



Chair's Report AGM Oct 2022

Welcome all and thanks for coming to our AGM.

It has been a busy time post pandemic and the renewal of the BID for the Station to Station team. As the world opened up again, our focus was on making Tulse Hill and West Norwood more welcoming and better connected.

Working with Feast and the Norwood Forum, we used the Welcome Back Fund to run a programme of footfall-increasing interventions, and the Effra Business Women's Networking group has had two sell out events and is outgrowing its venue.

We extended our planting to all corners of the BID areas working with the South London Botanical Institute to build the 'Plants for Pavements' trail with funding from Grow Back Greener and Lambeth. We've continued to liaise with the council and its new operator Serco to keep the area clean, graffiti & fly tipping free.

For the rest of our next term, our priorities remain the same; to ensure that all those who wish to remain part of our unique area are assisted to find the affordable workspace they need and the good working conditions they deserve. This support is especially important in the current 'cost of doing business crisis'.

Since 2021, the Station to Station team have brought in over a quarter of a million of external funding to the area - from two of the Mayor's Office funds; the High Streets for All Challenge and the Business Climate Challenge, as well as the Design Council and the Welcome Back Fund. We have also managed to secure second rounds of funding due to the successful delivery of the first rounds, testament to the hard work of the team.

The High Streets for All funding has put the area higher up Lambeth and the GLA's agenda as a place worth investing in, and we are really starting to see our flexible, affordable workspace ambitions being recognised and realised. The Design Council's 'Happier Healthier Workplaces' funding is designed to help our business owners and managers through the 'cost of doing business crisis' with a package of health & wellbeing support which is probably unrivalled in any other BID.

We are also piloting a couple of schemes in the area to target issues such as shoplifting, burglary, anti-social behaviour and street drinking so that they have a less negative impact on business.

Station to Station, in collaboration with inStreatham BID, will be working with My Local Bobby to deliver a month's worth of covert surveillance along with private prosecutions and banning orders to target our 10-15 'prolific' shoplifters who account for the vast majority of crimes on the high street. This has worked extremely well for Ealing BID and we believe it will have a positive impact on our two high streets too. The initial work will be followed by sporadic undercover follow ups, as well as store managers having year round admin assistance with progressing convictions.

Station to Station are also partnering with Lambeth to pilot a 'Reducing the Strength' campaign to discourage the sale of low price high strength alcohol locally, working alongside drug and alcohol support services and



licensing enforcement - it is hoped that what is learned in the pilot will be rolled out across Lambeth so that the campaign becomes borough wide.

West Norwood & Tulse Hill have been through a lot in the last 5 years – economic downturn, Thames Water, the Covid 19 pandemic and now the cost of living crisis. However, footfall and card spend data analysis has shown that the district has fared much better than similar London areas pre and post pandemic - we have proven to be a resilient, successful community, in part due to the work of the BID.