

Attendees

BID Board Directors

- Andrew Dodd (AD) – Canterbury Cathedral
- Bill Hicks (BH) – Deputy Director of Place, CCC
- Clare Millett (CM) – The Westgate Hall
- Claire Bogan (CB) – Fenwick
- David Lilford (DL) – Lilford Gallery
- Jon Mills (JM) – The Foundry
- Joshua Williams (JW) - Brachers LLP
- Karl Elliot (KE) - Clague Architects
- Mark Stuart (MS) – Whitefriars
- Paul Turner (PT) – The Marlowe
- Rachel Sanders (RS) – BoConcept

Observers

- John Woodward (JW) – Kent Police

BID Team

- Lisa Carlson (LC) – CEO
- Emily Wells (EW) – Administrator
- Rachel Pilard (RP) – Marketing & Comms
- Lucy Martin (LM) – Ops Manager

Welcome:

- Leah Brown (LB) – Wayfinders Group
- Daniel Fordom – Kent Police

Apologies:

- Dan Grimwood (DG) – The Refectory Kitchen
- Blake McCaskill (BM) – Republic Events
- David Lewis (DL) – Café du Soleil/Café des Amis
- Mike Weed (MW) - CCCU
- Hilary Brian (HB) - Canterbury Society
- David Kemsley (DK) - Canterbury Society

1. Welcome, Apologies and declarations of interest

- **Welcome:** Daniel Fordom, CSU Inspector and Acting Commander, Kent Police and welcome back to Leah Brown, The Wayfinders Group (re Governance Review)
- **Apologies:** Dan Grimwood, Mike Weed, Black McCaskill, David Lewis
- **Declarations of interest:** Canterbury City Council (BH) – Service Level Agreement

The Board meeting was followed by a members meeting / networking event where members were updated about the new Articles, board director vacancies and next steps for the nominations / elections process.

2. Minutes of previous meeting (19.03.25) and Matters Arising

- The BID Board minutes from 22 January 2025 were approved and signed off.

3. Governance – new Articles

At the Board meeting in March, Leah Brown from the Wayfinders Group, who was commissioned to conduct the governance review, presented the proposed changes to the Articles. These were unanimously approved by the board and were also presented to BID members at the members meeting following the board meeting. See separate Overview Report which outlines the governance

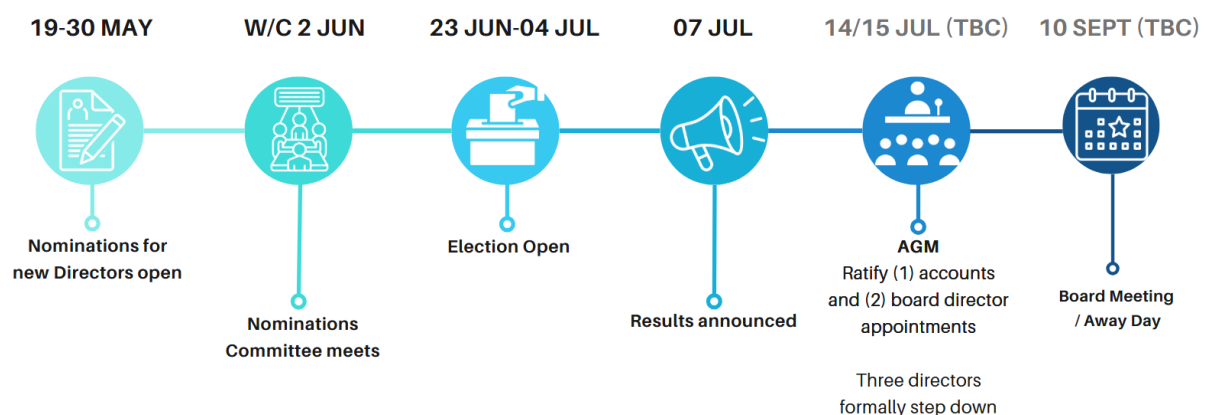
changes. In summary:

- These governance updates have been carefully designed to make Canterbury BID fit for its ambitious future while ensuring institutional knowledge effectively spans across 5-year BID terms
- The amendments reflect best practices in BID governance, drawing from extensive consultation as well as the review of articles from six other successful BID cities including Bath, Wimbledon, York, Croydon and Exeter.
- The changes focus on enhancing Board effectiveness, improving representation, and streamlining decision-making processes:
 - Create a framework for the appointment and retirement of Board Directors with the aim of avoiding the re-election of all directors at the same time
 - Reflect sector representation and diversity, equality and inclusion
 - Clarify and simplify BID membership definitions, ie all levy payers are members.

Next steps

Members will be notified from Monday 19 May about the Board director nominations process. There are seven vacancies on the Board, one for a business or organisation in the charity / social enterprise sector and the rest serving in a general capacity. Any representative of a levy paying business or organisation that is in a decision-making position, agrees to represent the BID in a positive manner and pays its levy in full and on time is eligible to be a Director and serve on the Board.

TIMELINE FOR NOMINATION OF NEW DIRECTORS AND ELECTIONS (IF NEEDED)



The resolution to approve the new Articles as formally approved by members following the members meeting.

4. Finance reports and accounts

Annual Accounts ending 30 September 2024

The accounts for BID 2, Year 5 were circulated to the BID board ahead of the meeting, having previously been reviewed and approved by the Finance Sub-committee on the 29/04/25. PT took the Board through the accounts, flagging that this was a planned deficit budget year, with the aim of investing the surplus carried over from the pandemic.

Decision: The Board approved the Annual Accounts ending 30 September 2024 for filing at Companie House by the 30 June.

Budget monitoring (BID 3, Year 1)

- Once again this is a planned deficit budget to invest the remaining surplus carried over from the pandemic.
- We took over District Watch on the 1 April. The current projected income is based on 94 subscriptions. We are working on growing the scheme and developing a three-year budget plan. Expenditure wise, our current estimate is £10k and we are working through budget planning with the DW Steering Committee. This budget line is being reviewed monthly to ensure the costs are as accurate as possible.
- Street Team – the estimated expenditure has increased to account for a street team of 2 full time and 1 part time member of staff from May onwards.

Levy collection

- BID 3, Year 1 levy collection rate is at 88.9% (of the total billed) as at the end of April. This compares to 83% collection rate at the same stage for Year 5.
- Once a year PartnershipOne (formerly Civica), who collect the levy on behalf of the Council, collate a list of accounts to write off as there is no realistic chance of debt recovery. The sub-committee reviewed the list on the 29/04/25. As is our principle, we don't write off accounts that are in CVA or administration but do if a company is in liquidation or has been dissolved. The committee agreed to write off 36 accounts totalling £25,193.70 in levy debt, spanning the whole of BID 2 (Year 1 -5).

5. Ops report March-April 2025

Over the last two months we have introduced a **new Street Team Service** to provide 7-day business support and visitor greeting. The team will soon be scheduling rotas into the night time economy, too. We have also taken on the shop/pub watch radio scheme and will be re-introducing the intelligence sharing meetings and training events. For District Watch members, in addition to the existing radio program we are adding:

- Monthly intelligence sharing meetings
- Free access to DISC (Canterbury based intelligence system)
- Training on how to use the radios

Jamie Bentley is our new Operations Manager and we have also hired Street Team Officers. In summary, the Street Team provide:

- Visible, proactive and a reassuring presence in the BID area
- 7 days a week on-street, branded presence and patrols
- A safe, supportive and welcoming business environment
- Excellent customer service to businesses and visitors.

During March-April, the Street Team dealt with the following: Fly tipping, broken pavement slabs, first aid and medical incidents, mental health/welfare checks, graffiti, offensive waste and litter.

Our **marketing campaigns** have been seasonally focused around Mother's Day and Easter (including Easter Holiday activities), which has enabled us to showcase 129 businesses and events. With the arrival of spring, the most popular posts and collaborations on Visit Canterbury have revolved around blossom and the Westgate Gardens. We were delighted to meet with the accommodation providers in April to discuss marketing opportunities for the year ahead and have been busy creating a new microsite within Visit Canterbury for the Whitstable Harbour project which will launch in early summer.

Over the last two months, Canterbury welcomed seven **new businesses** to the city and four **new voluntary BID members**, plus the launch of Charlotte Tilbury at Fenwick. and the arrival of new water filling station ('The Point') at Longmarket courtesy of the Rotary Club of Canterbury.

New Businesses - March-April 2025

1. RSPCA - Palace Street
2. Canterbury Gift Shop – High Street
3. IRO Sushi – High Street
4. Rodeo Vintage - Mercery Lane
5. Buenos Aires Nights Argentine Steakhouse – Mercery Lane
6. Escape Hunt – Riverside
7. TT Mobile (Vape) – The Borough

New Voluntary BID Members:

- All Health Matters
- Lux Home Hotels
- Worthgate School (part of Cats Global Schools)
- Colour Me Bear

More details about BID activity and impact can be found in the March-April 2025 Ops Report available on the BID website.

6. Roundtable

Claire Bogan (Fenwick) - Charlotte Tilbury launch went incredibly well. Multiple events planned for the summer

Clare Millet (Westgate Hall) – Thanked the BID for its support with the Wine Festival, taking place this week. Event popularity growing each year, lots of wine producers wanting to take part. Plan is to expand the event for next year due to increasing demand. Inaugural blessing of the wine will take place on Friday at the Cathedral. Footfall is nearly back to pre-pandemic footfall levels. 10th Anniversary this year. Lots of graduations, music and events planned with monthly markets now taking place.

Josh Williams (Brachers) – Business is good, they are in the process of signing an agreement to sponsor the Kent Ladies Cricket Team which is very exciting.

David Lilford (Lilford Gallery) – Celebrating 25 years in the city and will be holding a celebratory event in July across both galleries.

Karl Elliot (Clagues) – Facing the usual planning issues relating to the Stodmarsh issue. Hosting a Bat & Trap event on the 19 June, a BID board/staff team are very welcome!

Jon Mills (The Foundry) – Brewery tour bookings are up, mainly due to US tour groups. Sales, having slumped in the first quarter of this year, are finally increasing. Currently looking at new locations for the Mushroom Farm. Received 14 awards in total last year including the Whisky World finals, Gold for every category of spirits, plus the Best in England category for the second year in a row.

Rachel Sanders (BoConcept) – New store design plus a new collection launching in August. Footfall has been low. Hosting a music event on Saturday as part of the Wine Festival but ticket sales are low. Hoping to schedule intimate acoustic gigs every month moving forward.

Andrew Dodd (Canterbury Cathedral) – Looking at Spring 2026 for the installation of the new Archbishop of Canterbury. Going through a restructure of internal departments. Currently reviewing their marketing and comms strategy.

Mark Stuart (Whitefriars/The Riverside) – A lot of lease changes. Phase 8 lease was not renewed, and a men’s retailer will be coming in. Eldertree Soapery is closing and will be replaced by independent company, Little Blue Finch, currently with 5 branches similar sector as Oliver Bonas. Former HMV unit is being split in two and Space NK will be moving in one part, and ProCook in the other in the Autumn. At The Riverside, the former Sekkoya unit and the one next door are under offer. Escape Hunt has now opened and doing incredibly well, and the medical unit is due to open soon.

Bill Hicks (CCC)

- Local Government Reorganisation is still moving forward.
- Tender on Kent Portal for companies to come forward to develop a “Place Strategies” for Canterbury, Whitstable and Herne Bay.
- Levelling Up funded works ongoing around the city, and businesses can sign up for updates
- Currently working a new Cultural Strategy
- The Stour Environmental Credits Company are hoping to start issuing credits at the end of the summer.

John Woodward (Kent Police) –

- Kent Police have formed a new task force comprising 1 sergeant and 5 officers dedicated to tackling commercial crime. This is on top of the 1 sergeant and 5 officers dedicated to Canterbury.
- Part of the Derelict Building Forum and will suggest that Canterbury BID is involved in this.

Paul Turner (The Marlowe) – Thanked Board members who attended the new season launch, sold £2million tickets in the first fortnight since launch, that equates to 45k tickets. The new season will launch in July with Six and Legally Blonde making a return. They will be running at 95% capacity for the next 6 weeks which is a great opportunity for all hospitality businesses in the city.

7. Summary of Actions and Decisions

Actions:

- File accounts – LM
- File Resolution and new articles at Companies House – LM
- Board nominations / election process – RP (comms), LM (elections), nominations committee (LC)

Decisions:

- Accounts for October 2023-September 2024 were approved by the Board.
- New Articles of Association were formally presented and approved.

Signed:

Date: 15 July 2025



Paul Turner, Interim BID Board Chair