



SURVEY 2024

Help us create the BID business plan for the next five years...

In November, we will be asking all BID businesses to vote on a new BID proposal and business plan for a third 5-year term.

We would like you to help us shape our plans. To do that we first need to understand your views on the BID and its work. We would appreciate it if you could please take a few minutes to complete this survey.

Thank you in advance and your responses will be treated in the strictest of confidence.

You can complete the survey online here: www.newportnow.co.uk/resources and email it to kevin@kevinwardmedia.com

If you are completing this hard copy, then it will have been delivered by our Street Ambassadors and they will collect it from you.

The closing date is: July 31, 2024. Thank you.



1. Please provide us with some general information about your business:

Your Name.....

Position/Job Title.....

Business Name.....

Address.....

.....

.....

Postcode.....

Telephone Number.....

Email.....

2. What is the nature of your business?

Retail Financial/Professional Services

Food & Drink Health & Beauty

Entertainment/Leisure Accommodation

Office/Commercial Public Sector

Other (please specify below)

3. What type of business are you?

Multiple Trader/National

Regional (more than one site in South Wales)

Independent or sole trader

4. How many people work at these premises? (figure should include owners)

Full Time

Part Time

5. How long has your business been in the city centre?

Less than a year 1-5 years

6-10 years More than 10 years

6. In November 2024 all BID levy payers will be asked to vote again to continue the Newport Now BID for a third 5-year term. We would like to ascertain your voting intentions at this stage. Will you:

Vote YES

Vote NO

Don't know yet

For news and updates on all the projects and services delivered by the BID, visit newportnow.co.uk

We would like to ask you some questions about the BID and the projects and services we deliver. How do you rank the importance of the below projects/services offered by the BID? If you would like the project or service to continue, then please also tick the box in the final column.



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Win £100!

Every completed survey will be entered into a draw to win a £100 Newport Now gift card. The gift cards can only be spent at participating businesses in the city centre.



7. Welcome to Newport

Helping to improve the street and trading environment while changing perceptions and creating a vibrant city centre. *The aim of this theme is to introduce a range of services that will create a more attractive environment for visitors, shoppers and businesses. We also want to improve perceptions, create more reasons to visit and make the most of opportunities presented by new developments.*

- We will:
- Deliver a programme of city centre events to increase footfall and spend
 - Continue to provide shopfront improvement grants for BID levy payers
 - Raise the profile of our city centre by gaining positive media coverage
 - Further develop the Newport Now Gift Card – increasing spend in the city centre
 - Develop marketing activities which are both visitor and business focused with the aim of helping to fill vacant units and continuing to drive up footfall
 - Encourage local residents and employees to spend locally through regular promotions and constant reminders of what the city has to offer

	Very Important	Important	Less Important	Not Important	If you would like this BID service to continue, please tick
Events: Delivery or sponsorship of events such as: Countdown to Christmas, Food & Drink Festival, Urban Beach, Big Splash, Pride in the Port, Small Business Saturday, Newport Wales Marathon, Christmas Markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing: issuing of positive PR & articles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newport Now website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newport Now gift card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing shopfront improvement grants; opening pop-up shops to help new traders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Safe & Secure Newport

Creating a more welcoming city centre experience *Like the majority of town and city centres in the UK, Newport suffers with issues of anti-social behaviour. The aim of this theme is to address this and work with the police & others to make the city centre experience more pleasant for visitors and workers during the day and night.*

- We will:
- Provide uniformed Street Ambassadors to welcome visitors, confront anti-social behaviour and help prevent crime against property
 - Provide Night Ambassadors via grant funding to achieve a better weekend night time experience for visitors
 - Support the Newport Business Against Crime Partnership (NBaC) and work closely with them to increase take up of the radio link service and enhance the sharing of intelligence related to crime in the area
 - Work closely with the local police force to develop a working partnership with them and the business community

	Very Important	Important	Less Important	Not Important	If you would like this BID service to continue, please tick
Street Ambassadors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night Ambassadors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supporting Newport Business Against Crime Partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Liaising with and supporting police	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 Newport Now BID targeted external grant funding on a regular basis to supplement the levy and provide additional services and projects. We set a target of raising a total of £25,000 in external funding during the BID's 2020-25 term. How much do you think has actually been raised?

- Less than £2,500 £2,500-£25,000 £25,000-£250,000 £250,000+

For the answer, please go to newportnow.co.uk/about-the-bid



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10. Future Newport

City Centre Strategy & Business Support

This theme aims to make sure that you, as a committed and passionate business community, have a significant role in the future of our city. With a positive vision for the future we will strive towards shared success. We will adopt digital technologies wherever possible.

We will:

- Act as a collective voice for our members and provide presentation and input into future plans for our city centre
- Work with Newport City Council on the development and implementation of a city centre placemaking plan
- Help city centre businesses save money on their energy, telecoms and merchant fees
- Support new businesses to move into the city centre and encourage use of vacant units, including temporary use via pop-ups
- Support businesses through facilitating access to grants and providing training opportunities
- Link businesses with local skills providers to create a better skilled local workforce
- Work with Newport's sporting facilities and teams to enhance the city centre experience for their visitors (e.g. Dragons. Newport County, Newport Live, Run 4 Wales)

	Very Important	Important	Less Important	Not Important	If you would like this BID service to continue, please tick
Lobbying central & local government on behalf of city centre businesses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encouraging use of vacant units, including pop-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helping you save money on your energy, telecoms & merchant fees via our Savings Advisory Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Source free training for you & your staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continue promoting & growing use of the city centre app	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with the city's sports teams & organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>