

Minutes of June Board Meeting

Newquay BID board meeting held at Newquay Fruit Sales on Wednesday 25th June 2014
5pm-7.30pm

Present:

Rachel Craze

Andy Hannan

Johnathon Start

Sara Black

Colin Paul

Jess Parkin

Jane Hawkey

Apologies:

Steven Hawkey

Andy Cole

Other:

Emilie Calhaem – BID Manager (maternity cover)

Alice Beard – BID Marketing and PR Assistant

1) Signed:
Name:

2) Signed:
Name:

1. Welcome and Apologies for Absence

- a. Apologies for Absence given from Steve Hawkey and Andy Cole

2. Minutes and Actions of April Board Meeting

Actions from April Board Meeting

- a. Code of Conduct Circulated
- b. Tender limits have not been set but it is advocated by EC that this is moved back and re visited once an assistant manager has been appointed and Eve Wooldridge has returned from maternity leave.
- c. Tweet Bus Rainy Days – the BID used the Tweet Bus to promote the Fish Festival and Carnival on the side of the bus for the duration of the Royal Cornwall Show to help promote these two events.
- d. Jazz Festival – This has been moved forward no further – opinion of the board that this may not be a beneficial event for the BID to support as there is not a big enough following of jazz in Newquay.
- e. Approaching Lines Festival – EC and AB are now in contact with the organisers of Approaching Lines and the Cinema to start discussing this event for next year.
- f. Festive Festival and the Lions – a meeting has now been organised with the Newquay Lions to start discussing the Festive Festival and look to create a Service Level Agreement between the BID and the Lions.
- g. The meeting planner for the next board meetings has been circulated; this will be made public on the BID website to ensure more transparency to BID members. Concerns were expressed that this would no effect on increasing transparency; which would only be achieved if BID members are also able to attend the meetings. However it was felt that we should not make every board meeting open, but to hold open meetings throughout the year. A diary of Board meetings will be posted on the website along with an invitation for BID members to submit a question in writing prior to the Friday before board meetings. It was suggested that the October Board meeting be an open meeting. End of September AB and Assistant BID Manager (still to be appointed) to start planning a social engagement for BID members. AB to upload meeting planner to Website with the Board Members email addresses listed for BID members to put their questions and issues forward in writing.
- h. Heard no more regarding the updating of BID members listings on the VisitNewquay website – AH to chase this

April's Board Minutes signed off by RC and JH.

3. Minutes and Actions of BID AGM

Actions from BID AGM

- a. Mike McLaren did not sign in to the AGM and when asked which business he was representing, as he is no longer the lease holder for Buccaneer Bay and

therefore not a BID payer, his reply was that he was there as someone who had paid BID levy for the last 3 years.

- b. EC has contacted Cathie Butterly the week after the AGM however has not heard back from her. EC is eager to engage with Cathie to work with Excess Energy to organise a group press trip for coach drivers to Newquay and feel that her input would be valuable.
- c. The Footfall counter is now on the website and up to date.
- d. Articles of Association are in the process of being changed with Nalders Solicitors.
- e. The Articles of Association have been checked and there is no minimum number of Board Members just a maximum of 15.
- f. We are in the process of looking at how we interact with the BID members and increasing it, this has begun with a full town centre audit and updating our newsletter database.

AB and RC to revisit the AGM minutes before they are signed off and made public to ensure that they are as thorough as possible – they will then be recirculated.

4. Operational Update – Questions only based on Operational report supplied with minutes. Download the report here - <http://tinyurl.com/pboogsz>
 - a. It was suggested that the information in the Operational Report should be made clearer within the minutes as this is a very accurate way of showing the BID payers exactly what the BID has been doing every 6 weeks. Also important that this information is circulated via Social Media – AB to include Operational Report as a URL link within the minutes. Information to be circulated to Kirsten for Love Newquay and also circulated via the Newquay BID Facebook page.
5. Budget including appointment of BID Accountants, Public Liability Insurance Renewal, Professional Fee Protection Service on Account Preparations
 - a. BID Accountants, Crane and Johnston – Proposed that we retain Crane and Johnston as the BID Accountants by JS, Seconded by JP, all in agreement,
 - b. Public Liability Insurance, Newquay Insurance Solutions – All of Board agreed that the BID is to stay with Newquay Insurance Solutions.
 - c. Professional Fee Protection Service on Account Preparations (PFPSAP). – SH advised that we do not need PFPSAP as if something were to go wrong we would have Crane and Johnston and himself, however need the Board's opinion. EC to check if this is included in our general insurance and if not all of board agreed that EC should purchase the PFPSAP.
6. BID Office
 - a. Concerns were expressed that the BID office is becoming increasingly inaccessible for BID payers. It was suggested that an office in the high street would make the BID more accessible. Added into the mix is that there were

will be 3 members of staff when Eve returns. However the BID is currently paying minimal rent for the office.

A number of possibilities were discussed including: a pop up shop in an empty unit for BID renewal; office space above a shop on the high street; and a self-contained unit.

There is a possibility of the One Stop Shop being taken over completely by the Town Council and therefore there will be much more office space down stairs and would be good to be next to the TIC .

To be made rolling agenda item to see what the outcome is of the One Stop Shop building.

7. Board Members

- a. Rob Barber has missed the last 5 meeting so in accordance with the original Articles of Association and the revised ones he has now lost his seat on the Board.
- b. Ben Ridding no longer has a business premises for Surfing Is Therapy so therefore is unable to act as a Board Member.
- c. This means however that we no longer have any voluntary members on the Board – EC and AB to review the list of Voluntary Members and approach them to see who would be interested in joining the Board.
- d. EC to look into a “Coastal BID” as a possibility for BID 2.

8. Festive Festival including Music and Ale and Food and Craft Market

- a. Last year’s budget for the Festive Festival was £10,500 however the budget this year is only £7000 – Newquay Lions will be managing the event at a fee similar to that charged by Mackerel Skies last year.
- b. Suggested by EC that the Music and ale Festival is included with the Food and Craft Market so this will increase the Festive Festival budget.
- c. Suggested by board that a sponsor is then looked for such as Skinner. EC to get in touch with Nick Webb about it.
- d. Last year Claire Evans ran the Food and Craft Market however Kirsten Harford (Love Newquay) has expressed an interest in doing so this year. It was suggested that the cost of the stalls is lowered to encourage more stall holders; however the cost for Kirsten must be met by the selling of stalls.
- e. EC to find out plans at the Hotel Victoria to see if they are also putting on and indoor craft market. If so possibility of changing Food and Craft Market plans. EC also to find out how much it would cost to have Kirsten Event Manage the market.

9. Indies Week and Zombie Crawl

- a. Indies Guide has been hard to distribute and became out dated quickly. It was agreed not to reprint.

- b. It was suggested that Indies Week is combined with October half term and the zombie crawl. The money saved from not reprinting the guide to be used to hire Titan the Robot.
 - c. It was agreed the term “Indies” week misleading and should be changed to something more inclusive of the whole town centre shopping area.
 - d. BID will be renting two screens from the Cinema so that there will be two screenings for residents at the cost of only £1 a ticket – EC to ensure that the price of renting the screens includes the cost of film hire as well.
10. Shared Services Meeting Friday 27th June and BID levy payment summons.

Shared Service Meeting

- a. Emilie reported the BID levy collection costs from Cornwall Council were initially agreed at – 1st Year Free, 2nd Year £750 and 3rd, 4th and 5th year at £1500. However Cornwall Council are now trying to bring in a 1.25% increase plus extra costs for the summons which means that each year from now will now be £2000 plus. The overall collection service delivered by Cornwall Council was discussed with concerns raised with regard to the communication with Newquay BID.
- b. EC to strongly oppose rising interests and highlight the decrease in the level of service that the BID has received from Cornwall Council – Proposed by AH, Seconded by JS all agreed.

BID Levy Summons Payments

Current Summons list circulated to the Board so they are able to contact any one they know.

11. HR update

- a. EC is leaving her post as BID Manager. Interviews have begun for an Assistant Manager - 1 person interviewed this week and three to be interviewed next week. Interview panel is made up of RC, EC, EW, AC and AH.

12. A.O.B

- a. Tender Limits – This will be re visited once a new Assistant Manager has been appointed and EW is back in post.
- b. Paddle for Life – SB – feel that this would be a positive event for the BID to support next year. It is growing each year so should be considered for the next year round.
- c. Toilets Update – Railway Station Toilets will stay closed for the summer and refurbished at the end of the season as asbestos has been found – Newquay Town Council would like feedback on the new toilets so please contact them if you have any – so far bad feedback has been minimal.
- d. Lights – Lights are being completely replaced under there warranty.
- e. Temporary Toilets – Newquay Chamber of Commerce and Tourism and Regeneration Forum funded the temporary toilets at the bottom of Marcus



Business Improvement District

Hill over Whitsun. Andy Loos are providing Newquay with toilets for free throughout the six weeks of Summer.

Board Meeting closed at 7.30pm