

**TOTALLY TRURO AGM FOR TRURO AND NEWHAM BID
MINUTES OF A MEETING HELD ON TUESDAY 13 November 2018**

Present: Present: David Clarke (DC) (The Original Art Shop); Kristian Fleming (KF) (Inhabit); Roger Gazzard (RG) (Truro City Council); Giles Horne (GH) (GMH Commercial); Keith Parsons (KP) (KML Financial); Sid Weeks (SW) (Malletts Home Hardware); Simon Hendra (SH) (Hendra's); Alun Jones (AJ) (Truro BID Manager); Lindsey Craik (LC) (Truro BID); Sian Knights (SK) (Truro BID); Carole Theobald (CT) (iSightCornwall); Mel Richardson (MR) (Newham BID Manager); Alex Tullett (AT) (The Old Grammar School); Darren Perry (DP) (Francis Clark); Alison Elvey (AE) (RRL); Abi Steel (AS) (Visit Truro); Ian Wall (IW) (Royal Cornwall Museum); Philip Pearce (PP) (Pennyworths); Mark Roby (MR) (Stephens Scown); Rolf Munding (RM); Lucy Jones (LJ); Mark Killingback (MK) Port of Truro

Apologies: Nick Seaton-Burrige (NSB) (Belmont Property), Ben Davies (BD) (Savills); Nicky Whittaker (NW) (Merchant House)

Welcome and Introduction

KP (Chairman of Totally Truro and Truro BID) welcomed all to the annual AGM. Brief introductions made. KP welcomed everyone and explained that Totally Truro covers two BIDs – Truro and Newham. CT introduced herself and is the Newham Chair.

Minutes of the AGM 2017

Previous minutes from the AGM 2017 were ratified, proposed by CT and seconded by AE.

Company Structure

AJ explained the company structure. Totally Truro is the overarching company and is a not for profit company limited by guarantee. That's the company that oversees both BIDs and we have Directors in place and three nominations for new Directors. The governance model is used to minimise costs and to be more efficient with administration.

Chairman's Report

KP referred to the full Chairman's report issued to everyone and highlighted a few key things. The Truro BID and Newham BID have been proactive in working together. Truro BID has had to be far more efficient with its funding in having to reduce from £300,000 to £240,000 in terms of income, with the 2017 rates review.

Newham BID had assessed its performance and achievements as it drew to the end of its first term. In the early part of 2017, they undertook consultation with all levy payers with a view to preparing their renewal proposal. Newham BID has now started its second term following a great mandate when put to the vote in July. Each BID has its own committee, Manager and business plan which details what it is going to deliver on behalf of businesses. Below illustrates the Truro BID Committee members and those in blue are also Directors

<p>Existing members: Ben Davies, Savills Estate Agents Chris Winfield, Monsoon & Accessorize Abi Steel, Visit Truro Alex Tullett, Old Grammar School Lucy Jones, Truro Chamber Sid Weeks, Mallets Home Hardware Oliver Trevail, Trevails David Clarke, The Original Art Shop Roger Gazzard, Truro City Council Nicky Manning, Merchant House Giles Horne, Property Surveyor Will Tripp, Marks & Spencer</p>	<p>Existing members cont'd : Simon Hendra, Hendra Hair & Beauty, Kristian Fleming, Inhabit Shop, Nick Seaton-Burridge, Belmont Property, Keith Parsons, KML Financial Services Mark Roby, Stephens Scown</p> <p><i>Those highlighted in blue are also Directors of Totally Truro, and those highlighted in red are new Directors</i></p>
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And the chart of Newham BID Committee members also shows committee members and Directors.

<p>Newham BID Existing members: Peter Beaumont, Cornish Mutual Kathryn White, Vitamin Cornwall Russell Dodge, BLS Alan Treloar, Vickery Holman Simon Hendra, Brooklands Classics Cllr Rob Nolan, Cornwall Councillor Mark Killingback, Port of Truro & Penryn Bill Osborne, Cornwall Garage Doors Alison Elvey, Robinson Reed Layton Kean Roberts, Cornwall Woodburners Carole Theobald, iSight Cornwall Tom Kirk, Cornwall Bathrooms Helen Sennett, Charles French</p>

ANNUAL ACCOUNTS 2017/2018

DP from Francis Clark – took us through the financial accounts. The annual accounts were adopted and proposed by LJ and seconded by RG.

AE asked a question about reserves carried forward which was answered by DP.

Director Nominations

Each year Totally Truro asks for new Directors to come forward and voluntarily steer the BID. This year, there were three nominations for Directors. However, Gayle McDermott had subsequently withdrew her application for personal reasons. KP thanked Melinda Rickett who has stood down as a Director having been involved with Newham BID since its inception.

KP requested everyone to complete a slip to record their wishes in respect of each of the proposed Directors and put it in the ballot box. There is one vote per business. The votes were counted and Mark Roby and Rolf Munding were elected as Directors.

Truro BID Presentation

AJ presented some of Truro BIDs Key achievements to date.

- **Truro Safe:** Working together in partnership to tackle rough sleeping and antisocial behaviour has been working well. There are 8 donation points located in Truro which raises money for the homeless. For example, this month Truro Safe have been able to purchase sleeping bags. Shop Watch has grown in participation, with a focus around crime prevention and retail topics. We invited T&P College who presented their retail courses. Last year in December businesses received a counter terrorism presentation. This December D&C Police crime prevention officer is presenting at the next shop watch meeting in the Plaza Cinema.
- **Annual floral hanging baskets** and bunting – Truro are Gold UK Winners. RG explained that Truro were the winners of the Champion of Champions and this year Truro was crowned. He said it is not just about the hanging baskets, the judging includes looking at Truro's environmental awareness, partnerships and community and this is why the Truro BID is so important.
- **City Centre Christmas lighting scheme:** This year we changed suppliers to save on costs, however we have had to have new fixings replaced, so we will not realise the full savings benefit this year. We have new lights in Calenick Street as we have established a relationship with the landlords there. Lionel Knight and Carol Bane have donated new lights in Boscawen Street and Princess Street - 'Lionel's Lights'.
- **Truro Trend:** The event was successful with a larger audience, including smaller businesses. There have been thoughts towards a Fashion Fair on Lemon Quay; however, this is to be explored.
- **HFC** – Truro BID are involved in a support, operational and communication role. We have put up temporary signage saying 'business open as usual' and arrows. The hoardings are due to have their signage put up shortly. There is a footpath in operation and we have secured it with barriers. The overall project is behind schedule and is due to complete in June 2020.
- **Marketing:** We have secured the P&R Bus screens employed for 2018/19 which are currently in use, supersaver Monday and the Christmas Campaign.
- **CC Car parking policies:** We have been lobbying against the recent 2019 increases, which have now been deferred. Saturday the 1st of December is free parking in Cornwall Council car parks for Truro.
- **City Clean Up:** We have done this twice this year and it involves businesses and the community working together to clean up Truro with litter picking and scrubbing bus stops. Including Lindsay Southcombe (mayor), Paul Caruana and Damien Richards.

Current Activity

- We work closely with Visit Truro in promoting **Christmas through marketing and PR.**
- **Truro Christmas Street Markets** are being operated and run by ourselves this year in Boscawen Street: Full day on Wednesdays (9am-9pm) & Saturdays (9am-4.30pm)
- We are co-managing the **Reindeer Parade**
- Monthly Shop Watch meetings / Supporting Truro Safe continues.
- City centre visitor signage scheme, first finger posts have been installed, all done by Christmas.
- Illuminated Projection within the City streets - New Project 80% LAG Funded (Christies Digital phosphor projectors).
- Truro Christmas Lights – New Contractor in place and new lighting schemes for two streets.

Next Priorities

- Truro Traders Meetings - Continue to develop and improve communications with businesses and sectors working together.

- Develop and strengthen the offer of the evening night time economy through promoting the sector and working together.
- Improve & increase general events to help boost footfall into Truro.
- Continue with the support to the Truro Place Shaping Project.
- Cost control and good housekeeping following recent heavy periods of activity

MK asked how the public conveniences will be managed. RG replied that by 2020 public toilets will be exempt from business rates.

Newham BID presentation

MR presented key achievements to date:

MR explained that the Newham BID has been successfully renewed for a second term; it went to ballot in the summer and has a new business plan until 2023.

- **Newham & Port of Truro Signage:** Largely the signage scheme has been completed. Not only is it a navigational tool, but the signs also raise the profile of Newham. The slats can be changed and Parc Signs manages this. New signs have been placed by Heron Way and at the entrance to Newham by HSBC.
- **Represented businesses on key issues including road maintenance, planning and antisocial behaviour:** Lighterage Hill was in a poor state and through lobbying, MR arranged to get Cormac to patch it up after the snow caused by heavy traffic in the industrial area. Newham BID represents businesses about issues such as challenging planning applications where businesses deem them to be incompatible with existing commercial activity and is still lobbying for a footpath alongside the road.
- **Maintenance contract for communal areas to keep Newham tidy:** Kernow Tree Surgery maintains the area and has this year tackled the far end of Newham Road, they also do some maintenance work for other businesses on Newham.
- **6 more cameras installed, now 30 (including ANPR and infra-red) to deter and detect crime.** Newham is fortunate to have only one way in and the cameras have been used to bring crimes to book.
- **Marketing & PR including website, social media, videos, West Briton features, map/directory and exhibition: Newham BID has used** Devon & Cornwall Media services in promoting Newham, with regular features in the West Briton which have a theme e.g. 'where to get your car fixed ready for the winter'. Video clips of particular businesses have been done including Stringers Gym which had around 11,000 views. There is also a video playing on the park and ride buses and social media has been utilised to promote Newham. A new map/directory was published this year with an entry for every business and this will be updated shortly. The maps are on display across Newham. For the first time ever, Newham BID also had a presence at Cornwall Business Fair. This year we hope to work on the Newham website more.
- **Partnership working - better place to work and trade.** Linking businesses locally. This has ranged from getting the public sector to maintain Newham – resurfacing road already mentioned, dealing with fly tipping around Gas Hill car Park and also trying to resolve any issues that businesses have e.g. putting them in touch with each other re parking.

Current Activity & Next Priorities

- Within the new business plan, Newham's aim is to enhance the environment, safety and security, place and business promotions and to work in partnership more.
- **Security Patrols during weekdays, evenings and weekends:** This is to complement the CCTV, as there can be quiet times in Newham through the weekends. Kestrel Security has been appointed to do nine slots at different times of day/night per month. They work closely with police and also assist with tackling anti-social behaviour.

Businesses can call Kestrel if they notice suspicious behaviour unless it is an emergency in which case they should call 999.

Cost savings on areas such as telecoms, energy and merchant services. Newham BID has engaged with Meercats who **have a good track record in making cost savings for** businesses in BID Towns. This follows a successful pilot where the company saved another levy payer circa £13,000 pounds per year. All levy payers have been contacted about this service.

- **Extensive PR and Marketing Campaigns.** To keep on promoting Newham. Levy payers are invited to get in touch with their news and stories
- **Public realm and landscaping improvements linked to Truro Loops:** this is about making Newham aesthetically more pleasing – so benches, interpretation, planting will be part of this new term – working with Sustrans and the Truro Rivers Working Group who are behind the Truro Loops project **Keeping on top of litter and fly tipping and lobbying for better access** Newham BID were also involved in City Clean Up, first joint event with the Truro BID and this was successful with around 20 businesses on Newham taking part.
- **Business to business trading opportunities and networking** - looking at what we can do to encourage more business to be done between businesses on Newham.

AOB

- *All AGM information will be on <http://www.newhambid.co.uk/> and www.truroBID.co.uk. This will include the company accounts and financial explanation, Articles of Association*
- *The next meeting of the Board will be the 6th of February 2018 11am.*