

Attendees:

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| 1. Clive Relf (CR)—Kreston Reeves (Chair) | 12. Jonathan Fitter-Harding (JFH)—Dodgems & Floss |
| 2. Blake McCaskill (BM)—Republic Events/City Sound Project | 13. David Redgate (DR)—Girlings Solicitors |
| 3. Clare Millett (CM)— The Westgate Hall (left early) | 14. Dan Grimwood (DG)—The Refectory Kitchen |
| 4. Paul Turner (PT)—The Marlowe Theatre | 15. Sue Langdown (SL)—ACRA |
| 5. Paula Gillespie (PG)—The Marlowe Theatre | 16. Lisa Carlson (LC)—BID team |
| 6. Andrew Edwards (AE)—Canterbury Cathedral (left at 11) | 17. Rachel Pilard (RP)—BID team |
| 7. Ian Blackmore (IB)—Immense Tours | 18. Emily Wells (EM)—BID team |
| 8. Caroline Hicks (CH)—Canterbury City Council | 19. Simon Jackson (SJ) - BID Ambassador |
| 9. Marco Keir (MK)—Canterbury Christ Church University | 20. Jessica Fuenco (JF) -BID Ambassador |
| 10. Mark Stuart –Whitefriars | |

1. Welcome & Apologies

Apologies:

- Alex Ridings (AR)—Think Agency
- Karl Elliott (KE)—Clague Architects
- David Lilford—Lilford Gallery
- Richard Scase—Canterbury Society

Welcome:

- Mark Stuart –Whitefriars
- Jessica Fuenco (JF)—BID Ambassador
- Nick Churchill (NC)—CCC

CR welcomed Mark Stuart to the Board. MS is Whitefriars Centre Manager and represents the large retail sector following the retirement of Peter Scutt. CR also welcomed new BID Ambassador Jessica Fuenco to the team.

CR also acknowledged the following Board members have now stepped down from their roles and on behalf of the Board thanked them for their input and wished them all the best:

- Alex Ridings (AR) - Think Agency
- David Hughes (DH) - KCC

2. Declarations of Interest

Name:	Company:	Reason:
1. Caroline Hicks	Canterbury City Council	Service Level Agreement

3. Minutes of Previous Meeting and Matters Arising

Previous minutes reviewed, agreed and signed off.

Action: Publish signed January 2020 minutes on BID website –EW

4. Operations Report

We will circulate as soon as possible (still in draft form)

Action: Once circulated and approved, upload to BID website and share with Councillors. Board members to forward to key contacts – EW/LC/All

5. Telecommunications Update

Nick Churchill from Canterbury City Council's Property and Regeneration department gave the Board an update on the CCC's network and mobile phone connectivity program and outlined the challenges, the next steps and priorities

Challenges:

While there has been a market uplift in geographical mobile providers with 98% of the country covered by at least 2 providers, it is not an indicator of signal strength and speed. Other sources supported by data uploaded from the ground implies there is still a significant issue.

5. Telecommunications Update (cont)

Canterbury's own challenges come from a range of issues:

- Land and geographical 'line of sight' issues - radio waves can't always be maintained on which cellular networks are dependant.
- Built environment –lack of tall building for masts together with thick stone walls.
- Heritage -disproportionate amount of protected historical buildings and land in and around Canterbury.

Currently EE is positioned to provide the most solid reliable and well-serviced infrastructure with the most cells on the ground with getting the other three providers to invest the same still proving a challenge. As a result dead spots and drop out zones in the city are causing significant issues for traders and visitors alike.

Next Steps:

So far there has been a 13m radio base mast installed in Stour Street and a 35m 5g-capable mast in Iffin Lane, with more infrastructure planned over the next few months which could see a 15-30% increase in signal strength. CCC is to meet with various network providers through it's partnerships and Corporate Plan for further discussions on infrastructure building, with its own buildings as well as third party buildings likely to house network infrastructure as much as possible.

CCC is planning top-up vouchers funding for local business of up to £3.5k however NC emphasised the urgency for local businesses to communicate more to network providers that traders need improvements too. It was also acknowledged it would be best practice at the same time to ensure good relations are maintained with network providers, whilst at the same time raising awareness with businesses that progress is being made.

It was also established more feedback from businesses and C4B would be helpful, starting with knowing who their providers are and the issues they have with them. Also for the Education establishments to assist with pushing things forward.

Next step key points:

- Communication via eNews
- To conduct an anecdotal survey
- The BID to engage with CCC (Nick Church and Ben Fitter-Harding) about setting up meetings.

Actions:

- Look into publishing a feature on network top-up vouchers for businesses in eNewsletter –EW/RP
- Consider setting up a joint Council/BID/Network Provider/C4B/business and press summit to amplify the pressure to move things along –LC/RP/NC
- CCCU to nominate themselves as a point of contact on behalf of education sectors for NC –MC

6. Accounts

BID Accounts for year 5 of the first BID term (ending September 2019) were circulated to the Board ahead of the meeting and presented by PT. Approved unanimously subject to a one clarification:

Action: Add an explanatory note to clarify the difference in how staff salaries are presented in the Accounts this year –LC/PT

7. Governance

The Board undertook a review of the Articles over the past year as part of good governance and put forward four amendments, which were discussed in detail at the January Board meeting and minuted. These were approved unanimously and the Written Resolution document was signed by all Board members present.

Board Elections were also discussed and these are scheduled to take place in April. Questions were raised about Board members and how much does representing their business sector applies to the role of BID Board director. Questions over whether this could be defined more clearly to help levy payers identify which Board member represents their sector –similar to a local Councillors. Also to consider whether geographical elements play a part too. This can all be included in the Board election pack material.

Action: to incorporate the above points into the draft Board member job description –LC

8. Sub-Committee Reports / Updates

Finance:

PT updated the Board on the following:

- Accounts now approved.
- Income is at £411,308.29 and total costs at £217,772.34
- 85% of levy bill has been collected with the remaining to be looked at in more depth during the next two months
- Civica is yet to send list of total outstanding debts for 5 year period (BID 1)

Strategic Development

The latest meeting has been postponed, however once it has been rescheduled a report on WIFI and network connectivity will be discussed as well as ascertaining the cleaning tender with CCC to be sent out after Easter. BID Voluntary Membership /sponsorship details have already been sent out to the committee.

Action: Circulate notes on WIFI and connectivity listed in these minutes to Strategic development committee –LC

Marketing and Events:

CM updated the Board on the following:

- Christmas report will be sent to all Board Members
- Collaboration with existing partners to continue for Christmas 2020 with the partnership hopefully extended to include important organisations such as the Cathedral
- Spring shopping maps are out
- DMP is continuing and looking at ways to drive key areas forward
- Canterbury Culture group has an excellent representation which maintains and connects the city's events. It's themes to be developed are transport, audience development, sustainability to be discussed at the next meeting on 7 April.

Actions:

- Invite the Cathedral to collaborate on the Christmas 2020 campaign –RP/CM
- Send out Christmas campaign report to all Board members –RP
- Anyone requiring new spring shopping maps to let BID team know –ALL

9. Operational Updates

LC updated the Board on the following:

BID Membership: Voluntary BID membership program is progressing . Once finalised to be produced as an A5 leaflet and renamed "Annual Membership Program"

Flower Baskets: This year there are 20 fewer baskets due to reduced levy income. New BID 2 permissions are currently being sought to ensure they are ready for installation in the spring.

AGM: Cathy Parker from Place Management at the Association of Town and City Management (ATCM) has been booked to speak at the AGM scheduled on 9 June.

Board Elections: To consider diversity in the next Board elections.

Environment: There is a need to look at creating a BID policy on environmental issues. Environmental considerations have been included in all tender documents and the BID is part of the Canterbury Climate Action Partnership.

Action: to look at introducing a new environment policy for the BID –LC

10. Coronavirus

Covid-19 is having a very serious impact on the business community and the rapidly-changing landscape could mean significant changes going forward. BID will do everything we can to support businesses during this time as a top priority. The BID Ambassadors would also provide on the ground support to businesses until advised to do otherwise.

LC will continue to be in regular contact with a wide variety of organisations to process Government and Local Authority updates and support measures, and will ensure this is passed on to BID members in a way that can be utilised effectively and promptly. The priority, as always, was emphasised as supporting businesses, listening to their concerns and adapting the marketing and communications appropriately with both the B2B and B2C platforms.

11. AOB

IB: Vacant units could potentially be leased out to the hospitality sector for pop-up businesses.

RP: Due to significantly reduced budget for the Medieval Pageant, fundraising has become a priority.

BM: Canterbury's new Street Food Market will be launching this Easter weekend, then monthly thereafter.

LC: Canterbury's contribution towards the Climate Change initiative was boosted with its first Repair Café being launched. The following have volunteered to attend the next CCAP meeting on 5 May: Stagecoach, BoConcept, Oscar & Bentley and Canterbury College.

Actions:

- If anyone has anyone has any ideas or suggestions for pop-up hospitality in vacant units to email IB who will assist with paperwork to apply –ALL
- Anyone with any fundraising experience or suggestions for funding streams please let RP know –ALL

12. Summary of Actions

- Publish signed January 2020 minutes on BID website –EW
- Once circulated and approved, upload Ops Report to BID website – EW/LC /All
- Look into publishing a feature on network top-up vouchers for businesses in eNewsletter –EW/RP
- Consider setting up a joint Council/BID/Network Provider/C4B/business and press summit to amplify the pressure to move things along –LC/RP/NC
- CCCU to nominate themselves as a point on behalf of education sectors for NC –MC
- Add an explanatory note to clarify the difference in how staff salaries are presented in the Accounts this year –LC/PT
- to incorporate the above points into the draft Board member job description –LC
- Circulate notes on WiFi and connectivity listed in these minutes to Strategic development committee –LC
- Invite the Cathedral to collaborate in Christmas 2020 campaign –RP/CM
- Send out Christmas campaign report to all Board members –RP
- Anyone requiring new spring shopping maps to let BID team know –ALL
- Develop an environment policy for the BID –LC
- If anyone has anyone has any ideas or suggestions to email IB who will assist with paperwork to apply –ALL
- Anyone with any fundraising experience or suggestions for funding streams please let RP know –ALL

11. Summary of Decisions

- Year 5 accounts were approved unanimously.
- Amends to the Articles were approved unanimously.

Next Board Meetings for 2020

- Wednesday 13 May, 9:30-12noon in Whitefriars Boardroom
- Wednesday 08 July, 9:30-12noon in Whitefriars Boardroom
- September and November dates tbc



BID Board Meeting Minutes

11 March 2020 | Whitefriars

Signed

Date

Clive Relf

15 May 2020

Clive Relf, BID Board Chair