



MARBLE ARCH  
LONDON

# Statement of Income and Expenditure 2026-2027

Reports of Activities 2025-2026

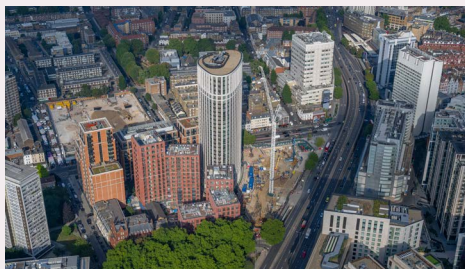


# FOREWORD

Following the successful renewal ballot held across February and March 2026, Marble Arch BID will enter its third term on 1 April 2026. This marks ten years of delivering much valued services to businesses, residents and community.

We are grateful to members for voting to continue the BID's activities, with a resounding 95% majority. A wide range of new services are planned for the next BID term and 2026-27 will see some of these new initiatives rolled out for the first time.

Over the past 12 months, investment has continued across the district. Schemes are on site at Berkeley's Trillium and The Church Commissioners' One Connaught Place, while development proposals at Chapel Street could bring new active frontage and improved public realm. The Montcalm Hotel unveiled a major transformation in spring 2025 and The Cumberland will welcome Gordon Ramsay's first Hell's Kitchen in the UK. A temporary theatre will arrive at Marble Arch this year, animating the gateway to Oxford Street, set to undergo a radical traffic-free transformation in the coming years.



Berkeley's Trillium scheme on site at Paddington Green.

Delivery of the Edgware Road Placemaking Strategy began in earnest in 2025-26, with Transport for London (TfL) bringing forward a further safety scheme at the junction of Sussex Gardens and Old Marylebone Road, three new flood-preventing rain gardens and a package of new benches and seats across the district to make the high street more appealing and accessible.

Our Street Team remain one of the BID's greatest assets, highly visible and providing that vital touchpoint with virtually every business in the district. Their presence offers a reassurance to members and a valuable resource for partner agencies Westminster City Council, the Metropolitan Police and TfL. In the last 12 months the team have responded to and reported over 26,000 incidents. For the first time we deployed them on Sundays to support business and community over the busy Winter Wonderland period.

A dedicated Outreach Service will be introduced this year, gathering vital intelligence and supporting rough sleepers into routes off the street, while also ensuring businesses have the tools they need to manage the impact of rough sleeping near their premises. A new inter-agency retail crime action team will support our high street businesses in the fight against crime.



A temporary theatre will arrive at Marble Arch in 2026.

The BID's Community Programme has seen record volunteering, with over 370 volunteers giving more than 1,100 hours of their time and skills to schools and charities in 2025-26. A move towards skilled volunteering is being embraced by our members, with skills-based volunteering doubling in 2025-26, now making up a quarter of all volunteering. Feedback from volunteers is overwhelmingly positive, with 99% reporting an improvement in wellbeing after volunteering. A supported employment strand will be introduced this year, with a focus on our hospitality and hotel partners benefiting from working with local charities.



Our Community Programme has seen a growth in skilled volunteering.

A new Sustainability Exchange will enable businesses and partners to showcase their work in the sustainability field and share best practice. We will celebrate our Community Programme in 2026 by holding Community Awards and release a new Community Film of volunteering activities to recognise the enormous efforts of our members in giving back to the local community.

Our hospitality sector remains key to our commercial performance and is central to the district's vitality. The BID's Eating Out Guide and Marble Arch app continue to be popular with people who work and live in the area.

We listened carefully to hotel member feedback on the proposed Overnight Levy and made sure their views were represented in our formal response to the government's consultation. London must remain competitive.

The BID's training series enables businesses to invest in their staff through our growing range of training and briefings. Over 100 individuals from 43 member companies benefited from our training series during 2025-26. In response to requests from our members, we added Conflict Management and Active Bystander Training to our suite of business resilience tools.

We continue to advocate for the entire district and responded to 26 separate consultations on behalf of our members in 2025-26, from planning, transport, highway and public realm schemes, to policing, crime prevention and anti-social behaviour solutions.

In 2026-27 Marble Arch London BID will raise approximately £825,000 BID levy, plus an additional £150,000 in voluntary contributions from property owners, taking the total income to £975,000. This statement sets out how the BID intends to spend this income, and where we seek to influence other agencies to invest further in the district.

**Kay Buxton**  
Chief Executive,  
Marble Arch London BID

# OUR YEAR IN NUMBERS

## Environment

**1,255**

new bulbs planted across  
7 rain gardens

**613**

plants added to bring colour and  
biodiversity to the BID area

**325**

environmental reports completed  
and submitted to Westminster  
Council and TfL

**8**

new benches added on and adjacent  
to Edgware Road

**1,547m<sup>2</sup>**

rainwater catchment area across  
three new rain gardens

**32**

businesses individually briefed and  
supported on proposals for Oxford  
Street

**39**

columns adorned with festive lights  
up and down Edgware Road

**26**

responses made on behalf of our  
members to statutory consultations

## Security

**11,008**

hours of Marble Arch Street Team  
patrolling the BID area

**9**

new Westminster Council  
CCTV cameras installed

**26,188**

incidents logged by the Street Team

**151**

people attended 7 bespoke  
security events

**525**

reports of shoplifting, theft, ASB and  
criminality attended by Street Team

**65**

hours of training and development  
undertaken by Street Team members

**20,681**

courtesy visits to businesses

**51**

real-time security bulletins  
sent to 624 security leads

## Community

**1,165**

volunteer hours delivered by  
377 employee volunteers

**25%**

of volunteering activities involved  
skill sharing or career volunteering

**2,744**

community members benefitted  
from our Community Programme

**100%**

of volunteers completing  
our evaluation said they were  
likely to recommend our community  
programme to a colleague

**£21,068**

worth of food, toys and equipment  
donated to community partners

**210**

pupils took part in out-of-the-  
classroom enrichment activities

**537**

older people were provided with hot  
meals and opportunities to socialise

**107**

individuals from more than 43  
member businesses participated in  
our training series

## Promoting the district

**750**

Eating Out Guides distributed to  
70 offices and hotels

**120**

people attended Marble Arts week  
over 5 days

**1,074**

newsletter subscribers

**77**

deals and events on the  
Marble Arch London app

**82**

new articles published on our  
website

**190,000**

website visits

**7,961**

social media followers

**2.3m**

readers reached through press  
coverage

# ENVIRONMENT

## REPORT OF ACTIVITIES 2025-26

Creating a safe and welcoming trading environment is vital for our members, their customers, and the wider community. Although Marble Arch London BID has a modest levy income compared to other Westminster BIDs, it is strong relative to the national high street average. Our role on transformative schemes is therefore not one of funder, but one of lobbyist and promoter. Working with TfL, Westminster Council, The Portman Estate and The Church Commissioners, the BID provides a critical mechanism for leveraging investment, generating support and building consensus.

### Safety, Sustainability and Resilience

TfL completed the safety scheme at the junction of Edgware Road, Sussex Gardens and Old Marylebone Road in February 2026. This scheme saw the benefit of 135 m<sup>2</sup> of additional footway plus three additional SuDS or rain gardens added to the northbound slip road, reducing surface water flooding and keeping rainwater from overwhelming drains by holding the water in the gardens themselves. The three new rain gardens cover 143 m<sup>2</sup> and were planted with 1,030 bulbs, 517 plants and five new trees. The gardens have capacity to handle a one in ten-year storm and have a combined water catchment area of 1,547 m<sup>2</sup>.



One of the new rain gardens on Edgware Road, helping to prevent surface water flooding.

The gardens can hold 43 m<sup>3</sup> of water, the equivalent of 215 bathtubs filled to the brim. The BID will be responsible for the ongoing maintenance, including weeding and re-planting, of the three new rain gardens, adding to the four existing rain gardens around the Marylebone Flyover. In total 1,255 bulbs and 613 plants were added to the BID area.

### Public Realm

Work by Westminster Council to create a new heart for Connaught Village was completed in May and formally opened by the Lord Mayor of Westminster in June 2025. Wider pavements, safer crossings, benches and low-level planting provide new space for the local community to meet up.



Connaught Village Green was opened in 2025.

Working with TfL we installed eight new benches and seats across the district in autumn 2025 for people to take a moment, rest and meet friends and neighbours. This followed consultation with groups representing older people and people with disabilities who told us that places to sit were vital, and the ability to sit down on a journey significantly reduced the chances of a trip or fall for elderly people. The new benches can be found on Edgware Road, Bayswater Road, Cumberland Gate and at the Tyburn Stone Plaque.



New seating was installed across the BID area.

### Oxford Street Proposals

As the gateway to Oxford Street, Marble Arch plays an important role in the west end. In February 2025 the Mayor of London launched formal consultation on proposals to establish the Mayoral Development Corporation for Oxford Street. The report of consultation was issued in June 2025, with the Mayor confirming plans to proceed. Further consultation on the detailed pedestrianisation proposals were then launched in November 2025, and the MDC came into force in January 2026.



Oxford Street is set to be pedestrianised.

The inclusion of Marble Arch in the Mayoral Development Area offers an opportunity to see the transformation of this location and create a major new public space for London. Ensuring our business members in and around Marble Arch, Oxford Street and Park Lane are fully briefed, have had an opportunity to input into proposals and can plan ahead for changes remains a high priority for the BID. Tailored surveys and briefings have been targeted at BID members to assist in future proofing servicing, deliveries and access when Oxford Street is pedestrianised.

### Problem-Solving

The BID is seen as a vital resource for local problem-solving and acts as the go-to for businesses and residents alike.

We continued to fund a dedicated Neighbourhood Co-ordinator in 2025-26 to help fast track environmental problems on behalf of our members. In the last twelve months the BID has supported businesses and community on issues including waste collection, rough sleeping, private hire vehicles, parking restrictions, fly-tipping, CCTV, organised begging and anti-social behaviour.



The BID brought a Ramadan light display to Edgware Road for the third year running.

With The Portman Estate and the Church Commissioners the BID funded a short term lets planning enforcement officer for the first time in 2025-26, recognising the impact that high numbers of holiday lets can have on the environment and local communities. The BID is also represented on the government's Short Term Lets Commission.

### Festive Displays, Public Art and Pop-Ups

Marble Arch London BID, in partnership with The Portman Estate, brought a Ramadan light display to Edgware Road in February 2026, for the third year running. The display continues to form a focus on Edgware Road during Ramadan, where so many people flock as they break their fast daily or celebrate Eid al-Fitr at the end of Ramadan.

For the eighth consecutive year, the BID successfully delivered the installation of Christmas lights from Marble Arch to the Marylebone Flyover, supporting retail and hospitality businesses during the peak trading period.

## Our plans for 2026-27

- The BID will work with the Arts Theatre in their temporary home to revitalise Marble Arch and its surroundings, inviting our business members and community partners to participate in, and benefit from, the theatre's presence.
- The BID will continue to lobby TfL to include Edgware Road (District, circle and H&C) underground station in proposals to deliver step-free access.
- The BID will take on the maintenance of the three new rain gardens between Burwood Place and Sussex Gardens, completed by TfL at the end of 2025-26. These will be added to the four existing rain gardens around the Marylebone Flyover. The BID will ensure that the gardens are checked, clear of litter and replanted at regular intervals to maintain their effectiveness as vital flood prevention schemes.

- This year will see significant change at the southern end of the BID area, with proposals to pedestrianise Oxford Street gathering pace. We will ensure that our BID members continue to be fully informed and prepared for change. Coupled with these changes the BID will continue to work closely with The Portman Estate, surrounding businesses and landlords on plans to transform the space around the Arch.
- A new Sustainability Exchange will be launched in 2026-27, exploring a wide range of sustainability issues and sharing best practice among our BID members, statutory agencies and neighbouring BIDs. Run in conjunction with our successful Community Programme the Sustainability Exchange will ensure that public sector, schools and charity partners can also benefit.
- The BID will continue to fund a Neighbourhood Co-ordinator and a Short Term Lets officer to fast-track issues impacting the trading environment.



Edgware Road station is short-listed to benefit from step-free access.

# SECURITY

## REPORT OF ACTIVITIES 2025-26

Protecting BID members, staff, customers and operations remains a core priority. The BID works closely with Westminster City Council, the Metropolitan Police, British Transport Police, TfL and specialist outreach services to provide insight, intelligence and practical support. BID-funded security services operate alongside statutory provision, delivering a visible, responsive and easily contactable presence across the district.

### Marble Arch Street Team

The Street Team is one of the BID's most visible and valued services. It operates Monday-Thursday 8am-10pm, Friday-Saturday 8am-midnight, with an out-of-hours reporting service.

Street Team priorities include supporting businesses in relation to crime and anti-social behaviour, carrying out welfare checks, visiting premises and assisting visitors.



The Street Team provides a rapid response across the district.

Reassurance patrols are targeted around emerging or persistent issues such as aggressive begging or prolific offenders, with patrol patterns focused on hotspot locations during peak periods. Tasking is informed by intelligence from businesses and partners including the Metropolitan Police, Westminster City Council and Safer Business Network. Activity and performance are monitored daily, underpinned by regular meetings with the security provider and key partners.

To support late-night and overnight businesses during Winter Wonderland, the BID deployed a Street Team surge service in November and December 2025, extending patrol hours and introducing a special Sunday patrol service. This brought the total patrol coverage for 2025/26 to over 11,00 hours.



Patrols hours were extended during Winter Wonderland.



The Marble Arch Street Team support businesses across the whole BID area.

All Street Team members complete an intensive training programme, supported by monthly refresher training throughout the year. Incidents are recorded securely, with crime data shared in a GDPR-compliant manner with the police, Safer Business Network and neighbouring BID teams through formal intelligence-sharing meetings.

This data supports the identification of crime patterns and prolific offenders, strengthening both BID and police responses. In October 2025, the BID became one of the first in London to sign a new Data Sharing Agreement with the Metropolitan Police, enhancing access to offender and crime intelligence and complementing the existing agreement with Westminster City Council.

Over the last 12 months, the Street Team logged a total of 26,188 reports and responded to incidents which included: identifying and reporting 1,196 instances of begging; conducting welfare checks and referring rough sleepers 2,560 times; responding to 525 reports of theft, ASB and criminality; reporting over 325 environmental incidents such

as graffiti, fly-tipping, waste, dockless bike obstructions and highway defects; visiting and assisting businesses 20,681 times.

### Partnership Working and Intelligence

A dedicated Neighbourhood Co-ordinator continues to follow up on Street Team reports, resolving persistent issues and supporting enforcement, rough sleeping engagement, and environmental improvements. The BID also played a key role in shaping CCTV coverage, directly influencing the installation by Westminster Council of 9 new cameras across the district in 2025.

In 2025, the BID partnered with Safer Business Network to establish the first four Safe Havens within the BID area, located at Marriott Hotel Marble Arch, The Cumberland Hotel, McDonald's and Waitrose. The Safe Havens initiative forms part of the BID's broader strategy to improve safety for women and girls at night and offer reassurance to anyone who may feel vulnerable, whether living, working, or visiting the Marble Arch and Edgware Road area.



The BID launched the district's first Safe Havens in 2025.

We sent over 50 real-time security bulletins in 2025, giving businesses advance notice of protests, marches, and major events to minimise disruption. Joint patrols between the Street Team and the Metropolitan Police were carried out throughout the year, alongside cycle marking events for local cyclists.

The BID leads the Edgware Road Operations and Enforcement Group, working with Westminster City Council, the Metropolitan Police and TfL to deliver the objectives of the Edgware Road Strategy Group and co-ordinate operational responses.

### Training and Briefings

Security-focused training and engagement activities were delivered throughout 2025, supporting members across a wide range of sectors. This included Conflict Management courses, Active Bystander training, activity to mark the World Day Against Trafficking in Persons, a self-defence class, and Business Crime Group meetings providing updates from the BID, police and Westminster City Council. Over 150 people from our member businesses and organisations attended seven bespoke security events.

## Our plans for 2026-27

- Patrol patterns, hours and deployment will be regularly reviewed to increase Street Team mobility and ensure services remain responsive to member needs.
- The safety of women at night will remain a priority, with ongoing support to expand the Safe Haven network in line with GLA and Metropolitan Police guidance.
- Early-hours audits will be introduced with Westminster City Council and TfL to review waste arrangements and inspection regimes, initially focusing on key transport hubs and routes.
- A new co-ordinated multi-agency approach will help retailers and hospitality operators tackle shoplifting, violence against frontline staff and anti-social behaviour, with practical guidance to reduce repeat offending.
- Security training will continue, including specialist resources to support Martyn's Law (Duty to Protect) compliance.
- Frontline staff in shops, cafés, and restaurants will receive targeted training and upskilling, particularly for supporting customers with mental health challenges or complex needs.



The BID carries out regular joint patrols with the Metropolitan Police.



The BID ran seven security briefings and training sessions in 2025-26.



Retail and hospitality staff benefit from targeted BID support and training.

# COMMUNITY REPORT OF ACTIVITIES 2025-26

Supporting strong, inclusive communities remains a core part of the BID's role. Through employee volunteering, donations, pupil enrichment, training, and networking, the BID connects businesses with local causes, enabling members to contribute time, skills, and resources with measurable impact.

## Employee Volunteering

In 2025-26, 377 employee volunteers from 26 companies contributed 1,165 hours to 20 local causes, marking the highest annual level of volunteering since the BID's inception. Participation has increased for the fifth consecutive year, reflecting the appeal of the BID's bespoke support for businesses seeking meaningful community engagement. In total, 2,744 community members benefited from BID-facilitated initiatives.

Skilled and career volunteering more than doubled in the last 12 months, now accounting for 25% of all BID volunteering activity.



Skilled and career volunteering more than doubled in 2025.

These sessions benefited 958 community members and included 10 career talks in schools and colleges (including International Women's Day and Black History Month), two business insight workshops for college students, three digital skills workshops for older people, a mock interview session for local jobseekers in May, and a new money management workshop for young people in August.

The largest proportion of employee volunteers took part in activities focused on improving the local environment. An impressive 215 volunteers supported projects including 10 greening and gardening initiatives at community gardens, care homes and schools, 17 litter-picking crews using electric boats to remove plastic pollution from the Grand Union Canal, summer and half-term refresh projects at three local primary schools, and the launch of a BID Gardening Club to maintain the Marylebone Flyover Rain Gardens in May and October, with scope to expand to the additional three new rain gardens on Edgware Road.



Environmental volunteering continued to attract the largest number of participants.

Social volunteering activities continued to focus on reducing isolation and improving wellbeing among vulnerable groups. In 2025-26, 537 local people benefitted from 11 catered social events for older people, ongoing volunteering support at a social supermarket, and three craft sessions for older people and adults with learning disabilities. Physical and mental wellbeing activities included a sports day for adults with learning disabilities, and a dance social for older people, part of the national Silver Sunday campaign celebrating older people in their communities, with a celebrity appearance from broadcaster and dementia care advocate Angela Rippon CBE.



The BID organised a Silver Sunday dance social event.

Feedback from volunteers remained consistently strong. 124 anonymous evaluation responses were received following events in 2025-26, with:

- 100% of respondents stating they would recommend the Community Programme to a colleague.
- 99% reporting improved wellbeing.
- 94% reporting stronger relationships with colleagues.
- 86% gaining new insight into local community challenges.

The BID also diversified its volunteering offer by introducing flexible, drop-in opportunities. This included a Christmas decorating team challenge, enabling volunteers from multiple companies to participate for one to four hours without advance registration.

## Donations

BID members continue to use the BID as a trusted route for donating surplus goods, materials and gifts to local causes. In 2025-26, the BID facilitated 42 local donations from 19 businesses, compared with 26 donations from 12 companies the previous year. In total, businesses donated the equivalent of £21,068 to community partners, comprising:

- £12,385 in equipment and experiences, including laptops, office furniture, spa sessions and respite retreats for care home workers and residents.
- £6,419 in volunteer project materials, food bank supplies and refreshments.
- £2,264 through the annual festive donation drive, supporting disabled children, food banks and homeless shelters.



In 2025-26, the BID facilitated 42 local donations from 19 member businesses.

## Pupil Enrichment Activities

The BID significantly expanded its out-of-classroom learning offer, working with its three school BID members and a further three schools in the Church Street and Harrow Road areas. In total, 210 pupils participated in BID-facilitated activities in 2025-26, compared with 118 in 2024-25.

Activities included inter-generational dialogue sessions involving 37 pupils at care homes and community hubs, a canal wildlife excursion for 26 pupils using electric boats in April, guided art workshops for 16 pupils during Marble Arts Week in July, a Connaught Village activity involving five pupils locating the Paddington Bear statue via a marmalade pawprint trail, festive carolling by 70 pupils in hotels, care homes and at the Edgware Road Christmas Lights launch, and attendance by 56 pupils at a Santa's Grotto and Christmas Market in December.



Sylvia Young Theatre School pupils at the Edgware Road Christmas Lights switch-on.

## Training and Community Networking

Launched last year, our Community Working Group continued to provide structured opportunities for businesses to share operational and strategic challenges related to community engagement. Two meetings were held in May 2025 and January 2026, engaging 12 BID members. A focused workshop of the Community Working Group helped shape the BID's third term proposition as part of our formal consultation framework.

The BID's training programme continued to grow, delivering an expanding range of in-person and online courses. This included two Conflict Management courses, a new Active Bystander course, spring and autumn Emergency First Aid training delivered with the Red Cross, alongside additional ad hoc sessions, and a repeat Mental Health course delivered in January, timed to coincide with Blue Monday. In total, 107 individuals from 43 member businesses participated, representing hotels, offices, retailers, schools, bars and restaurants. The BID will continue to review and evolve the programme in response to member feedback.

## Hidden Heroes

We continued to celebrate the contributions of local individuals through our Hidden Heroes web series. New features included a construction manager for International Women's Day, an artist befriender supporting people with dementia, and a youth centre manager working to raise aspirations among young people.

## Thank You

The BID thanks all members and stakeholders who supported the Community Programme during 2025-26, including:

5 Marble Arch, Adams Street Partners, Almacantar, Bacchus, Barclays, Berkeley Group, Bluewater, Bridgepoint, British Land, Church Commissioners for England, Cirrus Logic, Connaught House School, Emtec Products, FM Conway, Frameless, Ground Construction, Hammerson, Hampden Gurney CE Primary School, Healthcare Central London, Hilton London Metropole, Marble Arch House, Marriott Hotel Marble Arch, Marriott Hotel Park Lane, Maxx Marketing, Measom, Montcalm Mayfair, Multiplex, Platform, Sowga, St John's Wood Square, Sylvia Young Theatre School, Tate & Lyle, The Alliance of Independent Event Agencies, The Portman Estate, The Prince Akatoki, Transport for London, Veranda Books, Victory Services Club, York House.



A big thank you to our members and partners for supporting the Community Programme in 2025-26.

## Our plans for 2026-27

- Employee volunteering will continue to be diverse and impactful, remaining responsive to business priorities and community needs.
- Sustainability Exchanges will be launched, bringing together businesses and community groups to share knowledge and best practice and to showcase groundbreaking skills and practices from which others can learn.
- New partnerships between hotels and learning disability charities will be explored to support growth in supported employment opportunities.
- A dedicated outreach service will be introduced with a specialist charity to support individuals sleeping rough or experiencing mental health challenges.
- Members will be supported through coordinated charitable donations to local causes, in line with the BID's Charitable Giving Policy.
- A Community Awards event will recognise volunteering contributions and celebrate cross-sector collaboration, accompanied by a new Community Film highlighting volunteering opportunities and partnerships facilitated by the BID.
- Intergenerational and out-of-classroom learning opportunities will continue for BID school members.
- The BID's training offer will continue to expand both in-person and online, incorporating member feedback on future courses.



Building on success, the BID will further develop its Community Programme.

## PROMOTING THE DISTRICT REPORT OF ACTIVITIES 2025-26

Promoting Marble Arch as a distinctive destination for culture, retail, dining, and leisure remains central to the BID's work. Over the past year, activities have celebrated the district's heritage and character, supported local businesses, and delivered initiatives that attract people to the area while raising its profile.

### Events

As part of Marble Arts Week, the BID delivered seven lunchtime and evening art sessions between 21 and 25 July 2025 at Hypha Studios. Participants explored a range of artistic styles, from Van Gogh and Impressionism to Cubism and Pop Art, taking inspiration from Marble Arch itself. The programme attracted more than 120 attendees from local businesses and BID members, including Frameless, Westrock, KBRA, Adams Street Partners and The Portman Estate.



Marble Arts Week at Hypha Studios.

Community engagement was further strengthened through the BID's sponsorship of the South London Orchestra's free concert at the Hyde Park Bandstand in September 2025, reinforcing its commitment to supporting cultural and social life within and around the district.

On 23 September 2025, Paddington was unveiled in his new home at Connaught Village Green. Supported by pupils from Connaught House School, the relocation created a new focal point for residents, families and visitors and added to the character of the new public space.



Paddington found a new home in Connaught Village Green.

Retail, Hospitality and Visitor Economy

The district's retail and hospitality offer continued to grow, with new openings including Connaught Nail Bar, Lirica, and The Food District. These businesses were promoted via the Marble Arch London app, social media channels, newsletters, and website, increasing awareness, driving footfall, and contributing to the area's vibrancy. Aldi, Holland and Barrett and Afrikana are set to open in new homes on Edgware Road in the first half of 2026.



Tapas Restaurant Lirica opened in January 2026.

A refreshed edition of A Taste of Marble Arch was published in July 2025, reflecting the area's evolving dining scene. Available in both print and digital formats, the guide was updated to include new openings and expanded listings across restaurants, cafés, pubs and grab-and-go options. Printed copies were distributed to more than 70 local offices and hotels, providing a practical resource for employees, visitors and guests, while the digital edition was promoted across BID channels to encourage repeat use and wider reach across the district's hospitality offer.



The refreshed edition of A Taste of Marble Arch.

To support accommodation providers, the BID hosted an online Q&A session for hotels in January 2026, following the government's announcement of new discretionary powers for Mayors to introduce an overnight levy. The session provided clarity on the proposed framework, enabled discussion of potential business impacts, and gathered feedback to inform the BID's response to the government consultation.



The BID is supporting its hotel members in the face of an Overnight Levy.

Showcasing Member Businesses

Marble Arch BID's digital platforms continue to deliver outstanding results, connecting thousands of residents, workers and visitors with local businesses.

Launched in 2023, the Marble Arch London app was refreshed in February 2026 with an improved design and enhanced functionality. The app now showcases more than 77 deals and events, helping to raise the profile of local businesses and encourage repeat visits to venues such as Moco, Wagamama, Sugaring, Uli, The Carpenters Arms, Green Valley and Chourangi, with wide participation from local businesses across the district.

The BID continues to work closely with members and estate teams to promote boutique retail locations, pop-ups and exclusive offers across its digital platforms.

In 2025, website traffic reached over 190,000 visitors and newsletters were sent monthly to more than 1,000 subscribers. Across social media channels, the BID maintained a combined following of just under 8,000, including 2,230 on LinkedIn, 3,435 on Instagram and 2,296 on X. Three Instagram competitions were delivered, driving engagement and encouraging member participation.

Partnerships and Major Campaigns

Joint campaigns, including Connaught Village Art Month, Art in Marylebone & Marble Arch, and The Big Egg Hunt delivered in partnership with Portman Marylebone, The Church Commissioners for England and Baker Street Quarter, demonstrated the BID's commitment to collaborative promotion.

The BID also worked with The Royal Parks, BST Hyde Park and Hyde Park Winter Wonderland to spotlight major events and drive awareness of the district. Our joint campaigns reached over 2.3 million people.

Celebrating Heritage and Culture

The full restoration of Marble Arch was completed by English Heritage in summer 2025, marking the monument's first major conservation project since 2004. As one of London's most recognisable landmarks and a symbolic gateway to the West End, the Arch remained under scaffolding for two years while extensive restoration works were undertaken and was returned to public view after its longest period under cover in a generation.

The BID's Culture Blog continued to explore and celebrate the area's heritage, with two new articles published during the year. Among the most visited pages on the BID website, the blog reflects a sustained commitment to championing Marble Arch's history, art and cultural identity.



The restoration of Marble Arch was completed in summer 2025.

## Our plans for 2026-27

- A dedicated anniversary event will celebrate ten years of the BID, highlighting a decade of partnership, investment, and impact across Marble Arch.
- The BID will work with the Arts Theatre in its temporary home at Marble Arch, helping members maximise opportunities for collaboration.
- Supporting Marble Arch's hospitality sector and visitor economy will remain a key focus, with new initiatives celebrating our hospitality partners, showcasing their offerings and helping them connect with visitors and reach new audiences.
- The district's dining and retail offer will continue to be spotlighted through the newsletter, social media, and the Marble Arch London app, integrating new openings, offers, and events throughout the year.
- Our programme of character-led walks will expand to include new heritage-focused themes, including Tyburn's history, while building on existing guided tours.
- The Marble Arch London app will be enhanced with new deals and events to encourage engagement, repeat visits, and greater visibility for members.



Marble Arch character-led walks will return in 2026.

## Anticipated Income and Proposed Expenditure 2026-2027 Forecast Income and Expenditure 2025-2026

The proposed BID Levy Multiplier for 2026-2027 is 1.574% of rateable value.  
The BID Levy cap and shared cap is £31,415.

|                            | Income and Expenditure 2025-2026<br>(Projected at 31 January 2026)<br>£ | Anticipated Income and<br>Expenditure 2026-2027<br>£ |
|----------------------------|-------------------------------------------------------------------------|------------------------------------------------------|
| <b>Income</b>              |                                                                         |                                                      |
| BID Levy*                  | **780,000                                                               | ***825,000                                           |
| Voluntary Contributions    | 130,000                                                                 | 152,000                                              |
| <b>Total Income</b>        | <b>910,000</b>                                                          | <b>977,000</b>                                       |
| <b>Expenditure</b>         |                                                                         |                                                      |
| Environment                | 186,000                                                                 | 223,000                                              |
| Security                   | 333,000                                                                 | 345,000                                              |
| Community and Engagement   | 103,000                                                                 | 122,000                                              |
| Promoting the District     | 182,000                                                                 | 192,000                                              |
| Premises & Statutory Costs | 148,500                                                                 | 161,000                                              |
| Contingency & BID Renewal  | 20,000                                                                  | 20,000                                               |
| <b>Total Expenditure</b>   | <b>972,500</b>                                                          | <b>1,063,000</b>                                     |
| Surplus/(Deficit)          | -62,500                                                                 | -86,000                                              |
| Brought Forward            | 722,000                                                                 | 659,500                                              |
| <b>Carry Forward</b>       | <b>659,500</b>                                                          | <b>573,500</b>                                       |

\* Total billable for 2025-26 at 31 January 2026 was £834,000.

\*\* Collected for 2025-26 up to 31 January 2026.

\*\*\* A collection rate of 95% is assumed.



For more information about  
Marble Arch London please email  
**[getinvolved@marble-arch.london](mailto:getinvolved@marble-arch.london)**,  
call us on **020 3145 1210** or visit  
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