

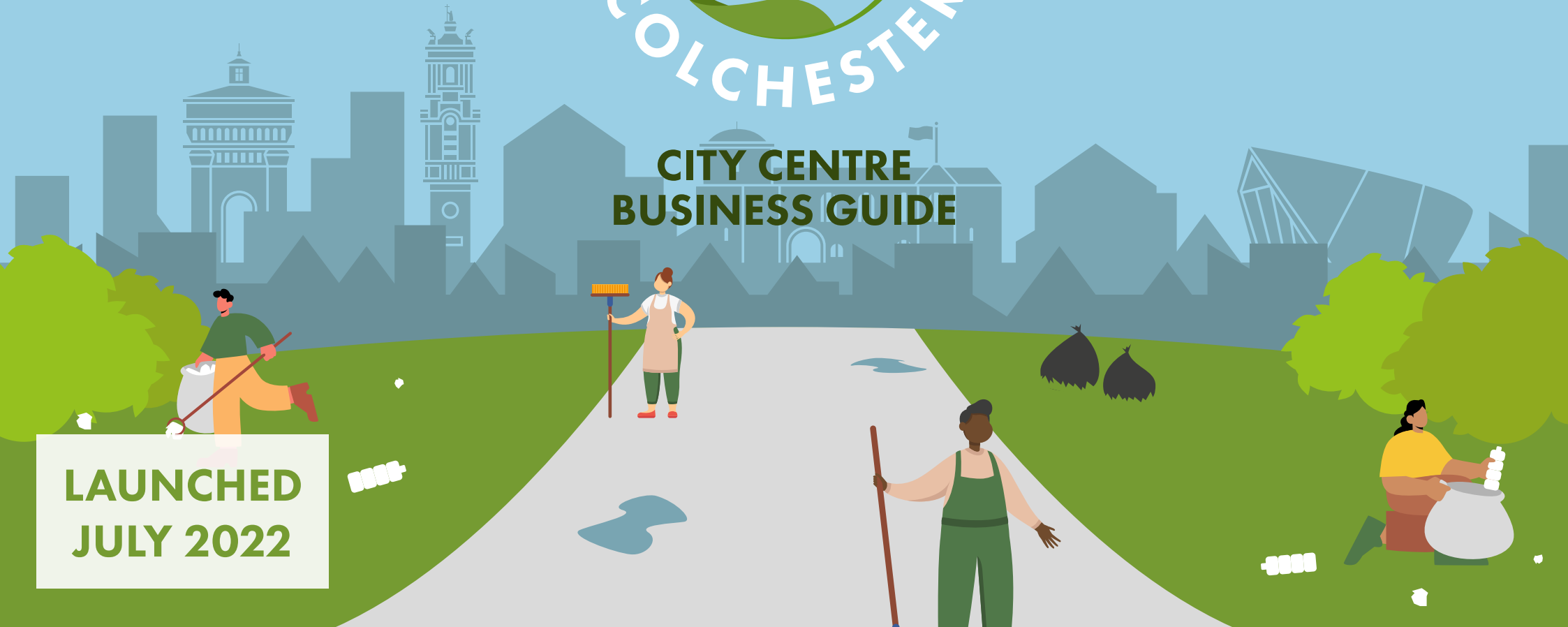


OUR COLCHESTER
A BID to make new history

OPERATION CLEAN COLCHESTER

CITY CENTRE BUSINESS GUIDE

LAUNCHED
JULY 2022



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WHY OPERATION CLEAN COLCHESTER?

Operation Clean Colchester is aimed at improving our town centre.

The BID team complete regular audits of the town centre to highlight areas within the town which could do with some improvement. Areas which are known for graffiti, fly tipping, poor landscaping and hubs for dropping litter will be targeted.

Together with the local authority, businesses and the BID, actions have been identified and as a team we aim to make these improvements.

I think we can all agree that visitors, residents and people that work in Colchester have been affected by the state of the environment. It would be great to join as a team to improve our town. Our town deserves to be clean and healthy which will help our standard of living and our pride of place. Engaging in Operation Clean Colchester will help our mental well-being and the businesses to be more successful.

It is widely known that people will respect a place more once they see that it is clean and tidy, so getting rid of rubbish on our streets will help people to feel safe and comfortable in their environment.

WE NEED YOU, we really do! As a collective we can make this change, not just for now but on going as we take pride in where we are. We can all make such a massive difference to our town if we pull together. Over the next few months we would like you to pledge to be a part of this amazing effort to improve our town.

Throughout this process, all parties will be aware of their roles and responsibilities and the significance of their impact on the town. The BID will take on tasks that do not fall with the local authority and aim to clean up the trading environment.

Keep reading to find out how to make a positive change even with the smallest of tasks.



FOR MORE INFORMATION VISIT US ONLINE AT
WWW.OURCOLCHESTER.CO.UK, OR EMAIL US ON
HELLO@OURCOLCHESTER.CO.UK

WHAT DOES MY BUSINESS NEED TO DO?

In short, we have a suggested selection of tasks that you can complete on a daily, weekly, monthly basis, such as: cleaning windows, taking care of the exterior of your premises, cleaning the outside and encouraging others to take part in the campaign.

Most of all we need town centre businesses to support the project and recognise the part that we all play.

By each business playing a role, we will soon see an improvement across the town. Why not appoint a member of staff to be your operation Clean Colchester Champion? (see page 4 for more help, tips and advice).

HOW CAN THE BID SUPPORT YOU?

The BID can support you by:

- Providing equipment
- Campaign materials, stickers/posters
- A point of contact
- Street Ambassador support
- Promotion of your business and your efforts via our website
- Facilitate regular business community clean days



MEDIUM AND LARGE TASKS THAT OPERATION CLEAN COLCHESTER AIMS TO ACHIEVE BY SUMMER 2023

- Clearing of rubbish and overgrowth
- Replanting and tidying planted areas in the town
- Improvement of seating areas
- Remove graffiti hotspots such as telephone boxes, electricity boxes etc.
- Headgate/Southway Subway
- Priory Walk
- The Priory
- Vineyard Gate
- Osbourne Street
- Working with land-owners to enhance particular grot spots

FUTURE PROPOSALS THAT WE HOPE TO SEE COME INTO EFFECT IN THE YEAR INCLUDE:

Lobby commercial agents and owners of empty units to improve their premises

Vacant units will be used to display pieces of art, to bring life, and vibrancy to the town and attention to the unit. Some of these projects will be aimed at driving footfall into the town. Including the annual Colchester Garden Festival celebrating our towns beauty.



APPOINTING AN OPERATION CLEAN COLCHESTER CHAMPION

Have you considered appointing an Operation Clean Colchester Champion within your business?

It is important that everyone in your team is committed to keeping the environment clean and tidy, but it may help if you have the appointed person to take on this role as a point of contact and help operations and feedback to you.

This is a voluntary role and therefore there is no obligation for the employee to take on the extra responsibility.



WHAT QUALITIES SHOULD THEY POSSESS?

- Accountable
- Great work ethic
- Great attitude to encourage other work colleagues
- An interest in cleanliness, communities and green initiatives

What tasks should they be doing?

- Organising the daily, weekly and monthly tasks
- Act as the BID's eyes and ears to ensure a clean and tidy town
- Report crimes, such as fly tipping, littering via environmental health
- Sharing your progress on social media

What support can the BID give to a Clean Colchester Champion?

- Support from BID Street Ambassadors
- Use of equipment funded by CBC and the BID
- Advice on health and safety
- Providing equipment for litter picks, refuse bags, gloves
- Removing all agreed waste
- Advice on refuse disposal
- Sharing your good news on social media
- Recognition on your Operation Clean Colchester Champion via the BID marketing channels



FREQUENTLY ASKED QUESTIONS

What tasks will my business need to take on?

Refer to the daily, weekly and monthly tasks in the pack. These are generic tasks that the vast majority of our town centre businesses will need to take on regularly to ensure their immediate surroundings are gleaming all year round like window cleaning, litter picking, giving the exterior a lick of paint and tending to garden areas. We understand that your venue may differ and so these task lists are more of a guideline, not a definitive list, as to what we expect you and your teams to be taking on.

Who is responsible for taking on the tasks?

Some of the larger scale tasks such as the restoration of seating areas, wild flower planting and mass litter clearance will be the responsibility of the BID and partners, like CBC. However, the important and smaller tasks concerned with presenting businesses in an attractive way fall to your staff to become an Operation Clean Colchester Champion (more on page 4) or you could delegate the tasks to all members of your team.

How long will this go on for?

This is an ongoing project with no end date. We need all parties involved to continually see cleanliness of the town as a priority for the town. The aim is to get to a point whereby we can stay on top of all the small tasks

How can I report concerns?

Operation Clean Colchester needs to be a team effort-it requires buy-in from businesses, local authority, the general public and of course the BID, if you have concerns, please let us know at hello@ourcolchester.co.uk

How will this be monitored?

The Street Ambassadors, together with the Town Wardens will be monitoring businesses and checking that they remain clean and tidy. They will be keeping a log of successes which will be celebrated via our social media channels and noting where improvements can be made.

How do we get the equipment?

We would encourage all businesses to source their own equipment wherever possible-after all, improvements to your frontages will result in increased footfall and customer satisfaction. If you are in a position whereby you are unable to do so, then please contact the BID. Just email hello@ourcolchester.co.uk

What benefits can this provide?

You will receive a special Operation Clean Colchester Certificate to demonstrate to customers that you have a commitment to showcasing your community spirit. As well as this you can enjoy extra exposure through local press and the BID social media channels and website.

What happens if we do not complete the tasks?

A Street Ambassador will arrange a meeting with you to discuss what the barriers are that stop you from joining in Operation Clean Colchester. If no suitable actions can be identified to support and assist you, all equipment will need to be returned and your free advertising privileges will cease.

KEEP SAFE

Our Colchester BID take health and safety very seriously. Employees conducting cleaning duties to the business frontage can be exposed to a number of easily avoidable hazards. This guidance has been produced to help identify these hazards and therefore making their involvement safe.

Environmental Protection
T:01206 282581/2

Colchester Borough Council
T: 01206 282222

RSPCA
T:0300 1234 999



BEFORE

- ✓ Ensure a risk assessment is completed
- ✓ Pick daylight hours to tidy your business, good visibility is key
- ✓ Make sure you have all the equipment you need
- ✓ Wear appropriate clothing

DURING

- ✓ Wear safety equipment if required
- ✓ Always use a picker and gloves when collecting litter, avoid direct contact
- ✓ Ensure there is a first aid kit and first aider in the event of an injury
- ✓ If you find a weapon, please secure it safely and contact Essex Police on 111
- ✗ Do not pick up any needles or drug paraphernalia- report them to environmental health
- ✗ Do not attempt to remove dead or live animals (if dead report to environmental health, if live report to RSPCA)
- ✗ Do not pick up any items that are not identifiable and they could be hazardous, i.e., asbestos or chemical like battery acid, in these instances please reports to environmental health.
- ✗ Do not turn your back to traffic. Be aware of traffic at all times.
- ✗ Do not overfill rubbish bags and avoid lifting heavy objects alone.

AFTER

- ✓ Make sure to clean your hands and thoroughly using wipes, gels or by washing
- ✓ Inform Our Colchester BID of any issues you may have encountered
- ✓ If necessary, return any equipment to Our Colchester BID
- ✓ Feel free to send photographs to Our Colchester BID so that we can share and shout about your business and all that you've accomplished hello@ourcolchester.co.uk
- ✓ Feel really positive about the changes you have made to our town centre and continue to keep on top of your business cleanliness

TASK LISTS

Daily

- Check light bulbs are in working order
- Pick up discarded cigarette butts
- Remove any litter in the vicinity of your business
- Empty bin and dispose of rubbish
- Sweep and vacuum entrance and exit
- Clean and disinfect surfaces
- Dust and clean your window displays

Weekly

- Edge and weed flower beds
- Mow lawns
- Sweep outside business
- Clean window sills
- Clean windows
- Clean signage
- Remove sticker and fly posters
- Take a step back and ask yourself, "Does my business vicinity look inviting?"
- Set tasks for you Spring Clean Colchester Champion

Monthly

- Jet-wash area outside of your business
- Give the doors a lick of paint when required
- Replace window displays to keep it fresh
- Deep clean your rubbish bins
- Clean fascia's and gutters

TIPS & TRICKS

Doors looking dull and faded

Pick up a cheap furniture polish (you can get a brand a called Aristowax Wood Silk for less than £2 and Wood Silk Non-Silicone Furniture polish at Wilko's).

Use a squeegee

You get them from Wilko's, achieve that streak free finish with ease.

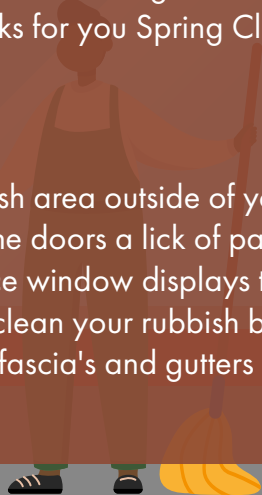
Light up your business

Grab some cheap fairy lights and display them in your window, they can create a warm and welcoming feel.

Window Displays

This is an advertisement for your business, so changing them frequently keeps things fresh and exciting

Do you have any tips and tricks to share, then let us know by emailing hello@ourcolchester.co.uk



RESOURCE PORTAL

Cleaning services

GJ Commercial Cleaners
www.gjcommercialcleaning.co.uk
01206 645023

Dry Cleaners

Crouch Street Launderette
93 Crouch Street
01206 570811

Pearl Dry Cleaners
47 High Street
01206 615 233

Island Dry Cleaners
32 St John's St, Colchester CO2 7AD
01206 570245

Pressure Washers services

Essex Pro Clean
07488 819385

High Pressure Services
07488 831069

PCMS
07458 191679

Window Cleaner Services

Carl Skingley
cjswindowcleaners@outlook.com
07934 764457

Supaclean Windows
07458 180235

Window Sparkles
07488 832273

Roof Fascia and gutter cleaning Services

AM Roofing Specialist
07488 836966

D&S Roofing
07458 191600

Gardening and landscaping Services

Perfect Gardens
William Lewis
07488 816543

CT-3 Garden & Landscapes
07458174210

Plumbing

Ruspo
07488 817100

Electrics

Adrian Crosdale
City Lighting
www.citylightingservices.co.uk
01245 290328

CRH Electrical Limited
Carl Hudson
07488 840917

Turner Electrical Essex Ltd
Michael Turner
07458 169417

Digital Agency

Creatives Hub Digital
Lewis Percival
www.creativeshubdigital.co.uk
01206760769

We Are Fuze
www.wearefuze.co.uk
01206803999

Blankspace
Robbie McWilliams
hello@blankspacecreate.co.uk
01206 483169

Uproar Creative
uproarcreative.co.uk
01206 512132

Graphic Designs and Printers

Blue Sky Printing
info@blueskyprinting.co.uk
01206 370340

InPrint:
01206 366014
info@inprintcolchester.co.uk

Painters and Decorators

RG Evans
Painting, Decorating and Property
Maintenance
07458182453

SPS
Saliu Property Services
07458 185369

Spoton
Painting, Decorating, Plastering
07488 829 066

OPERATION CLEAN COLCHESTER

PLEDGE NOW!

OPERATION CLEAN COLCHESTER

We pledge to keep our business front clean and encourage pride in our area by taking on Operation Clean Colchester tasks, including but not limited to:

Changing public behaviour by promoting the anti-litter message

Keeping our business frontage in great condition and free of litter

Disposing of business waste responsibly

BID Street Ambassadors will remain in regular contact with you to record the efforts you have made to keep your high street tidy and to offer support in assisting you to achieve the above pledges.

Our Colchester BID are not liable for any personal injury, loss, theft, damage or inconvenience caused as a result of participating in works regarding to your Operation Clean Colchester Pledge.

Businesses participate in keeping their business frontages clean and tidy entirely at their own risk. *They are not working for, or on behalf of, Our Colchester BID.*

My business will ensure: A risk assessment is completed before the litter pick and cleaning takes place.

Employees are aware that they participate entirely at their own risk and that they have been advised of the risks in accordance with the risk assessment and and the safety checklist.

BUSINESS NAME:

BUSINESS ADDRESS:

EMAIL ADDRESS:

PHONE NUMBER:

MANAGERS SIGNATURE:

ONCE YOU'VE SIGNED YOUR PLEDGE, TAKE A PHOTO OR SCAN A COPY TO HELLO@OURCOLCHESTER.CO.UK

BILL AND BERTS: OPERATION CLEAN COLCHESTER

Bill and Berts are a great example Operation Clean Colchester. Owner Bill Nettlefield will talk you through the things they do to keep their business look fantastic all year round!

billandberts.com

Here is what we do to make sure we look as presentable as possible, which makes our customers feel welcomed and that they will return time and time again:

- We always keep on top of keeping the business clean and tidy, such as getting rid of cigarette butts, general litter and debris
- We keep the walls and doors receive a frequent lick of paint to stay looking fresh
- We remove litter, fly tipped posters and stickers outside the venue and beyond.
- We put a lot of effort into all of our displays
- We make sure the aesthetics reach beyond the front door
- We use hanging baskets to add colour and vibrancy

Get started with Quick Wins

- ✓ Walk around your business with a fresh pair of eyes and note what can be done
- ✓ List these into two categories: things that can be done at no cost and things that will need a small cash investment
- ✓ Make a plan to tackle the first category ASAP.
- ✓ Make a budget for the second list of tasks. Make sure you speak with the BID team for help if needed.



Hello, I'm Bill the owner of Bill and Berts Colchester. My staff and I are 100% committed to Operation Clean Colchester!