



**BELFAST ONE BUSINESS IMPROVEMENT DISTRICT**  
**YEAR 5 ANNUAL REPORT 2020-2021**



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# WELCOME

What an opportunity Belfast One has had to support our City Centre businesses over the last year throughout many different lockdowns. Likewise, we are indebted to those same businesses for showing their commitment to us by voting the Belfast One Business Plan 2021-2026 through in the recent re-ballot in March 2021. While we can now look forward with confidence to the next five years as a Business Improvement District, Belfast One does not underestimate the challenges ahead for our City Centre.

Although our Annual Report may appear devoid of much of the usual profiled activity associated with Belfast One, it was necessary to move much of what we delivered online or channel it into other outputs. Even during lockdowns, Belfast One continued to maintain training support, offered signposting, advice and guidance for businesses. Our Clean Team diverted activities into dedicated cleansing regimes as they disinfected City Centre touch points. The City Beat PSNI Officers maintained their presence, ensuring safety levels were maintained as well as supporting the socially vulnerable and diverting anti-social behaviour.

One of the most significant and tangible initiatives for our businesses has been the Belfast City Centre Gift Card initiative. Last year we recorded our first full year of operation and what a success it turned out. Over Christmas, more than £80,000 was purchased through these cards. Thankfully, this investment is now filtering through and significant spend is being recorded in our member's businesses. Perhaps one of the few positive legacies of Covid-19 lockdowns.

As footfall and business recovery returns to Belfast City Centre, Belfast One can reflect on a testing year but will relish the challenge ahead in 2021-22 and beyond.



**Kathleen McBride**  
Interim Managing Director



## Belfast One BID

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# NOTE FROM THE CHAIR



I was delighted to continue as Chair of the Belfast One Board for a second year. A year that has been so challenging, but also a year which has been very rewarding.

This Annual Report marks the end of a successful first term for Belfast One. We have achieved so much over the past five years and can genuinely reflect on the successful delivery of our business plan. Facing numerous unforeseen challenges, the City Centre business community has continued to support us as we strive to make Belfast a better place to work, visit and do business in. The last year has been different and at times difficult for all our businesses.

Taking into consideration a global pandemic and Brexit, we can now focus on supporting our businesses and overcoming future challenges. I am so proud with how resilient and adaptive our businesses have been in pulling together and tackling the crisis, while ensuring the safety of staff and customers.

The team at Belfast One have remained stalwart in supporting businesses during these challenging times. Providing a dedicated information hub with support and guidance, as well as free online training workshops, complemented with continuous City Centre specialised cleansing ensured operations were maintained throughout restrictions. Always ensuring Belfast was clean and safe became a priority as we slowly emerged from lockdowns.

I want also to thank the PSNI City Centre Beat Officers. Their presence was never more important during the last year. Facing new and challenging social issues in the City Centre, the team carried on providing the care, direction and support to businesses and those vulnerable in our society.

So, as we embark on our first year of our second term, it is exciting to look forward. Although we are now facing a long and possibly slow recovery due to the COVID-19 pandemic, I am confident that our second term will be even more successful and thank you in advance for your ongoing support.

I would finally like to thank the Belfast One Board, Kathleen and staff team for their continued commitment, and enthusiasm. Belfast One remains supportive, passionate and dedicated to the success of the City Centre as a vibrant place to visit, enjoy and return too.



**Stephen Mewha**  
Belfast One Chairman

## BELFAST ONE BOARD MEMBERS

|                                       |                                |
|---------------------------------------|--------------------------------|
| <b>Stephen Mewha (Chair)</b>          | House of Fraser                |
| <b>Wilson Walker (V Chair)</b>        | NI Transport Holding Co        |
| <b>Donna Daniels (Junior V Chair)</b> | Urban HQ                       |
| <b>Andrew Irvine</b>                  | East Belfast Mission           |
| <b>Georgina Briota</b>                | Café Parisien                  |
| <b>Geraldine Duggan</b>               | Belfast City Centre Management |
| <b>Lisa Toland*</b>                   | Belfast City Council           |
| <b>Michelle Greeves</b>               | Victoria Square                |
| <b>Nigel Skillen</b>                  | Diamond and Skillen            |
| <b>Norman Maynes</b>                  | Translink                      |
| <b>Philip Gordon*</b>                 | Edwards & Co                   |
| <b>Tracey Morrow</b>                  | Ulster Bank                    |
| <b>Leona Barr</b>                     | CastleCourt                    |
| <b>Barbara McMaster</b>               | Starbucks                      |
| <b>*Advisor</b>                       |                                |



# PROMOTE

Develop initiatives to drive footfall into the City Centre



Experience Christmas in Belfast with a City Centre Gift Card!

T&C's apply.



## PROMOTING BELFAST ONE

Year 5 has been upweighted with dedicated PR and marketing activity to strengthen the awareness of Belfast One and the services we provide.

A social media strategy has been established, which has ensured regular engagement through Facebook, Instagram, Twitter and LinkedIn. The development of a long-term media partnership with Reach Group (Daily Mirror and Belfast Live) has also ensured constant brand presence and has helped strengthen the awareness of Belfast One.

## PR

Regular features appeared in the Belfast Telegraph, Newsletter, Irish News, Daily Mirror, Business Eye and Ulster Business as well as digital platforms including Belfast Live and Love Belfast.



## PROMOTIONAL CAMPAIGNS

### Belfast City Centre Gift Card

In partnership with Destination CQ and Linen Quarter BIDs, we developed a marketing communications campaign to develop the awareness of the Belfast City Centre Gift Card, in order to increase sales.

Targeting the domestic NI market there has been an 'always on' approach through PR, digital and social channels.

At Christmas we upweighted activity and ran an integrated campaign for 6 weeks from 10 November, with the overall objective to continue to generate awareness of the card and to drive sales.

Campaign activity ran across a broad range of channels including radio, print, digital, social media and PR.

This campaign was a great success and resulted in £88,000 worth of sales being generated.

### IOU Campaign

During lockdown in January, we delivered an innovative social media campaign to promote and show support for businesses across Facebook and Instagram with an IOU Campaign. The campaign not only encouraged engagement with followers but also profiled our businesses. The campaign reached 68,758 across the two platforms and received an impressive engagement rate of 5.9%. Through Blog activity, 1,076 users were directed to the website.



## EVENTS

During Year 5, as a result of Covid-19, we were only able to run one event, which was upweighted with promotional activity.

### Christmas Trail Dec 2020

Due to restrictions, the Christmas Trail replaced Santa's Post Office. The trail, which was only able to run for 10 days, was popular with families who were tasked to find 10 colourful gingerbread house-themed Christmas props including candy canes and gingerbread characters throughout the City Centre. Children were also encouraged to send their letters to the North Pole with 3 special Santa's Post Boxes integrated into the trail. 733 people downloaded the link from the website, there were 406 competition entries and approximately 1,500 letters were posted.

## WEBSITE AND SOCIAL MEDIA

Our website activity has steadily grown in Year Five, with 93,270 page views and 45,350 users with 91% of traffic coming from within Northern Ireland and Republic of Ireland.



Belfast One's social media has grown to 25,556 followers across Facebook, Instagram, Twitter and LinkedIn.

### Belfast City Centre Gift Card

The Belfast City Centre Gift Card website has progressed well since it was established, with 27,009 page views and 14,489 users. 69% of traffic has come from Northern Ireland and Republic of Ireland.

The Gift Card social media platforms have also increased with 427 followers across Facebook, Instagram and Twitter.

## FOOTFALL

Belfast One has six footfall cameras across the City Centre. This data provides detailed information on how the City Centre is performing. Footfall reports are circulated once a month.





# ENHANCE

Develop and deliver projects which will enhance our City Centre for visitors, businesses and workers



# SUPPORT

Develop projects which will drive down business costs and provide practical support to help all levy payers



## CLEAN TEAM

In Year 5, Belfast One's dedicated professional Clean Team have invested in bespoke machinery including a handheld scrubber/drier and a gum removal machine to clean shop front areas.

The Clean Team, which is operated by McQuillan Outdoor, have carried out over 1,200 hours carrying out additional street cleansing in the Belfast One area. This included removing 700 items of graffiti and over 4,000 pieces of discarded gum from the streets over the last year.

Over the course of the pandemic, much of the Clean Team's focus has been on safety and cleanliness. On a weekly basis they have carried out specialised cleansing of all key areas including traffic crossing points, bus stops and street furniture. When restrictions eased and businesses started to emerge from lockdown, the bespoke scrubber machine was deployed across shop frontages and hospitality businesses with outside areas.

## PEST CONTROL

Our partner, EcoLab Pest Control has continued to have a proactive approach in problematic areas.

Belfast One has continued to work closely with Belfast City Council, to upweight pest baiting when required.

## CITY CENTRE BEAT

Belfast One has continued as the principle funder of two City Centre Beat PSNI Officers. The dedicated PSNI resource address issues that directly affect businesses within the Belfast One area, with a particular focus on anti-social behaviour.

During Year 5, the Officers dealt with over 650 City Centre incidents and carried out 2,500 policing hours tackling anti-social behaviour.

The City Centre Beat Officers continued to work closely with City Centre charities, SOS Bus, Extern and Welcome Organisation. Collaboratively they have addressed anti-social behaviour and the issues created during the lockdown period, by offering help and assistance to the vulnerable as well as tackling on-street drinking and drug misuse.

## RETAIL CRIMEWATCH

Since Year 1, Belfast One has provided Retail Crimewatch to 385 of our retail members at no additional cost to the businesses. In June 2019, the scheme went digital with a system called EGRESS, a secure online programme, which contains up to date crime trends and alerts (including fraudulent bank notes and scam information) and allows businesses to view images and information regarding convicted offenders.

Since the introduction of the flagging system, a total of 104 successful convictions for burglary and 49 custodial sentences have been handed down.

## STREET ART

Belfast One partnered with Seedhead Arts to deliver bespoke artwork on the Fountain Street side of the vacant Norwich Union House building. The hospitality businesses in the area have created an excellent outdoor eating and drinking 'plaza' and the new artwork has complemented the 'al fresco theme' by bringing colour and vibrancy to the surroundings.

In association with Seedhead Arts, Belfast One and Cathedral Quarter BID have developed a digital Street Art Guide, which showcases the vibrant street art in the City Centre.

## TRADE WASTE AND RECYCLING

RiverRidge has continued to look after the Trade Waste and Recycling across the 3 BID areas, playing a key role in providing an integrated waste management service, with the aim of maintaining a clean and sustainable city while streamlining collections. As a result of the partnership, 38 tonnes of waste have been diverted from landfill from January 2021. There are currently 46 Belfast One businesses availing of a special Business Improvement District rate.

## MERCHANT SERVICES

Belfast One continues to partner with Bank of Ireland Payment Acceptance UK (BOIPA UK), to offer a fantastic deal that aims to reduce businesses' merchant services costs.

To date 39 businesses have moved to BOIPA and have saved a combined total of over £108,000. The focus of this offer is on price transparency, great value and excellent customer service. If you would like to find out more, please contact [Karen@BelfastOne.co.uk](mailto:Karen@BelfastOne.co.uk)

## NETWORKING AND TRAINING

Belfast One has continued to host free workshops for its businesses via Zoom which have been greatly supported by all sectors. We also introduced e-learning training courses for Basic Hygiene, Manual Handling and World Host Customer Service.

## GIFT CARD

Since launching the Belfast City Centre Gift Card in partnership with Linen Quarter BID and Destination CQ in 2020, the initiative has gone from strength to strength. Now established as a practical and tangible way to support our businesses, the card has generated over £100,000 worth of spend directly into our City Centre through individual and corporate purchases.

The Gift Card is a pre-paid Mastercard and is the perfect present for any occasion. Free for all Belfast One businesses, over 155 retailers, bars, restaurants, hotels and services have signed up to the City-wide initiative, which will help drive footfall and spend. To register your business or for more information, please contact [Karen@BelfastOne.co.uk](mailto:Karen@BelfastOne.co.uk)





# ENGAGEMENT

How to get involved with Belfast One



## COMMUNICATIONS

During Year 5, the team regularly communicated with our businesses through the website, social media, ezines and business engagement visits.

### Website & Social Media

The Belfast One members section of the website continued to be kept up to date with the latest support, advice and guidance regarding the pandemic, as well as blogs and information on training workshops.

The consumer section of the website showcased the latest offers from businesses and timely trading advice during lockdown periods.

The Marketing team continued to enhance our social media presence, with a regular programme of engaging activity on Facebook, Instagram, Twitter and LinkedIn.

If you would like further information please contact [Joanna@BelfastOne.co.uk](mailto:Joanna@BelfastOne.co.uk)

### Ezines

Our re-structured fortnightly ezine has informed our businesses of key updates including the latest guidance, support and advice regarding the pandemic and impact of Brexit, as well as forthcoming opportunities across our Promote, Enhance and Support initiatives. Additionally, adhoc updates are sent to businesses regarding promotional opportunities or any new initiatives.

To be added to our mailing list email [Info@BelfastOne.co.uk](mailto:Info@BelfastOne.co.uk)

### Working Groups

Belfast One holds regular Working Group Workshops across the Promote, Support and Enhance projects. This gives Belfast One levy payers the opportunity to get involved with the BID and influence the projects we are delivering.

If you are interested in joining a Working Group please email [Info@BelfastOne.co.uk](mailto:Info@BelfastOne.co.uk)

## BUSINESS ENGAGEMENT

Our dedicated Engagement Officer Karen Clifford has continued to engage with businesses over the last year, ensuring Belfast One has delivered for every levy payer.

If you would like to arrange a business visit with Karen please contact [Karen@BelfastOne.co.uk](mailto:Karen@BelfastOne.co.uk)



**A DAY IN THE LIFE OF THE BELFAST ONE CLEAN TEAM**  
You may have seen the amazing work our Clean Team have done on social media or if you have been out and about in the City Centre. But have you ever wondered if it is they get up to? We caught up with one of the guys who talked us through what their day looks like!  
**Q & A with Clean Team**  
The team ask them:  
I love the way they keep the city centre with our equipment inside. I think in the storage facility we have in the city centre when the guys receive our equipment and get ready to go to the location. Belfast One provides a variety of services that allow us to present for other areas we are working in. Our today's activities are the best of the best in the weekly cleaning of all street points in the City Centre plus a deep clean of health care including graffiti and general and overall cleaning of street furniture to ensure it's clean and safe for our visitors. We challenge them the cleaning equipment which is a 2000kg machine and taking the tools through the Belfast One Street.  
Marking all street points with special attention to safety covering points, setting areas and for green street look alike.

# MEET THE TEAM

The team at Belfast One are dedicated to improving our City Centre. They have a wealth of experience and expertise and are responsible for the day-to-day management and delivery of initiatives and services outlined in the Business Plan.



**Kathleen McBride**

Interim Managing Director  
[Kathleen@BelfastOne.co.uk](mailto:Kathleen@BelfastOne.co.uk)



**Eimear McCracken**

Operations Manager  
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**Joanna Walsh**

Marketing & Events Manager  
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**Karen Clifford**

Business Engagement Officer  
[Karen@BelfastOne.co.uk](mailto:Karen@BelfastOne.co.uk)



**Colette Heaney**

Marketing and Comms Assistant  
[Colette@BelfastOne.co.uk](mailto:Colette@BelfastOne.co.uk)



**Janet Avery**

Admin Assistant  
[Janet@BelfastOne.co.uk](mailto:Janet@BelfastOne.co.uk)

## STATEMENT OF FINANCIAL POSITION

The directors present herewith the summary financial statement of Belfast One BID Ltd for the year ended 31st March 2019 and confirm the following:

- the summary financial statement is only a summary of information derived from the company's annual accounts;
- the summary financial statement does not contain any additional information derived from the director's report;
- the full annual accounts, the Chartered Accountant's report and the Directors' Report can be obtained on application to Belfast One BID Ltd.

The annual accounts were approved by the Board on 11th May 2021.

This directors' statement was approved by the Board of Directors on 11th May 2021 and signed on its behalf by:

Mr S Mewha, Chair - Board of Directors

## SUMMARY INCOME STATEMENT FOR THE YEAR ENDED 31ST MARCH 2021

| ACCOUNTS FOR YEAR ENDED 31st MARCH 2021                   |                |                  |                        |                  | ACCOUNTS FOR PREVIOUS YEARS |                  |                  |                  | TOTALS FOR 5 YEARS BID TERM |
|---|----------------|------------------|------------------------|------------------|-----------------------------|------------------|------------------|------------------|-----------------------------|
|   | CENTRAL<br>£   | PROMOTE<br>£     | ENHANCE & SUPPORT<br>£ | Totals 2021<br>£ | Totals 2020<br>£            | Totals 2019<br>£ | Totals 2018<br>£ | Totals 2017<br>£ | £                           |
| <b>Income</b>   |                |                  |                        |                  |                             |                  |                  |                  |                             |
| <i>From compulsory levy collection:</i>                   |                |                  |                        |                  |                             |                  |                  |                  |                             |
| - Levy invoices issued                                    | 146,252        | 390,006          | 438,757                | 975,015          | 926,632                     | 1,018,841        | 1,045,024        | 1,063,165        | 5,028,677                   |
| - less refunds - re. Bank Buildings affected levypayer    | 0              | 0                | 0                      | 0                | 0                           | (-20,681)        | 0                | 0                | (-20,681)                   |
| - less 33.5% credit - COVID relief                        | (-49,072)      | (-130,858)       | (-147,215)             | (-327,145)       | 0                           | 0                | 0                | 0                | (-327,145)                  |
| - less Rateable Value revaluation credits                 | (-18,074)      | (-48,196)        | (-54,221)              | (-120,490)       | 0                           | 0                | 0                | 0                | (-120,490)                  |
| - less Bad debt provision - 2016/17                       | 0              | 0                | 0                      | 0                | 0                           | 0                | (-51,936)        | (-24,380)        | (-76,316)                   |
| - less Bad debt provision - 2017/18                       | 0              | 0                | 0                      | 0                | 0                           | 55,853           | (-206,094)       | 0                | (-150,241)                  |
| - less Bad debt provision - 2018/19                       | 0              | 0                | 0                      | 0                | 28,726                      | (-163,317)       | 0                | 0                | (-134,591)                  |
| - less Bad debt provision - 2019/20                       | 231            | 615              | 692                    | 1,537            | (-140,358)                  | 0                | 0                | 0                | (-138,821)                  |
| - less Bad debt provision - 2020/21                       | (-38,838)      | (-103,567)       | (-116,513)             | (-258,917)       | 0                           | 0                | 0                | 0                | (-258,917)                  |
| <b>From voluntary levy collection</b>                     | 0              | 0                | 0                      | 0                | 450                         | 300              | 300              | 150              | 1,200                       |
| <b>Bank interest received</b>                             | 414            | 0                | 0                      | 414              | 611                         | 252              | 263              | 29               | 1,569                       |
| <b>Sundry income</b>                                      | 186,961        | 0                | 31,550                 | 218,511          | 41,048                      | 42,615           | 117              | 0                | 302,291                     |
| <b>Total income</b>                                       | <b>227,875</b> | <b>108,000</b>   | <b>153,050</b>         | <b>488,925</b>   | <b>857,109</b>              | <b>933,861</b>   | <b>787,674</b>   | <b>1,038,964</b> | <b>4,106,533</b>            |
| <b>Expenditure</b>  |                |                  |                        |                  |                             |                  |                  |                  |                             |
| <b>Advertising, PR &amp; events</b>                       | 0              | 53,283           | 2,603                  | 55,886           | 190,529                     | 239,211          | 227,056          | 82,809           | 795,491                     |
| <b>Campaigns &amp; project expenditure</b>                | 0              | 23,933           | 240,298                | 264,231          | 643,942                     | 521,700          | 392,175          | 264,875          | 2,086,923                   |
| <b>Payroll &amp; recruitment</b>                          | 83,541         | 55,532           | 64,287                 | 203,360          | 145,735                     | 113,127          | 111,487          | 115,183          | 688,892                     |
| <b>Establishment</b>                                      | 15,965         | 0                | 0                      | 15,965           | 14,192                      | 12,924           | 14,250           | 8,242            | 65,573                      |
| <b>Travel, subsistence &amp; meeting costs</b>            | 490            | 0                | 0                      | 490              | 4,919                       | 1,547            | 1,759            | 1,612            | 10,327                      |
| <b>Printing, postage, stationery &amp; communications</b> | 3,311          | 1,440            | 0                      | 4,751            | 7,795                       | 13,862           | 14,543           | 21,280           | 62,231                      |
| <b>Legal, professional &amp; accountancy</b>              | 15,749         | 0                | 0                      | 15,749           | 13,514                      | 16,390           | 27,524           | 45,073           | 118,250                     |
| <b>Subscriptions</b>                                      | 263            | 1,303            | 304                    | 1,870            | 3,124                       | 3,710            | 3,834            | 688              | 13,226                      |
| <b>Repairs &amp; maintenance</b>                          | 2,747          | 0                | 0                      | 2,747            | 2,242                       | 0                | 184              | 913              | 6,086                       |
| <b>Bank charges</b>                                       | 252            | 0                | 0                      | 252              | 410                         | 154              | 97               | 7                | 920                         |
| <b>Training costs</b>                                     | 0              | 0                | 0                      | 0                | 1,695                       | 3,054            | 1,411            | 2,608            | 8,768                       |
| <b>Insurance</b>  | 1,166          | 0                | 0                      | 1,166            | 693                         | 601              | 942              | 491              | 3,893                       |
| <b>Sundries</b>   | 500            | 0                | 0                      | 500              | 0                           | 9,904            | 760              | 843              | 12,007                      |
| <b>Depreciation</b>                                       | 2,043          | 0                | 0                      | 2,043            | 2,043                       | 2,028            | 2,028            | 1,996            | 10,138                      |
| <b>Total expenditure</b>                                  | <b>126,027</b> | <b>135,491</b>   | <b>307,492</b>         | <b>569,010</b>   | <b>1,030,833</b>            | <b>938,212</b>   | <b>798,050</b>   | <b>546,620</b>   | <b>3,882,725</b>            |
| <b>Net income / (expenditure) for the year</b>            | <b>101,848</b> | <b>(-27,491)</b> | <b>(-154,442)</b>      | <b>(-80,085)</b> | <b>(-173,724)</b>           | <b>(-4,351)</b>  | <b>(-10,376)</b> | <b>492,344</b>   | <b>223,808</b>              |

## STATEMENT OF FINANCIAL POSITION (BALANCE SHEET) AS AT 31ST MARCH 2021

| ACCOUNTS FOR YEAR ENDED 31st MARCH 2021               |                | ACCOUNTS FOR PREVIOUS YEARS |                |                |                |
|---|----------------|-----------------------------|----------------|----------------|----------------|
|   | 2021<br>£      | 2020<br>£                   | 2019<br>£      | 2018<br>£      | 2017<br>£      |
| <b>Non Current Assets</b>                             |                |                             |                |                |                |
| - Tangible Assets                                     | 0              | 2,043                       | 4,086          | 6,114          | 8,142          |
| <b>Current Assets</b>                                 |                |                             |                |                |                |
| - Receivables   | 20,231         | 27,055                      | 77,687         | 40,170         | 221,818        |
| - cash and cash equivalents                           | 253,233        | 315,160                     | 410,743        | 459,429        | 290,855        |
|   | 273,464        | 342,215                     | 488,430        | 499,599        | 512,673        |
| <b>Payables - amounts falling due within one year</b> |                |                             |                |                |                |
| - Trade creditors and accruals                        | -49,655        | -40,364                     | -14,899        | -23,745        | -28,471        |
| <b>Net Current Assets</b>                             | <b>223,809</b> | <b>301,851</b>              | <b>473,531</b> | <b>475,854</b> | <b>484,202</b> |
| <b>Total assets less current liabilities</b>          | <b>223,809</b> | <b>303,894</b>              | <b>477,617</b> | <b>481,968</b> | <b>492,344</b> |
| <b>Reserves</b>                                       |                |                             |                |                |                |
| <b>Income statement</b>                               | <b>223,809</b> | <b>303,894</b>              | <b>477,617</b> | <b>481,968</b> | <b>492,344</b> |
| <b>Total funds</b>                                    | <b>223,809</b> | <b>303,894</b>              | <b>477,617</b> | <b>481,968</b> | <b>492,344</b> |

All reserves are carried forward to be applied to projects in the forthcoming financial year(s)

## LEVY COLLECTION

|   | 2021<br>£      | 2020<br>£      | 2019<br>£      | 2018<br>£      | 2017<br>£      | 5 YEAR<br>TOTALS |
|---|----------------|----------------|----------------|----------------|----------------|------------------|
| <b>Income</b>   |                |                |                |                |                |                  |
| Levy invoices issued                                  | 976,552        | 926,632        | 1,018,841      | 1,045,024      | 1,063,165      | 5,030,214        |
| Permanent write-off - Untraceable ratepayers          | 0              | 0              | 0              | -66,368        | -60,169        | -126,537         |
| Permanent write-off - Covid / Bank Buildings fire     | -327,145       | 0              | -20,681        | 0              | 0              | -347,826         |
| Permanent write-off - Rateable value adjustments      | -120,490       | 0              | 0              | 0              | 0              | -120,490         |
| Amounts outstanding                                   | -258,917       | -138,822       | -134,591       | -83,873        | -16,147        | -632,350         |
| Income from voluntary levy                            | 0              | 450            | 300            | 300            | 150            | 1,200            |
| <b>Total levy collection</b>                          | <b>270,000</b> | <b>788,260</b> | <b>863,869</b> | <b>895,083</b> | <b>986,999</b> | <b>3,804,211</b> |
| <b>Levy collection as % of total levy collectable</b> | <b>51.05%</b>  | <b>85.07%</b>  | <b>86.55%</b>  | <b>91.46%</b>  | <b>98.41%</b>  | <b>75.63%</b>    |

The summary financial statement was approved by the members at the Annual General Meeting on 22nd June 2021 and signed on their behalf by:

Mr S Mewha - Chair-Board of Directors

Mr W Walker - Vice Chair-Board of Directors

# **BELFAST** **ONE** BUSINESS IMPROVEMENT DISTRICT

**TO DISCUSS ANY ASPECTS OF THE ANNUAL REPORT CONTACT:**

## **BELFAST ONE**

Scottish Provident Building  
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Belfast, BT1 6JH

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E: [Info@BelfastOne.co.uk](mailto:Info@BelfastOne.co.uk)

**[BelfastOne.co.uk](http://BelfastOne.co.uk)**