

# COLMORE LITE

DIGITAL MAGAZINE



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**Eat Out to Help Out in  
the Business District**





# A message from Colmore Business District

As we experience a mid-August heatwave, the District is slowly seeing more people return to its streets and workspaces. But while offices may not be at full capacity quite yet, many are working towards reaching 50% capacity by the end of the month. As I walk around the area, it's great to see both new and familiar faces enjoying our world class venues and eateries, if only for a brief moment forgetting about the worries of the past few months.

In the current climate we must continue to be mindful of social distancing while supporting the businesses that we love. We've launched a handy guide to the Government's **Eat Out To Help Out** scheme on our website, listing all the District's venues participating in the national scheme, which builds upon our Birmingham Is Back initiative. On the topic of support, you may have seen us in the news last month discussing the **#NoMoreNoShows** campaign as we encourage the general public to show up for restaurant bookings, or cancel with plenty of notice if they can't make it. No shows have a devastating impact on our businesses, which you can read more about in this edition.

Our public realm work also continues this month, as plans for our parklets, the outdoor community spaces, moves one step closer to being a reality. This plan has been in motion for a number of months and we've hit some hurdles along the way, however we hope to reveal full details very soon...

Whether you're holidaying at home this year or working through the summer months, please do enjoy the weather, but stay safe while doing so and we hope to see you very soon.

**MICHELE WILBY**  
**COLMORE BID**



**CLICK HERE FOR THE COLMORE BID CORONAVIRUS BUSINESS SUPPORT HUB**

## THE BID TEAM

**Michele Wilby**  
 Chief Executive Officer

**Jonathan Bryce**  
 Operations Manager

**Chris Brown**  
 Communications Manager

**Katy Paddock**  
 Events Manager

**Paul Street**  
 Strategic Projects Officer

**Lisa Richards**  
 Finance Officer

**Mike Mounfield**  
 Projects Manager

**Lee Stirrup**  
 Database Officer

**John-Jo Von Johnson**  
 Street Operations Manager

**Aaron Franklyn-Payne**  
 Security Supervisor

**Ryan Boothe**  
 Security Officer

**James Crooks**  
 Security Officer

**Samantha Birch**  
 Security Officer

**Zack Palmer**  
 Security Officer

**Nicole Panayioutou**  
 Ambassador

### CONTACT

Colmore BID  
 37a Waterloo Street,  
 Birmingham B2 5TJ

Mail: [info@colmorebid.co.uk](mailto:info@colmorebid.co.uk)  
[colmorebusinessdistrict.com](http://colmorebusinessdistrict.com)

[Twitter](#), [Facebook](#), [LinkedIn](#)  
 and [Instagram: ColmoreBID](#)



## FOR COLMORE LIFE MAGAZINE

**Stacey Barnfield**  
 Editor

Mail: [life@colmorebid.co.uk](mailto:life@colmorebid.co.uk)

Designed by:  
[Edwin Ellis Creative Media](#)

# COLMORE Lowdown

Email: [life@colmorebid.co.uk](mailto:life@colmorebid.co.uk)

**DID YOU KNOW?** Transport for West Midlands and Birmingham City Council are launching an e-scooter rental trial this autumn. Work has now started to find the operator to run the scheme.

## Eat Out To Help Out in the Business District

As lockdown measures have begun to ease, many bars, restaurants and cafes are reopening their doors to once again welcome customers, albeit with a few alterations to enable social distancing.

Venues are offering a 50% discount Monday-Wednesday, on all food and non-alcoholic drinks, up to a maximum of £10 per person. The discounts are part of the Government's Eat Out To Help Out scheme, which runs until 31 August.

Here's a list of all of the businesses in the Business District participating in the Eat Out To Help Out scheme.

Many restaurants will be operating a booking only service, so it's worth ringing ahead of your visit to ensure they can seat you.



### **200 Degrees**

*21 Colmore Row, B3 2BH*

### **Asha's**

*12-22 Newhall Street, B3 3LX*

### **Damascena**

*5-7 Temple Row West, B2 5NY*

### **Dirty Martini**

*7 Bennetts Hill, B2 5ST*

### **Dishoom**

*1 Chamberlain Square, B3 3AX*

### **Fazenda Rodizio Bar & Grill**

*55 Colmore Row, B3 2AA*

### **Gaicho**

*55 Colmore Row, B3 2AA*

### **Gusto**

*45-49 Colmore Row, B3 2BS*

### **Hotel du Vin**

*25 Church Street, B3 2NR*

### **Knights Coffee**

*58 Newhall Street, B3 3RJ*

### **Loki Wines**

*36 Great Western Arcade, B2 5HU*

### **Opus Restaurant**

*54 Cornwall Street, B3 2DE*

### **Primitivo**

*10 Barwick Street, B3 2NT*

### **Purecraft Bar & Kitchen**

*30 Waterloo Street, B2 5TJ*

### **Purnell's Bistro & Gingers**

*Newater House, 11 Newhall Street,  
B3 3NY*

### **Subway Newhall Street**

*64 Newhall Street, B3 3RJ*

### **Tattu Birmingham**

*18 Barwick Street, B3 2NT*

### **The Alchemist**

*Grand Hotel, Colmore Row, B3 2DA*

### **The Colmore**

*114-116 Colmore Row, B3 3BD*

### **The Florence**

*106-110, Edmund Street, B3 2ES*

### **Urban Café Bar Kitchen**

*30 Church Street, B3 2NP*

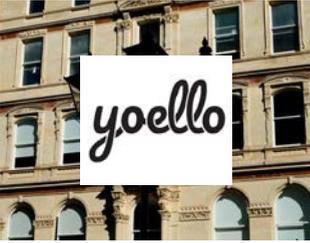
### **Waylands Yard**

*42 Bull Street, B4 6AF*

### **Zen Metro**

*73 Cornwall Street, B3 2DF*

**DID YOU KNOW?** A major survey by a table booking software company revealed 20% of diners fail to turn up for their restaurant reservations, costing the hospitality sector £16bn per year.



**BID PARTNERS  
YOELLO MOBILE  
ORDERING APP**

Colmore BID are working with Yoello to bring mobile ordering and payments to hospitality venues.

The BID is funding set up and the first three months of Yoello, which allows customers to access venues for eat-in, takeaway, collection and delivery by placing orders over their phone. There are no contracts for the service so you can cancel after your free period if it isn't for you.

Yoello provide you with QR codes that you can place in your venue that customers can scan and access your menu online. Customers will be able to select the items they want and pay for it using a web app. The app will have a Colmore BID community option where users will be able to see what food options are available near their location.

This is available to all venues in the Colmore Business District. If you are interested in this system contact [Katy.paddock@colmorebid.co.uk](mailto:Katy.paddock@colmorebid.co.uk).

**COLMORE BID BACKS NATIONAL CAMPAIGN  
TO SUPPORT STRUGGLING RESTAURANTS**

As the leisure and hospitality industry emerges from lockdown, Colmore BID is urging customers to show up for bookings, or if they can't make it let the venue know in advance.

Bars and restaurants up and down the country are uniting under the No More No Shows campaign as venues see hundreds of bookings go unfulfilled by people that are just not showing up.

The sector faces a critical few months as venues try to recoup losses after being closed for the past three months due to the Coronavirus pandemic. Many restaurants within the city are now operating a no walk-ins policy to ensure social distancing measures are in place. However, when people do not turn up for their reservation, the venue is unable to reallocate the table, meaning a further loss of income. Not only this, but food waste also becomes an issue with large quantities of fresh produce going to waste as it cannot be used by the venue or donated.

Jaimon George, Director at Thai Restaurant, Zen Metro, said: "As



a restaurant and bar in operation for more than 23 years we have had our fair share of no-shows. This was particularly vital after the lockdown since all hospitality venues are trying to survive and stay open. Just to give you an

example; we had 31 no-shows out of 115 bookings last Saturday! We arrange staffing and prep food based on the booking levels. This

Appeal: Jaimon George and Alex Tross



**DID YOU KNOW?** Colmore BID holds a weekly Facebook Live yoga session for people working from home. The sessions are hosted by Katy Insley. Visit the [BID website](#) for further details.



# NO SHOWS

level of no-shows are just not acceptable and financially viable for any businesses. We have now put a system in place to get bookers to leave their card details when making a booking. £10 per person will be deducted if they do not show up. We hope this will have an impact on future no-shows.”

The No More No Shows campaign has been launched

by recruitment consultancy Sixty Eight People with Antonia Lallement from restaurant group, Gusto Italia. Initially launched to support businesses in Greater Manchester, the campaign has quickly picked up momentum nationally, as bars and restaurants call on their customers to think about their restaurant booking before they decide not to show up.

## NEW PAVEMENT LICENCE OFFER

The Government has passed legislation for Temporary Pavement Licences, which will allow hospitality businesses recovering from the pandemic to place removable tables and chairs on the pavement outside

their premises. They can last until September 30, 2021.

Businesses can apply online via the Birmingham City Council website. Click [here](#).

Government guidance can be found [here](#).

## COMMENT

■ An individual customer might not think that their not turning up for a reservation will make much of a difference, however this couldn't be further from the truth. Research has found that no-shows actually cost the UK hospitality industry £16 billion a year, which is further exasperated following months of lockdown.

Due to social distancing, restaurants are already operating at a reduced capacity, making use of every space possible. We've all been for dinner where the venue has tried to squeeze us in when they're at capacity, but this cannot happen anymore under new guidelines.

The next few months will be critical for businesses across the sector and we are urging customers to re-think before deciding not to show up for a booking. If you are unsure of whether you will be safe within a venue, please do call them to discuss their social distancing policy. If, at this stage your fears have not been eased, cancel the booking with plenty of notice to allow the venue to reallocate it.

We have a wealth of fantastic venues within the district that need our support more than ever. If no shows continue to happen, we may lose some of these venues for good.

**ALEX TROSS**  
**COLMORE BID**

# THE GREAT OUTDOORS

**TWO NEW OUTSIDE SPACES TO TEMPT  
VISITORS TO THE BUSINESS DISTRICT**

As the Business District continues to emerge from lockdown two of the area's newest venues are meeting the demand for new outdoor drinking and dining spaces.

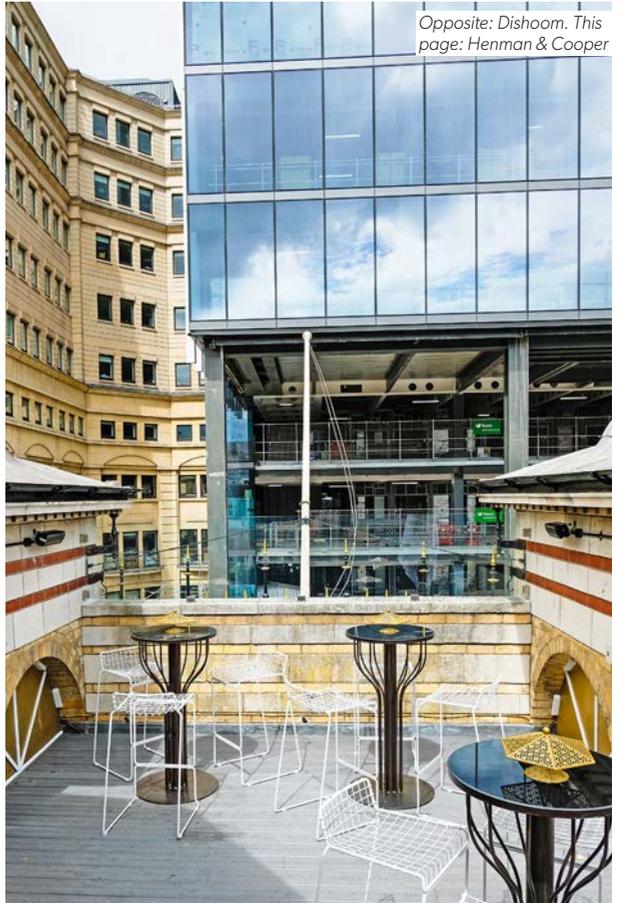
Dishoom at One Chamberlain Square has opened a gorgeous terrace offering wonderful views across Chamberlain Square, Birmingham Museum and Art Gallery and the Town Hall.

When the weather allows, guests can enjoy Dishoom's menu of Bombay comfort food and award-winning tipples on the café's large terrace, which overlooks the charming and historic buildings of Chamberlain Square.

Meanwhile, yards away on Colmore Row, new bar and restaurant Henman & Cooper has opened its rooftop bar and terrace, which has a range of seating options in the shade or sun.

Both venues are an exciting addition to Colmore Business District's leisure and hospitality sector and meeting current social distance guidelines.

*Opposite: Dishoom. This page: Henman & Cooper*



**FIND OUT MORE ABOUT  
BOOKING DETAILS:**  
**Dishoom:** [Click here.](#)  
**Henman & Cooper:**  
[Click here.](#)





# HOW YOU CAN SUPPORT YOUR MUSEUMS

This is a very challenging time for Birmingham Museums Trust but the people of Birmingham can help.

Birmingham Museums Trust is a charity that cares for the city's collection of over one million objects and artworks across nine venues, bringing people's stories alive through exhibitions, special events and activities.

But it's not just buildings and objects. Birmingham Museums are there for visitors to inspire them and support their well-being – from a child's first school visit to Thinktank who becomes fascinated by science, to giving carers a much-needed break with a programme of free creative art sessions at Birmingham Museum & Art Gallery.

Here's some of the ways you can help.



## DONATE TO THE FUNDRAISING APPEAL

Help to ensure Birmingham Museums is part of the city's future by donating and sharing the fundraising appeal here [www.justgiving.com/campaign/SupportBMT](http://www.justgiving.com/campaign/SupportBMT). As part of the campaign the public are sharing their memories and experiences and it's heart-warming to see how much the nine venues mean to people. Every donation helps.



## BECOME A MEMBER

Become a member of Birmingham Museums and enjoy 12 months of inspirational days out. You'll get 12 months free entry to the nine Birmingham Museums sites, regular updates, discount in the shops and cafes, and invites to exclusive preview events. Membership will begin when the sites reopen.

Find out more at join. [birminghammuseums.org.uk/](http://birminghammuseums.org.uk/)

## SHOP ONLINE

Birmingham Museums Trust has a wide range of products that would make great gifts for proud Brummies, culture lovers, and art fans. Whether you are looking for the perfect birthday present or an anniversary gift, there is everything from books to homeware to browse online.

You can also purchase the now iconic Benny's Babbies poster (left) by Birmingham collage king Cold War Steve. The artwork was created as part of a project with Birmingham Museums and thanks to the generosity of the artist, 100% of the profits go to Trust. Celebrate some of Birmingham's most famous faces and fly the flag for the city by hanging this popular print pride of place at home.

Shop at <https://shop.birminghammuseums.org.uk/>

## BECOME A PATRON

You can become a patron of Birmingham Museums and access benefits such as exclusive behind-the-scenes events, curator-led talks, exhibition Private Views and the annual Patrons' Party.

Your support ensures Birmingham Museums is here for future generations to come. [www.birminghammuseums.org.uk/support-us/become-a-patron](http://www.birminghammuseums.org.uk/support-us/become-a-patron)

## BOOK PIZZA IN THE COURTYARD AT SAREHOLE MILL

Enjoy tasty freshly baked pizza and support a charity? It's a win win! Book a table to enjoy pizza in the scenic courtyard at Sarehole Mill. Baked on site by resident baker, Sis Kaur, you'll be able to enjoy your pizza with the added benefit of knowing dining out is supporting the work of Birmingham Museums at this difficult time.

## DELVE DEEPER INTO THE COLLECTION WITH THE ONLINE

## LECTURE SERIES

The new online lecture series by Birmingham Museums sees in-house experts introducing the city's amazing collection direct to you in your home. Streamed live via zoom, this exclusive series covers a range of engaging and thought-provoking topics. Archaeology fan? You can book for the Treasure Discovered online lecture series. 12 Aug – 50 finds from Staffordshire, 19 Aug – The Leekfrith Torcs, 26 Aug – A tuneful tale of treasure, 2 Sep – 50 finds from Worcestershire.

Find out more at [www.birminghammuseums.org.uk/blog/posts/online-lecture-series](http://www.birminghammuseums.org.uk/blog/posts/online-lecture-series)

## GET REGULAR BIRMINGHAM MUSEUMS UPDATES

Stay up to date with Birmingham Museums' news and events by signing up to the e-newsletter at <https://r1.dotdigital-pages.com/p/4HOY-4CG/receive-the-birmingham-museums-email-newsletter>



Aston Hall

Some of Birmingham's most fascinating historic venues are opening their sites for a series of special events that will delight families, food fans and culture lovers throughout the rest of 2020.

These are the first events the Birmingham Museums Historic Properties, including Aston Hall and Blakesley Hall, have been able to run following the coronavirus lockdown – and there's not long to wait as they begin in August.

Events include an outdoor theatre performance of *Wind in the Willows* at Aston Hall, a summer picnic at Blakesley Hall and pizza & wine tasting at Sarehole Mill.

Alex Nicholson-Evans, Commercial Director at Birmingham Museums Trust, said: "We've really missed our visitors, and while we can't fully reopen our Historic Properties, we're thrilled we can welcome the public back for these unique events."

Visit [www.birminghammuseums.org.uk/whats-on](http://www.birminghammuseums.org.uk/whats-on) which will be updated with all future events, including details of how to book.

Safety and social distancing measures will be a priority at all venues to ensure visitors can relax and enjoy the events. Further details are available on the website.

# Do as I say, not as I do



**A CALL TO ACTION FOR  
OUR CITY'S LEADERSHIP  
FROM NICOLA FLEET-MILNE,  
CHAIR, COLMORE BID**

We all heard this phrase from our parents when we were kids. The premise is simple; your parents told you to do one thing, and then did something completely different themselves. And this was considered acceptable. Sorry parents, but poor leadership skills.

Covid-19 has decimated our leisure and hospitality sectors and they desperately need the help of the general public. Rishi's 'Eat Out to Help Out' is a great initiative, but it really only scratches the surface. The professional sector in the city can play such an important role in keeping this culture alive.

Whilst the local high street has seen a resurgence in the past 4 months, the city centres are in danger of fading. My location of choice, because it's where I work, is Birmingham. The city centre here is pretty quiet (safe!) and lifeless. But it doesn't have to be that way.

The large firms around the city have 1000's of employees; 35,000 are based in the Colmore

Business District alone. But the leaders of these firms are in no rush to return, which severely limits the re-launch strategy of the bars and restaurants, not to mention other 'personal' businesses like hairdressers, nail bars, barbers, independent gift shops, locksmiths... the list goes on.

The leaders of these firms have a duty of care towards their employees, but they also have a civic duty to the culture and life of the city that surrounds and supports their offices. If they stay away too long, that life will have disappeared.

The benefits of working for a city centre firm will evaporate; no bars to visit after work, no restaurants open for lunchtime, no vibrancy and hubbub on the streets.

There has been much discussion around this topic; leaders everywhere are vocally supportive of their local economies, but they aren't walking the walk. (I caveat this with the fact that a very small

number are: PwC, CBRE to name two in the city centre.)

Whilst health and safety is a reasonable foundation for proper preparation of offices and different ways of managing teams, it must not be an easy excuse to avoid the city altogether. The return to the city cannot be inconvenient to leaders, whether or not they worked 'in the office' previously.

We need leadership that leads by example. You must walk the walk. You must drive the change you want to see, and when it comes down to it, is that change hiding in your homes for the rest of your days? I don't think it is, but if you keep hidden away, there will be nothing left out there.

Staying at home is no more flexible a policy than having to be in the office for static hours. Flexibility is not about avoiding the office, it is a cultural approach to learning how your firm can support its individuals and its teams. Marooning everyone at home is lazy and avoids the issue.



When the tide changes and the leaders decide that home-working doesn't suit anymore because the firm's culture has now dissipated, what will be left to attract the best talent to your firm, in the wasteland that is the forgotten city...?

This is my call to you, the leaders of our cities. Safely, and securely, bring your teams back, in a way that provides life balance, and supports the culture we all depend upon.

Leaders, it's not okay to sit in your ivory barn conversions and dictate the return to your teams without your presence. You need to lead the way. It's literally in your job description.

*PS. For the avoidance of doubt, FleetMilne's team are back in the office, M-Th, safely spaced out, travelling flexibly to suit, WFH on a Friday, and well and truly supporting the local economy. I am personally doing a very good job on the final item, and I am in the office 2-3 days each week. In case you ask.*



## ANTIVIRAL FOGGING MACHINES ON TRAINS

### 'FOGGERS' CREATE BACTERIA-KILLING MIST AND CAN SANITISE A CARRIAGE IN MINUTES

West Midlands Railway has unveiled a powerful new cleaning tool in the fight against the spread of coronavirus.

The operator – along with sister company London Northwestern Railway – has rolled out new state-of-the-art 'fogging' machines to its cleaning teams.

The machines create a mist which kills bacteria but is harmless to people. They are now being used on hundreds of train carriages across the West Midlands.

The hand-held 'foggers' can sanitise an entire train carriage in just a few minutes, including hard-to-reach corners. The foggers will mostly be used in depots overnight but can also be used by mobile teams at stations where needed.

To watch a video of the machine in action, [click here](#).

Lawrence Bowman, deputy managing director of West Midlands Railway, said: "The health and safety of our customers and colleagues is our top priority. These new machines are an important part of the enhanced cleaning regime we have put in place at our stations and on our trains.

"We have also recently stepped up our timetable to provide more capacity on the network and we are running longer trains to allow more space.

"We're urging our customers who need to travel to help with social distancing by travelling at quieter times if possible and by wearing a face covering at all times."

## SUPPORT FOR SELF-EMPLOYED

A second round of income support for self-employed individuals has opened for applications.

Around £7.8 billion was claimed by 2.7 million in the first round of funding under the Self-Employed Income Support Scheme, which launched in May.

Now a second round of applications is under way, with a deadline of 19 October for claims to be submitted.

The scheme offers a taxable grant worth 70 per cent of average monthly trading profits, paid out in a single instalment covering three months' worth of profits, and capped at £6,570 in total.

Eligible businesses must have:

- a trading profit of less than £50,000 in 2018-19, or an average trading profit of less than £50,000 from 2016-17, 2017-18 and 2018-19
- traded in the tax year 2018 to 2019 and submitted their Self-Assessment tax return on or before 23 April, 2020 for that year
- traded in the tax year 2019 to 2020
- intend to continue to trade in the tax year 2020 to 2021

**More information regarding eligibility and how to apply can be found [here](#).**



## KNIGHTS

Knights, one of the UK's fastest growing legal and professional services businesses, has become the latest office occupier to commit to a move to Paradise and its second office building, Two Chamberlain Square.

Knights will take 18,000 sq ft on the fifth floor of the building, located in the very heart of Paradise Birmingham and directly overlooking the newly refurbished Chamberlain Square and the wider public realm.

The company's new Birmingham base will give it room for further growth and development in the city. Knights is one of the few listed and one of the fastest growing professional services businesses in the country and now has 16 offices across the UK. The company's Birmingham team is currently based in Lancaster House on Newhall Street.

Two Chamberlain Square offers up to 183,000 sq ft of space for commercial occupiers across seven floors including a stunning panoramic roof terrace accessed from the sixth floor. Designed by Birmingham-based Glenn Howells Architects, Two Chamberlain Square is a highly efficient and flexible, sustainable commercial building offering unparalleled access to the heart of the city with its excellent transport links and first-class amenities.

PwC, the leading professional services firm, has already moved its 2,000-strong team to One Chamberlain Square while global law firm DLA Piper has taken the top two floors of Two Chamberlain Square.

*Pictured:  
Rob Groves,  
Argent,  
and Mike  
Cummins,  
Knights plc*

## MILLS & REEVE

The Birmingham office of national law firm Mills & Reeve has enjoyed a solid year of growth despite lockdown challenges, reporting a 5.8% increase in fee income.

This result, driven by organic growth and new client wins, contributes to firm-wide success, with Mills & Reeve's total UK turnover rising to £114.1 million – an increase of 2.9% on last year.

The firm demonstrated a strong financial performance, despite a challenging last quarter that ended in May, and has announced an all staff bonus of around £1,000 for every employee depending on length of service.

For example a full time member of staff, who has been with the firm from 1 June 2019 – 31 May 2020, will receive £966 while a full time member of staff who has worked at the firm for five years will receive £1,111.

The bonus is pro-rated for part-time employees and staff who have been with the firm for less than a year.

Birmingham Head Steve Allen said; "It is very encouraging that despite lockdown our Birmingham office managed a very respectable increase in turnover. Our core sector strengths mean that we have been supporting our clients with our specialist teams through these difficult times and this in turn has delivered cutting edge work for our lawyers. I was particularly pleased to see our corporate team maintaining their place in the top four most active M&A advisors in the Midlands and the arrival of our new International & UK Head of IT Jagvinder Singh Kang is a new and exciting appointment for our Birmingham office."



## VIRTU PROPERTY

Leading property management company, Virtu Property, has launched an anti-Covid fogging service, capable of sanitising enclosed spaces in a matter of minutes.

Using the best in anti-viral technology with state-of-the-art equipment, Virtu Property's newest service binds, penetrates and immobilises bacteria, viruses and fungi so that they cannot replicate, leaving surfaces disinfected and safe to use.



## HAYS RISE

Recruitment agent, Hays, has launched a new product specifically aimed at tech start-up or scale-up organisations.

Hays Rise provides a subscription-based recruitment solution, with access to talent, skills and content as a service which is tailor-made for digitally native product and service companies.

Visit [haysrise.com](https://www.haysrise.com).



**Colmore  
is  Back**

**#BirminghamisBack**



2nd Floor, 37a Waterloo Street, Birmingham B2 5TJ

Email: [info@colmorebid.co.uk](mailto:info@colmorebid.co.uk)

Tel: 0121 212 1410



