

Canterbury Connected Business Improvement District Board Meeting Minutes

Date			
Wednesday 16 TH December 2015		Location	
		Whitefriars Board Room	
Attendees			
Alex Ridings (AR) – Think Agency Bob Jones (BJ) – Canterbury Connected BID Caroline Hicks (CH) – Canterbury City Council Clive Relf (CR) – Kreston Reeves and Chairman David Hughes (DH) – Kent County Council David Lilford (DL) – Lilford Gallery & Lilford Framing Declan Kelly (DK) – The Abode Ian Blackmore (IB) – The Jolly Sailor		Lisa Carlson (LC) – Canterbury Connected BID Lucy Martin (LM) – Canterbury Connected BID Lucy Rymill - minutes Marco Keir (MK) – Christ Church University Mark Arnold (MA) – Kent Police Peter Scutt (PS) – Whitefriars Therese Heslop (TH) – Canterbury Cathedral Tim Less (TL) – Canterbury Society	
Item			
Welcome, introductions & apologies			
1	Apologies: Jeremy License (JL) – Furley Page Robert Brady (RB) – Regal Estates Adam Bateman (AB) – Fenwick Dan Grimwood (DG) – The Refectory Edd Withers (EW) – Student Republic		Welcome: Lucy Rymill - minutes
Item			
Declarations of interest			
2	Name	Company	Reason
	Caroline Hicks	Canterbury City Council	Manager of the Service Level Agreement between Canterbury City Council and Canterbury Connected BID
	Clive Relf	Kreston Reeves	Supplier of services: Accounting
	Alex Ridings	Think Agency	Supplier of services: MyTown MyCity
Item			
Minutes of the board meeting held 25 th November 2015			
3	Minutes of last meeting approved and will be posted on the BID website.		
Matters Arising		Responsible	Date for completion
AR, EW, BJ and LC to meet to discuss who needs to be on the Digital City working group		AR, EW, BJ and LC	On-going
Item			
Finance & Year 2 Levy collection			
4	<p>BJ reported that on the current rate of spend, and with the current budget, from a predicted deficit of £60,000 (as there is a single payment for 5 years of Christmas lights) the accounts are just over £31,000 better than expected. BJ reported that £387,790 of levy payments have been collected out of a total of £522,000. This is down by £8,000 on last year. BJ pointed out that this may be due to there being one less reminder sent out this year.</p> <p>B J suggested that a small sub finance committee be formed to look at the finances in more detail to avoid lengthy discussions during the board meetings. PS volunteered to be on the committee.</p> <p>The FAQ part of the BID website will be updated with information for Levy payers to explain what happens if a member leaves during the year.</p>		
	Action	Responsible	Date for Completion
	BJ to find another finance subcommittee member	BJ	24/12/2015

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Item	Governance and CCC Training		
5	<p>Following the presentation from Claudia Sykes CEO of Social Enterprise Kent (SEK), it was agreed that the Board would have a half a day training session in the new year with SEK. CR and BJ will meet with CS to discuss next steps and what form the training session will take. A doodle poll will be sent out in order to co-ordinate Board member availability as it is imperative that all Board members attend.</p> <p>Helen Porter from Evolution Skin Studios is no longer able to become a board member to represent the Burgate area as she will no longer be trading within the BID area. As such another board director is still needed. The Board put forward some suggestions and BJ will meet with them in the new year to discuss the opportunity.</p> <p>BJ has stated that there should be more women on the board. Concerns from Denise Everett from the University of Kent. The board does not reflect the population of the BID.</p>		
	Action	Responsible	Date for Completion
	BJ and CR to meet with CS in early Jan to discuss training requirements for the Board	BJ & CR	Jan 2016
	LM to send a doodle poll out to find a suitable date for the training	LM	04/01/2016
	BJ to speak with potential Board member nominees after Christmas	BJ	13/01/2016
Item	Operational Update		
6	<p>Christmas lights</p> <p>The Christmas Lights committee toured the city to look at what had been achieved and the remaining issues that have arisen. The remaining priorities identified were:</p> <ul style="list-style-type: none"> • Westgate Towers: icicle lights on the St Dunstons aspect • An additional cross-street between Imagine and Tacos Locos in St Peters Street • Lights on both sides in Orange St and the 'drape' on La Trappiste; and additional column display in Palace Street • Castle Street, between County Music and Steven James- there is an issue with available power supply <p>Since the walk around all issues have been rectified.</p> <p>IB thanked the BID team for the lights in Orange and Castle St. The lights now link the whole city, especially coming in from St Dunstons. The Ambassadors have reported that customer feedback reflects that they love the lights.</p> <p>Now all displays have been installed, a number of issues remain to be dealt with for 2016:</p> <ul style="list-style-type: none"> • Power Supply across the city: this is a significant problem, both in terms of availability and quality: in some places the infrastructure is poor and in St Peters Street we have had regular 'outages' of the lights as a result. • Building quality: in some places (St Peters Street outside AgeUK for example) buildings are unable to support lights, leaving a gap in the scheme. • Board guidance: with the final 2015 scheme in place, the BID team would like another walk-round with the Board Lights sub group to assess effectiveness and set out the requirement for 2016. PS cautioned that we need to be careful to manage expectations and we need to keep the wow factor and not spread too thin. <p>Christmas Lights Switch on</p> <p>PS raised a concern over the position of the stage for the event. BJ advised that there aren't any large public open spaces in the city to host such an event and this was the best location which was agreed by the Council. Based on the previous year's attendance figures, security levels were doubled as we anticipated more people attending the event, however the number that did attend this year were more three times the number in 2014. Next year the lights will go on earlier to focus on families with children and then have entertainment for the rest of the evening.</p> <p>There were also concerns over the quality of the sound. LM advised that the speakers were poorly located. Heart FM has taken responsibility for this issue and if we work with them again in 2016 then there may be some compensation to be had. IB stated that the performance of Right Guard Security was poor - security services should be put out to</p>		

tender.

Small Business Saturday and the Christmas Window competition

The BID promoted Small Business Saturday with a full page ad in the Kentish Gazette on 3rd December, which also promoted the Christmas Window Competition. This exceeded expectations with 50 entries, of which 33 were from independent businesses in the city. The judging was held on Small Business Saturday, 5th December with John Siddique, Canterbury's Poet Laureate, Beth Cuenco, Director Wise Words Festival, Bill Hutton, Hutton Design, and Rachel Phipps, a local blogger. The results were announced on 14th December once all the windows had been assessed by Tony Morgan, VM specialist at the London School of Fashion. The People's Choice Award has still to be counted (number of tweets supporting each window)

Rachel's blog can be read here:

<http://www.rachelhipps.com/2015/12/judging-canterburys-christmas-windows.html>

LC reported on that the winner of the small/independent category was Queen Bee Home. The winner of the large category was Fenwick. The winner of the people's choice was The Burgate Coffee House. She reported that the competition had brought people in that had not otherwise been involved in the local community. We are now considering an Easter Egg window/hunt competition and possibly a Bloom related window competition or a pub garden competition

Purple Flag

The two assessors – David from County Wicklow, and Catherine, a Licensing Officer from North Leicestershire visited on Friday 11th December, 4.30pm – 4am. Bob and Lucy hosted the assessment, with Edd Withers, and the assessors met with various levy payers, street pastors and marshals. Communication from David indicates that the assessment will be fine as the quality of the partnerships is excellent. The formal verdict will be in January.

PS asked about the problems with public toilets and public urination and whether this was discussed. BJ reported that it had been discussed and dealt with as an area of weakness and this is also on the council's night time economy plan. Rough sleeping was also addressed at the assessment.

There will be a conference for the Purple Flag in March for the night time economy.

Bloom

We have had confirmation that Canterbury will be competing in the Small Cities category in Britain in Bloom in 2016, alongside Colchester, Rugby, Loughborough, Exeter and Harrogate. The judging will take place between 1st and 12th August. We will also enter the South & South East in Bloom and the judging for that will be in July.

Transport & Access Policy

The consultation period has ended and we have had feedback from a number of levy payers, attached. The Board now need to formally adopt the Policy, with any amendments based on the feedback. The recent announcement by Canterbury City Council about car parking and city traffic is out for consultation. However at this stage the BID Policy should be a standalone document and only be amended once the consultation is over and a full proposal presented by the Council as its adopted policy.

The BID has a role to play in helping with the Council's consultation and the Board can decide how they want this to happen.

Ambassadors

Catherine has been recruited to replace Albina. BJ explained that previous ambassadors have all left for justified reasons. BJ reported that there is cover over Christmas except for Christmas Day and New Year's Day.

Bloom

BJ reported that Window Flowers are very pleased to have the new contract for a year.

Canterbury has been nominated to be the South Representative for Britain in Bloom in the small cities category. There will be a seminar in early January. Judging for South and South East in Bloom is in July and Britain in Bloom is in August. A Press release on Canterbury’s nomination for the Britain in Bloom finals will be circulated in January.

Cleansing

The cleaning of the Bus station is now completed. Palace St and The Buttermarket are next.

DMP

BJ reported a Partnership meeting with key partners that funded it to develop a marketing plan for the city and Visit Kent/London. To meet early in January with Saatchi to find the image.

St Margaret Street gates

BJ reported that there are no planning issues regarding the gates. He has been chasing Mr Coode to commence their manufacture.

Thannington Park Development

The land is now within the local plan as there is not enough housing. BJ has given support to the developers for the new A2 slip road as this is important to improve infrastructure. This is a separate application to the local plan.

Item Transport and Access

7 BJ reported that the policy is on the website and there has been a good response from a variety of people.

PS discussed the new CCC Transport & Parking Plan 2016 – 2020 and consultation process and concerns from people down St Peter’s St.

BJ suggested that the board ratify the BIDs own Transport and Access Policy, subject to any changes that need to be made. If any comments need to be included in the document the board members should let him know by the end of next week or by early January. The policy should stand that the BID board do not want to lose car parking spaces. The BID policy should remain independent. BJ would like to reconvene the transport and access group in early January to discuss the contents of the council policy. There is also an opportunity for the BID and Canterbury for Business to hold a public meeting in January to ask the council to come and present the policy. That will cover the duty towards levy payers and facilitate the process.

Council consultation closes at 12pm on Friday 29 January 2016.

Action	Responsible	Date of Completion
Policy to be ratified	All board members	01/01/2016

Item Homelessness and Street Issues

8 The increasing number of homeless people in the city impacts on the image of Canterbury for visitors and the businesses that trade in the city. LC and BJ have met with both Porchlight and Catching Lives who have advised that the number of people sleeping rough is around 45. Nationally there is an under reporting trend e.g. Liverpool reported 8.

AR suggested that some partner agencies who are dealing with the issue should present to the Board about the problem and what is being done to help the homeless. It was agreed that following the presentations the Board would then decide what role the BID should take.

PS asked about providing an alternative route for people who want to give to the charities. LC reported that she had met with Porchlight and Catching Lives and discussed what could be done to raise money for them. Subsequently a campaign will be launched 17/12/15 on the MyCanterbury app to enable people to “give local”. The money raised will be split equally between the two charities.

BJ advised that the BID will produce a leaflet on street issues that will be released in March for levy payers. It will

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	provide information on who is responsible for what and what response businesses can expect from the agencies.		
	Action	Responsible	Date of Completion
	BJ to arrange presentations from the various agencies at the next Board meeting.	BJ	ASAP
Item	AOB		
9	PS discussed the City Evacuation Plan. This document is available from Andy Jeffery at the City Council. CH gave her apologies for next meeting.		
	Action	Responsible	Date for completion
	LM to follow up and get a copy of the plan.	LM	ASAP