAY YES TO STRONGER

Our mission is to develop innovative and practical solutions to business challenges. Over the next five years, we'll keep introducing services that help you save money. We'll go on investing in high quality public spaces, so everyone feels proud to work and do business here.

And we plan to celebrate our neighbourhood's distinct character with cultural events, creative interventions and public art.

The bottom line? All of this will help to attract talent and sustained investment into Bankside.

# SAY YES



“Better Bankside has been a fantastic advocate for businesses and we’re pleased to support them in the upcoming ballot. We have a constructive partnership working together on schemes such as the redevelopment of the arches on America Street and improving the surrounding public realm.”

**Craig McWilliam, Chief Executive, The Arch Company**

## SAY YES TO A SAFER NEIGHBOURHOOD

Our community wardens are crucial in tackling crime and anti-social behaviour. We’ll extend services to support a vibrant, safe nighttime economy and secure resources for a more visible police presence in Bankside. Our training, events and secure information-sharing will help make your business more resilient to future challenges and threats.

## SAY YES TO CLEANER STREETS

Our team of six clean Bankside’s streets seven days a week.

Independent environmental inspections consistently rate Bankside cleanliness at around 95%.

Businesses value our prompt response. Our Enforcement Officer gets to the root of issues like fly tipping. And we’re here to keep your business working during extreme weather events.

## SAY YES TO TRANSFORMATION

We’ve got a track record of boosting the levy income with additional investment to transform Bankside’s public places and spaces.

The Low Line regeneration project is repurposing railway arches to create economic, social and environmental opportunities. Plans are underway for improved green and open spaces and more public art to increase Bankside’s ‘investability’.

## SAY YES TO A NEW BUZZ

Confidence in Bankside as a place to do business remains high.

With 20 major developments in the pipeline, our local workforce is projected to grow by 50% by 2030.

Our local discount scheme, the Buzz card, is one of our most popular products. Our ambition is to have one on every Banksider’s smartphone. Combined with our digital channels (with a reach of over 22,000), this provides your business a route to a local audience.

## SAY YES TO INSIDER INTEL

We invest in sophisticated, hyperlocal data insights into visitors’ behaviours and motivations, people’s movements through the area, workforce demographics and more. You can access all of our data and receive monthly updates to inform business decisions.

## SAY YES TO SAVING ££

For your business and your employees. See return on your investment through free recycling, keep business overheads down by accessing free accredited training for your teams, and save at local shops, bars, restaurants, hairdressers and more through our Buzz card.



# SAY YES TO A STRONG LOCAL NETWORK

Our power is in our network. Bankside is home to an active community of 1,000 businesses, across a diverse range of sizes and sectors. We create opportunities to connect with your business neighbours and other local stakeholders to build your professional network. We will increase our reach across our membership, new and old, to grow our network.

“Better Bankside do an excellent job of actively engaging the local business community. They have a number of theme groups that work in collaboration for projects across a variety of subjects, such as area promotion and security and resilience. They also have an active network of wardens that are very responsive and proactive in the presentation of the local area. All of this driving a positive change in the local neighbourhood.”

**Matt Brett, General Manager,  
Novotel London Bridge and  
Ibis Styles Southwark**

## SAY YES TO AN UPSKILLED WORKFORCE

We will provide accredited training and skills programmes that respond to business needs. Our Bankside debates series will help us all understand trends and technologies like AI and capitalise on them.

Three out of four businesses regularly participate in our training, events and promotions.

## SAY YES TO ATTRACTING TALENT

98% of people wouldn't work for a company that doesn't share their values\*.

We'll help you showcase yours to boost your recruitment edge. We'll continue to link you to the next generation of talent via schools and colleges, and prepare young people for work through our successful Bankside Futures programme.

\*City of London Economic Research Survey 2022

"Better Bankside provides a vital support service to businesses. Borough Market has a long history of working with them as a strategic partner to protect the unique and special character of the neighbourhood and ensure it is a safer place to visit and work."

Jane Swift, CEO, Borough Market

## SAY YES TO RESPONSIBLE BUSINESS

Many businesses lean on us as a dedicated resource to support ESG (environmental, social, governance) ambitions. We are developing tools to help you measure social impact, and will facilitate connections so your business can make a meaningful difference in the community.

## SAY YES TO CELEBRATING CULTURE

Bankside is a place people have come to experience culture for over 1,000 years. We will champion our rich heritage, delivering authentic cultural events, like Frost Fair and the London Design Festival that celebrate our neighbourhood as 'London's Other Side'.

"Better Bankside was the first BID in our borough and has had a huge impact in driving positive change in one of Southwark's great neighbourhoods, with humanity and equality.

We've enjoyed a long term partnership with them and they have a fantastic record of delivery.

From supporting local businesses to grow and residents into work, to making Bankside safer and greener, their team approach local, city and global challenges with energy, professionalism and entrepreneurialism."

Cllr Kieron Williams, Leader, Southwark Council

SAY YES SAY YES

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In 2020-25 we boosted the levy with £2.5m extra funding, making your investment go even further.

Case Study: A neighbourhood approach to crime and policing

# METMAPS

Better Bankside is tackling crime by bringing together businesses, council officers, and the Metropolitan Police in our Security and Resilience Group, described by Kate Miller, Estate Manager for Borough Yards as “A valuable source of information and collaboration with other businesses.”

In 2023, we launched an innovative pilot scheme to speed up theft investigations by coordinating and providing the police with access to CCTV crime scene footage from Southwark Council, local businesses, and private organisations.

98% of surveyed police officers supported the project. “Officers have found the mapping helpful and have expressed a lot of interest in having camera locations and contact information for private businesses, as it would be a massive time saver for both the business and the investigating officer,” Rosie King, Metropolitan Police Intelligence Analyst, says.

Following the pilot scheme’s success, the Metropolitan Police has launched MetMaps across London, expanding CCTV coverage and making footage more widely available. Better Bankside is supporting the roll out of MetMaps through our business networks and by sharing knowledge with other London BIDs and councils.



# **SAY YES TO GREENER**

Over the last five years, we've made a huge leap forward in creating new and innovative ways to help businesses achieve their sustainability ambitions. We secured over £1m to support 200 businesses in decarbonising, creating a blueprint for other city districts.

But we're not stopping there. In the next five years, we'll continue to energise our business community into climate action. Our projects and services will save carbon, reduce waste, improve air quality and boost biodiversity, protecting our future.

# NET ZERO?

# SAY

# YES

Building on the success of our leading business decarbonisation programmes, we will support more businesses to act on energy use, waste, freight and supply chains, aiming for net zero by 2030.

## FREE RECYCLING? SAY YES

Businesses can benefit from free mixed-use recycling through our contract with local business Recorra. We all benefit from cleaner air as a result of consolidated collections and fewer waste trucks.

## FUTURE READY? SAY YES

From carbon literacy training to climate think-ins, we will be your go-to on climate action. Our know-how will help you navigate new rules and requirements, such as sustainability reporting for procurement, ensuring Bankside SMEs (small and medium size businesses) don't miss out on big contracts.

## CLEANER AIR? SAY YES

We will find new ways to improve air quality in Bankside, through pilot to scale-up projects like our last-mile green logistics centre, which swaps local deliveries from vehicles to bikes. Our high quality cleaning service is powered by a fleet of electric vehicles, delivering a cleaner, and greener Bankside.

## SMARTER TRAVEL? SAY YES

Our secure cycle hub is used by 400 Banksiders, keeping your bike safe, with showers so you can arrive at work fresh. If you don't own a bike, borrow one of our free-to-hire Brompton bikes making it easier to travel greener.

## CIRCULAR ECONOMY? SAY YES

We will work with you to co-design and deliver a Better Bankside Circular Economy allowing businesses, employees and residents to benefit from re-use, actively reducing the impact and costs of recycling or disposal.

## BIODIVERSITY BOOST? SAY YES

We continue to create award-winning green spaces. This year we achieved our highest score in the Green Flag Award for the Bankside Urban Forest and the Low Line, thanks to our Urban Gardener Dan. We will increase biodiversity, transforming grey to green. By designing better and applying the latest thinking, our green spaces will be climate-resilient and enjoyable for all.

"Better Bankside kickstarted the Globe's journey towards Net Zero and has really had the impact and impetus to get it high on the agenda."

Deborah McGhee,  
Project Manager,  
Shakespeare's Globe



# COLLECTIVE ACTION?

Over 300 businesses have taken climate action since 2020.

4,457 tonnes of CO2 saved. That's equivalent to over 2,000 round-trip journeys between London and New York.

5,986 tonnes of waste diverted from landfill. As household waste, this would fill up over 92,000 240L wheelie bins.

# SAY YES

We have built a reputation as a trusted resource for climate action. We will continue to target and work with the best partners to secure additional investment for new, co-designed climate programmes, to help you work more sustainably.

# SOUTHWARK

# CLIMATE

# COLLECTIVE

Better Bankside is equipping businesses across Southwark with the tools to cut energy use, waste, and deliveries, helping them achieve net zero by 2030.

With £650k funding from the UK Shared Prosperity Fund, we are leading the Southwark Climate Collective - an 18 month-long programme of decarbonisation support to 160 SMEs, including audits, training and progress monitoring.

SMEs make up 90% of London businesses and 40% of non-domestic emissions. They are crucial partners in achieving net zero but often lack the capacity and knowledge to take climate action.

“We had no budget for sustainability projects, but even if we had we wouldn’t have known where to start.

Thanks to our involvement with the Southwark Climate Collective, we have not only started our journey in reducing carbon emissions but are future proofing our business and have connected with new clients through the network,” a participating business said.

Working with partners including Southwark Council and other London BIDs, Better Bankside is now developing a business case for ongoing funding.



# SAY YES TO HAPPIER

Bankside is a community, home to a diverse mix of people and business. We support businesses to achieve their ESG goals and community groups to make connections with corporates, growing Bankside's social capital.

Over the next five years, our work and networks will deliver positive impact by creating opportunities for all sectors of the community, because playing an active part in a healthy local neighbourhood makes all of us stronger. Together, we're co-creating a feelgood place with a unique sense of belonging.

# 5 MORE REASONS TO SHOUT YES

On our happiness index, 87% of Banksiders agree that this is a good place to work.

## RETAIN GREAT STAFF

Our enhanced wellbeing and perks package, opportunities for personal and professional growth and year-round social events and networking events will help build happy teams.

## INCLUDE EVERYONE

Our Bankside Inclusion Networks are vibrant and valued. Spanning neighbourhoods and sectors, they include women's, LGBTQ+, and carers' groups as safe spaces for sharing. New groups will launch and we will provide EDI (equality, diversity, inclusion) training to promote and support the diversity that makes Bankside special.

## CONNECT WITH PARTNERS

We'll help you build partnerships with local charities and groups through volunteering, fundraising, and support. Our local expertise and connections will ensure you fulfil your social responsibility.

## EXCITING SPACES

We recently launched Arch23, a new flexible space for community and culture on the Low Line. Already it has played host to support groups, corporate celebrations, exhibitions and a polling station, proving to be a valuable resource for the neighbourhood.

## JOYFUL STREETS

Bankside's streetscape is an urban canvas.

We've installed over 40 murals and pieces of public art in the past five years, telling Bankside's story and improving the experience for everyone.

Long may this creativity continue: we have new projects in the pipeline, including one with a Bankside cultural institution.

730 Banksiders have volunteered on local projects, directly benefiting the Bankside community.

YES

YES

YES

YES

YES

ROMEO  
ROMEO  
WHEREFORE  
ART  
THOU  
ROMEO?

"I like this place and could willingly waste my time in it."  
William Shakespeare

"The innovative and imaginative way Better Bankside collaborates with those who live and work in the area makes it a better place for us all."  
Daniella King,  
Head of Library Services and  
Client Inception Manager,  
Winckworth Sherwood



# BANKSIDE WOMEN'S NETWORK

Our Bankside Inclusion Networks help businesses thrive by boosting employees' skills and wellbeing. Launched in 2023 and now boasting over 100 members, our Women's Network connects and supports professionals across Bankside.

"The network's value lies in bringing together women from diverse backgrounds and businesses of all sizes and sectors," says Christabel Cairns, network co-chair and Operations and Marketing Director for the Guild of Fine Food. "It's a chance to make new contacts and focus on self-development."

"It's been a real success. Being business-led and supported by Better Bankside allows us to respond to what members want. Events have included personal branding, presentation skills, nutrition, and managing stress."

Future sessions will cover financial planning, workplace equality, flexible working, and social get-togethers.

"It's great to see members sharing challenges and solutions in a supportive environment, and even collaborating on new projects."

With 92% of members rating events very/extremely useful and 100% keen to join future meet ups, the Women's Network is set to grow, backed by Better Bankside.





## INVESTING IN BANKSIDE

A yes vote will lock in £14m investment to deliver projects and services here in Bankside over the next five years.

The Better Bankside business community is made up of almost 1,000 businesses, generating an annual levy income of £2.3m. This is projected to increase annually over the 2025-30 BID term as new developments are completed and new businesses move to the neighbourhood.

We have a track record of securing additional income from grants and other contributions.

In 2020-25 we boosted the levy with £2.5m in extra funding, making your investment go even further.

As a not for profit, all of the income we generate from the BID levy and other sources is reinvested into delivering projects and services that have a positive impact in our neighbourhood. How that money is spent is decided by the Bankside business community, through involvement in our governance, ensuring enterprising action, transparency and accountability.

Full financial statements are published on our website. If you would like further details on the budget or how to get more involved we would be happy to discuss.

“The work of Better Bankside provides support and value to our business which far exceeds the costs associated and we are looking forward to working with them over the coming years.”

**Will Simmonds, Managing Director, Glaziers Hall**

# POWERED BY THE PEOPLE OF BANKSIDE

Our board members:



**DONALD HYSLOP**  
Chair of Better Bankside



**SIMON FITZPATRICK**  
Vice Chair of Better Bankside,  
Boodle Hatfield



**NEIL CASEY**  
Tate



**CLLR HELEN DENNIS**  
London Borough of Southwark



**SUSAN GREENE**  
OTB Engineering



**MIKE HILL**  
Utobeer/The Rake



**MAX HOLLIDAY**  
WPP



**KATE HOWELL**  
Independent



**CHRISTIANE JENKINS**  
Independent



**LAURIE LOW**  
GPE



**CHRIS MILLARD**  
Land Securities



**DAN PARTRIDGE**  
PRD



**ROSIE REARDON**  
Burgopak



**RAOUL DE SOUZA**  
Hilton London Bankside



**SHIMISA SANTHIRASEENAN**  
Transport for London



**TANYA TRAVERS**  
Omnicom



**CLLR DAVID WATSON**  
London Borough of Southwark



**ALEX WRAIGHT**  
Allies and Morrison

Participation is core to our governance model.

One in ten of our member businesses is involved in the co-design of our programme through engagement on the Better Bankside board and theme groups.

Our board of directors is made up of Bankside business leaders, landowners and other community stakeholders providing strategic direction, financial management and oversight of the ambitious business plan.

We are always seeking to strengthen and diversify our network of contributors, talk to us about opportunities to get involved.



RIVER THAMES

BANKSIDE PIER

BLACKFRIARS

SHAKESPEARE'S GLOBE

TATE MODERN



SOUTHWARK STREET

BOROUGH MARKET

LONDON BRIDGE

SOUTHWARK

LOW LINE

UNION STREET

POCOCK STREET

MINT STREET

BOROUGH

GREAT SUFFOLK STREET

BLACKFRIARS BRIDGE

HATFIELDS

BLACKFRIARS ROAD

SOUTHWARK BRIDGE

SOUTHWARK BRIDGE ROAD

LONDON BRIDGE

BOROUGH HIGH STREET

**PUTTING  
THE BETTER  
IN BANKSIDE  
SINCE 2005**

## HAVE YOUR SAY

Better Bankside is a Business Improvement District (BID), active in the neighbourhood for over 20 years. We were one of the first BIDs to be established in the UK, now there are over 300.

We were established by a ballot in 2005. BID legislation requires a ballot every five years to make sure businesses want us to continue delivering projects and services here in Bankside. Support for Better Bankside has increased at every ballot, 92% of businesses voted yes in the last ballot in 2019.

We are funded and led by you, our member businesses. Members are invited to join our theme groups to play a part in shaping our programme. Opportunities to join the board are published and promoted openly. Thanks to this constant dialogue with our business community, our programme continues to evolve in response to the needs of businesses.

Better Bankside is an independent, not for profit company, limited by guarantee. The services we deliver are additional to what is provided by the local authority and other providers.

## WHAT AM I VOTING FOR?

Every five years, businesses have the opportunity to vote on whether they want Better Bankside to continue delivering projects and services for the next five years.

## HOW MUCH WILL MY BUSINESS PAY?

Businesses with a rateable value of £26,000 and over will pay 1.13% of their rateable value annually.

## HOW DOES THE BALLOT WORK?

At the end of October your business will receive a voting paper for each hereditament (rateable property) that you occupy. If you want Better Bankside to continue serving the neighbourhood from 2025-30 and delivering what has been set out in this manifesto, simply vote yes and return the ballot paper before 28 November 2024.

It is a postal ballot managed by Civica Election Services.

Voting yes is the only way our work and services will continue.

If a majority votes yes, our fifth term will start 1 April 2025.

## ANY OTHER QUESTIONS?

Call us on 020 7928 3998, email [info@betterbankside.co.uk](mailto:info@betterbankside.co.uk), or drop in to our office at 18 Great Guildford Street, SE1 0FD.

Our Memorandum and Articles of Association are published on our website.

# NO



Our Better Bankside team



# KEY DATES

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## SEPTEMBER

Better Bankside 2025-30 proposal distributed to businesses

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## SEPTEMBER-OCTOBER

The Better Bankside team will be in touch to set up a meeting to discuss our proposals

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## 28 OCTOBER

Look out for the post: ballot papers received by mail

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## 29 OCTOBER-26 NOVEMBER

Businesses complete ballot papers and return by post

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## 26 NOVEMBER

Last day to post ballot papers back

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## 28 NOVEMBER, 5PM

Ballot closes

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## 29 NOVEMBER

Result announced

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## 1 APRIL 2025

If the ballot result is positive, Better Bankside's fifth term begins

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**PUTTING THE  
BETTER IN BANKSIDE  
SINCE 2005**