

Newquay BID Board Meeting Minutes

Date: Thursday 25th September 2025

Venue: The Headland Hotel

Attendance:

V Palmer, A Cole, J Garside, J Start, J Jacobs (Board Members)

Mark Warren (BID Manager) J Jacobs (Town Council Representative)

Apologies: G Moore, S Venn, A Hannan

1. Welcome and Apologies

- Jessie Jacobs, Town Council representative, was introduced. She brings experience from BIDs in the North-East with a background in place management.
- Zoe introduced herself as the new administrative support for BID, working three days per week with Mark.
- Liana, Store Manager of Sainsbury's, attended as a prospective Board Director. She outlined her retail management experience, local connections, and enthusiasm for supporting Newquay's growth. She noted that Sainsbury's nationally supports BIDs and that she could influence other chain managers within the BID area.
- Following a confidential vote (proposed by Andy, seconded by Jonathan), the Board unanimously welcomed Liana as a new Director.

Actions:

- All Directors to send apologies in advance if unable to attend meetings.
- Mark to liaise with Liana and complete Companies House paperwork.

Board Rule Proposal: Due to the Board's inability to sign off decisions if there isn't quorum present for board meetings, the Board Chair suggested a new rule: Directors would be asked to leave if they failed to arrive for two consecutive board meetings without providing apologies. Motion was seconded by Jonathan, with all board members in attendance agreeing.

2. Minutes and Matters Arising

- Previous minutes agreed as accurate.
- All matters arising covered in the Manager's Report.
- Paperwork completed for Bast (S Venn).

3. Fourth Term Ballot

- Ballot papers for all 441 votes have been issued. Voting closes 23rd October at 5pm with results expected soon after.
- Positive momentum noted with increased pledges of support.
- Each business premises receives one vote; some companies therefore have multiple votes.
- Newquay Town Council confirmed to hold four votes.

4. Financial Report

- Financial position confirmed as positive.

5. Manager's Report (Mark Warren)

a. Taxed Out Campaign

- Meeting scheduled with Noah Law to discuss hospitality tax burdens in tourist towns.
- Evidence and data to be collated; possibility of parliamentary committee involvement.

b. Shopfronts Project

- Over 40 applications received.
- 17 businesses engaged in works (signage/painting) via three contractors.

c. Trenance Trail

- Development ongoing; aims to be both visual and audio experience.

d. Big Day Out

- Well-received with strong business engagement.
- Markets and children's activities showcased Newquay positively despite some weather challenges.

e. Boardmasters Festival

- Well-run event but low town footfall noted.
- Strategy needed to encourage locals and non-ticket holders into town.
- Suggestions: targeted social media campaigns, street theatre, dance, and family activities.

Action: Mark to liaise with Boardmasters re: promoting complementary town events (Mon–Wed).

f. Murals

- £30K additional funding secured via Mid Cornwall Metro.
- Potential locations: Post Office wall, Trustcotts, Killacourt, Morfa Hall, near Victoria Hotel.
- Proposal to include *Love Newquay* branding, QR codes, and website links to artist stories.

Action: Mark to explore branding integration on murals.

g. MCM Business Survey

- Results pending, particularly regarding parking.

h. Zombie Crawl

- Expanded event with more participating businesses.
- Supported by newsletter, Facebook, and direct email campaigns.

i. Witches Paddle Event

- Event postponed due to RNLI insurance/tide concerns.
- Proposal for small-scale photo opportunity this year to complement Spooky Newquay.

Action: Vryan & Jessie to coordinate potential photo shoot.

j. Christmas Events

- New Events Officer, Amy (Town Council), to support planning.
- Possible ice rink collaboration with Wax.
- Need for streamlined liaison group to ensure delivery.

Actions:

- Mark to approach Wax re: voluntary BID membership.
- Amy to attend last 30 mins of future Board Meetings for event planning.

k. Carnival

- Relaunch successful despite poor weather; further development needed for growth.

l. Security

- Pubwatch drafting letter to PCC Alison Hernandez re: police funding.
- Discussions on body cams and radios ongoing.

m. Pulse Project

- Large information monoliths being installed.
- Some local backlash but recognised for safety and wayfinding benefits.

6. Any Other Business

- **International PR:** Excess Energy preparing German market campaign for 2026; Aer Lingus interested in American market PR.
- **Triathlon:** Considered as potential new event for next year.
- **Director Resignation:** Jeff announced his upcoming move to Plymouth and intention to resign. He was thanked for his contribution and asked to recommend a replacement from the night-time economy.

Action: Jeff to recommend prospective night-time economy Board representative.

7. Date of Next Meeting

Friday 23rd October 2025, 2.30pm, The Headland Hotel (day after BID Ballot closes).

Signed: V Palmer

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