



Business Improvement District

## MINUTES of Annual General Meeting

of Newquay BID Ltd held

on Wednesday 17<sup>th</sup> May 2023 at 6pm in the function room of the Great Western Hotel in Newquay:

1.	<p>Welcome, introductions and apologies</p> <p><b>Attending:</b> Jenny Welsh, Boots; Abigail Hubbucks, The Sink Inn; Jess Goodman, The Old Counting House (proxy); Jon Goodman, Royal British Legion Newquay; Sarah Martin, Crane &amp; Johnston; Joanne Leung, Crane &amp; Johnston; Jade Ullrich, Palm Bay NQY Ltd; Paul Hamilton, Andy's Café; Laura &amp; Sharon Malin, Koffi &amp; Croust; Veryan Palmer, The Headland Hotel; Tillila Antonio, Jamie's Pasty Shop; Nadia Coppen, Korner Kabin Ltd; Benjamin Faivre, ChouKette; Colin Paull, Paulines; David Folland, Newquay Zoo; Matthew Traynor, TLS Solicitors; Brian Taggart, TLS Solicitors.</p> <p><b>Board Directors:</b> Jonathon Start, Andy Cole, Amelia Kitchen, Gill Moore, Dirk Parker, Mark Haddrell, Susan Deakin.</p> <p><b>BID:</b> Mark Warren, Sarah Kyte, Shirley Williams, Sam Parker.</p> <p><b>Apologies:</b> Alan Goudge, Emily Norris, Andrew Lewis – Pirates Quest.</p>
2.	<p>Approval of the 2022 AGM Minutes – already circulated. Proposed by Andy, seconded by Dirk Parker. Passed on majority vote.</p>
3.	<p>Matters arising – a brief update was given from the Chair re the ex-member of staff. Andy Cole remains in regularly contact with the police who have now assembled all of the relevant information. BID are pushing for action but have no update on timescales.</p> <p>There were no further questions regarding the 2022 update notes provided on the Minute by Mark, the Bid Manager.</p>
4.	<p>Update on plans for BID in 2023 – Mark Warren read out his 2023 report on actions taken since starting in August 2022 and provided a list of projects being taken under each of the four BID themes – Copy attached.</p> <p>Discussion around communication [DF] – 460 newsletters emailed fortnightly only 160 get opened. These go to national and local contacts. All encouraged to check that they are receiving and to contact BID if not getting.</p> <p>JS thanked Mark for what he has achieved so far and this was echoed by the room.</p>

5.	<p>To receive the accounts for the year ending 31<sup>st</sup> March 2023 – already circulated.</p> <p><b>Questions</b> – I received re the trade debtors, now determined that this is the total of the CC held monies on behalf of BID and that this was entirely drawable on demand (less the total of the credit balances held on Levy accounts). Accountants to consider accounting treatment or additional note in next year's numbers.</p> <p>Discussion followed re unpaid levies (which remain monies that not shown in the accounts) VP asked for a figure (and names, maybe). MW agreed to follow up on this very soon and to chase hard for the monies o/s so as to avoid CC legal fees eating into BID levy monies. Sometimes – all that is required is an explanation. Next year reports to include report on success.</p> <p>MW now contacting new businesses as they come into town so this should also help understanding/support.</p> <p>Cash balance held is good and will now be used to fund projects under the 4 themes + BID intend to try and apply for external funding as such becomes available.</p> <p><b>Vote</b> – proposed by Susan Deakin and seconded by Gill Moore. Passed by majority vote of those attending.</p>
6.	<p>Appointment of the accountants for the year ending 31<sup>st</sup> March 2024.</p> <p>JS asked that Crane and Johnston be considered for re-appointment. This was proposed by Andy Cole, seconded by Susan Deakin with a majority vote from the room.</p>
7.	<p>Appointment of Board members; -</p> <p>Board members standing down but willing to stand again: There was a majority vote supporting the appointment of Jonathon Start and Gill Moore.</p>
8.	<p>Election of new Directors for whom nominations have been received and have been co-opted on to the Board during the last 12 months. There was a majority vote for the formal election of Emily Norris and Amelia Kitchen.</p>
9.	<p>Q and A.</p> <p>CP (on behalf of himself and two others business owners) made a statement about the proposed Street Market that is being held on 27<sup>th</sup> May in Bank Street. The main concern was the loss of space / trade for locals on what in considered to be the first day of the holiday season. General support for out of season activities and recognised that MW had made many changes to the initial plans so that street open and some units moved to the Killacourt. Newquay is not and never has been a market town.</p> <p>General discussion in room around the fact that times have changed and that new ideas should be considered and many of the newer businesses were happy with the closed street / event tents along the street. VP said that data shows that AirBNB fill rates for May half term way down at 65% and many more people looking at going overseas again. 2023 was likely to be a very different year for all in the tourist/retail marketplace.</p> <p>MW assured all that traders were good quality product providers NOT street traders that have been in town last year. There are plans afoot to monitor and question those setting up in the street during 2023 as they have to move on after an hour..... 2023 will see support /enforcement.</p>

Footfall is key and although the counters have not been financed this year, MW believes that traders will know themselves that the town is busier and that the criteria will be more money in their tills.

There were thanks for the free business courses provided [JU] and for the SAFE system that is appreciated by shop staff who are working on their own at times [JG].

Future events – such as Zombie Crawl and Christmas lights + more in 2023. Some shops such as Boots do not get an increase in turnover on Zombie Saturday as people stay away leaving the town to the Zombies but they understand the “overall” effect for the high street and the promotion for Newquay. All businesses are invited to try and find ways of joining in with events by taking their products to their doorways/just outside.

There being no other business – the meeting was declared finished at 6.59pm.