

Newquay BID Board Meeting Minutes

Date: 29 July 2026

Time: 11:00am

Present

- L. Davies
- J. Jacobs
- M. Honey-Thornhill
- A. Cole
- S. Karkeek
- A. Hannan
- G. Moore
- J. Parkin
- S. Venn
- V. Palmer
- D. Parker
- M Warren- Bid Manager
- Z Ball- Bid assistant

Apologies

None received.

Note: Going forward, any apologies should be emailed to either Mark or Zoe before the meeting. This will allow attendance levels to be reviewed in advance, as the Board must be quorate to make decisions.

1. Approval of Previous Minutes

The minutes from the previous meeting were approved.

- Proposed by: M Honey-Thornhill
 - Seconded by: D Parker
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2. Matters Arising

None.

3. Manager's Report

Town Performance

- The town has experienced excellent weather over the past few months, resulting in very positive feedback from businesses.
- The season has started strongly, with like-for-like sales remaining positive throughout the town.
- Summer events have performed well and have successfully increased visitor numbers.

Parking

- Work continues to push for more permanent parking solutions and an extended Park & Ride season.
- The parking petition has now reached approximately 1,000 signatures.
- Mark's ITV interview generated positive feedback, and the campaign will continue to maintain momentum.

Food Festival

- Mark will be attending a meeting to discuss feedback on the Food Festival and future dates.
- The Board unanimously agreed that holding the event in July negatively impacts local businesses.
- The Board fully supports Mark in challenging the current timing and proposing that the festival be moved to September or another off peak month.

Beyond Boardmasters Campaign

- The campaign has now launched.
- Press releases have been distributed.
- Social media activity is promoting both town centre and Fistril events.
- Content to include information on routes into town, transport links, the bus station and access to Fistril, alongside new drone footage.

Door Mural Project – Round Two

Discussion took place regarding the next phase of the Door Mural project.

Key points included:

- A date needs to be agreed, with May Half Term suggested to allow visitors to watch artists at work.

- Consider introducing a runner-up prize.
- Businesses receiving murals could each donate a prize, creating a larger prize pool.
- Explore whether NTC funding could contribute towards paint, materials and supplies.

Rangers

- Mark will be meeting with the Rangers to improve the reporting system.
- The Board requires more detailed reporting now that funding is being provided.
- Reports should include specific information rather than headline figures (for example, details of ASB incidents and street drinking interventions).
- NTC are also discussing potential investment into the Rangers.

Spudman Visit

- Spudman will be attending Killacourt on the Thursday, Friday, Saturday and Sunday following Boardmasters.
- This will act as a trial to assess visitor numbers and footfall.
- There is potential for future visits during the shoulder season.
- A list of local businesses will be collated for Sam to share, as Spudman is keen to work with and promote local businesses.

Murals

- Additional businesses have expressed interest in murals.
- Alternative artists are now being considered to make the scheme more affordable and sustainable.
- With no external funding currently available, lower-cost options will enable businesses to self-fund future murals.

Boardmasters Advertising Windows

The Board discussed using the windows of the former Original Factory Shop building for Boardmasters advertising.

Actions agreed:

- Dirk to speak with the landlord.
- Sam to measure the windows and provide a quotation.

There are approximately 18 windows available which could be sold to businesses for promotional use, all incorporating the Love Newquay branding.

Post-meeting update: The landlord was unable to approve the proposal due to the late notice. The idea will be revisited next year if the premises remain vacant.

Events & Town Updates

- The Surf & Skate Expo was a great success.
- Early planning has begun for Spooky Newquay, including sponsorship opportunities.

- Several new businesses have opened on the high street, including Poundstretcher, Tiny Thai and two new charity shops.
 - It is encouraging to see continued investment within the town centre.
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4. Any Other Business

NTC & Newquay BID Collaboration Event

A proposal was discussed to jointly host an open meeting with NTC.

The event would provide businesses with an opportunity to:

- Meet representatives from Biffa, the Council and other local organisations.
- Ask questions.
- Share contacts and information.
- Improve communication through an open forum.

There were some concerns raised regarding likely attendance levels.

Biffa Update

Concerns were raised regarding litter and pavement cleanliness.

It was reported that both street-cleaning machines had been out of service.

Mark confirmed he had scheduled a town walk the following day to review the issues.

An update will be provided at the next Board meeting.

Pallets Outside Businesses

Concerns were raised about businesses leaving wooden pallets outside their premises, with reports that they are being taken and used to start fires.

It was agreed to:

- Include guidance in the next BID newsletter; or
- Publish a social media reminder asking businesses to dispose of pallets responsibly and avoid leaving them outside.

Meeting Closed