

Attendees:

1. Clive Relf (CR)—Kreston Reeves (Chair)
2. Peter Scutt (PS)— Whitefriars (Vice-Chair)
3. Blake McCaskill (BM)—Republic Events/City Sound Project
4. Clare Millett (CM)— The Westgate Hall (left early)
5. Paul Turner (PT)—The Marlowe Theatre
6. Paula Gillespie (PG)—The Marlowe Theatre
7. Andrew Edwards (AE)—Canterbury Cathedral (left at 11)
8. Ian Blackmore (IB)—Immense Tours
9. Caroline Hicks (CH)—Canterbury City Council
10. Karl Elliott (KE)—Clague Architects
11. Marco Keir (MK)—Canterbury Christ Church University
12. David Redgate (DR)—Girlings Solicitors
13. Dan Grimwood (DG)—The Refectory Kitchen
14. David Lilford (DL)—Lilford Gallery & Lilford Framing
15. Richard Scase (RS)—Canterbury Society
16. Lisa Carlson (LC)—BID team
17. Rachel Pilard (RP)—BID team
18. Julia Wierucka (JW) - BID team
19. Emily Wells (EM)—BID team
20. Simon Jackson (SJ) - BID Ambassador

1. Welcome & Apologies

Apologies:

1. Jonathan Fitter-Harding (JFH)—Dodgems & Floss
2. Alex Ridings (AR)—Think Agency
3. Sue Langdown (SL)—ACRA
4. Mark Stuart (MS)—Whitefriars

Welcome:

1. The Dean of Canterbury Cathedral, the Rt Rev Robert Willis
2. Mark Hosea—Project Director, The Canterbury Journey
3. Heather Newton—Head of Conservation, The Canterbury Journey

CR thanked Peter Scutt for his contribution to the BID Board as Vice Chair and on behalf of the BID Board wished him all the best for his retirement which commences next week.

2. Declarations of Interest

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

3. Cathedral Welcome, Presentation and Tour

The Board team and BID members were welcomed by the Dean of Canterbury Cathedral, the Rt Rev Robert Willis, followed by a presentation from Mark Hosea from The Canterbury Journey. The Board were told about the £24.7million project to restore the Cathedral which started in 2016 and will be complete in 2021. The Board heard how the project also includes grounds landscaping and reconfiguration together with a new visitor centre and viewing platform, plus a new studio space available for hire in the community. The scale of the project and the workmanship involved was explained along with the challenges of maintaining a functioning place of worship. The Board and BID Team were taken on a tour of the Cathedral to view the restoration work on the roof of the Nave by Mark Hosea and Heather Newton

4. Minutes of Previous Meeting and Matters Arising

Previous minutes reviewed, agreed and signed off.

Action: Publish November 2019 minutes on BID website –EW

5. Operations Report

Reviewed and approved with minor amends.

Actions: Amend and upload Ops Report to BID website and share with Councillors and key contacts – EW/LC and All

6. CCC and BID Update

CH updated the Board on the following from Canterbury City Council:

- **The Beaney:** opening times of the library in the Beaney will be changing in line with those of the Visitor Welcome Desk. This means both will be open from 10-5pm Monday to Friday and 10-4pm on Sunday. Also, work has commenced on the building and is scheduled to be finished by the end of April (subject to no severe weather delays).
- **Security bollards:** Work on installing the security bollards is ongoing and is due to go live in March (subsequent to the meeting, the date was moved to April). There was a discussion about the need for them to go live well ahead of the busy summer with Lambeth, the Golf Open and Becket anniversary events. The BID would like to help ensure that very thorough communications are delivered to businesses.

LC updated the Board on the following from the BID:

- **Canterbury's Purple Flag** assessment which was planned to take place in early December 2019 was postponed by the ATMC (who run the accreditation scheme). We are very keen for a re-assessment to take place in March 2020 as the accreditation is not only a major boost for the city but also provides excellent evening and night time economy engagement opportunities. Subsequent to the meeting, the assessment date was confirmed for 28 March and the national Purple Flag awards date was confirmed for 28 April (taking place at the Canterbury Cathedral Lodge).
- **Safety and security:**
 - There are now four dedicated PCs in the city centre. The Council is recruiting six additional Enforcement Officers and there is a new Manager for Environmental Enforcement. The BID is now looking forward to how this uplift can help resolve some of the issues faced in Canterbury city centre. Once their city centre presence and shift patterns have been confirmed, it will help with planning the BID's new Ambassador program.
 - The BID organised a meeting together with Kent police and CCC's enforcement team to talk about emergency planning and best practice in light of a major terrorist attack or other traumatic incident. New Trauma Packs were detailed to assist with large scale emergency first aid were showcased and discussions about where to place them in the city and with which organisations are ongoing.
- The **BID's response to CCC's parking proposals** was explained to the Board, and how we commissioned the Public Engagement Agency to run a workshop and survey, and to write a report to submit as part of the BID's feedback to the Council's consultation. The report was brought to the Canterbury Forum on Monday 13 January and will be brought to the Regeneration and Property Committee on 23 January and the Policy and Resources Committee on 5 February. Five businesses joined LC at the Canterbury Forum to speak about how the proposals will put their business at risk, and LC has asked more businesses to speak at the two committee meetings.

Actions:

- **Work with CCC in delivering effective communication regarding security bollards functioning—RP, JW**
- **Assist Kent Police and Enforcement with communication when rolling out the Trauma Pack training and information—JW**

7. Governance

Terms of Reference

LC outlined the changes made to the BID's sub committee Terms of Reference which have ensured consistency and enabled them all to operationally feed into the BID Board meetings. Minutes of all sub-committee meetings will be presented to the Board ahead of each meeting. The current sub-committees of the Board are:

- Strategic Development (previously BID 2)
- Advisory Group
- Marketing and Events
- Finance

The Board approved all four Terms of Reference with one amend to the Advisory Group to indicate who should attend (ie, BID Board Chair, Vice Chair and Chairs of sub-committees).

Amends to Articles of Association

LC also explained the amends to the Articles of Association in light of the forthcoming BID Board elections, scheduled for April 2020:

1. Allow Board elections to take place at the beginning of each BID term,
2. Remove the maximum number of Directors (it doesn't mean we have to have more than 19 Directors, but we could co-opt additional if necessary),

7. Governance (cont)

3. Include both CCCU and the University of Kent as Class C members alongside Whitefriars Shopping Centre, Kent County Council, Canterbury City Council and Canterbury Cathedral, and

4. Minor amends to the composition to reflect the changing nature of retail, eg, rather than a retail premises in excess of 2,000 sq ft versus 2,000 sq ft or less to “independent” and “national”.

The amends were all agreed subject to one amend: that all Class C members have to be levy payers.

Lisa mentioned that Board elections are due to take place in April and the board will be briefed at the March Board meeting.

Action: Circulate final amends to Articles prior to the March Board meeting—LC

8. Sub-Committee Reports / Updates

Finance – Paul Turner (Chair)

The Finance sub-committee met on 11 December. Details were given of how the BID’s cashflow is on track despite a slight delay in sending out the BID levy bills, how commercial income from the Christmas guide is expected to be higher than usual plus BID 2 procurement is still moving forward with hanging flower baskets and cleaning. Accounts from the final year of BID 1 are being prepared now and will be circulated ahead of the March Board meeting for approval.

BID 2 –now Strategic Development—LC (in JFH’s absence):

The Strategic Development sub-committee met on 8 January to discuss project development (including city-wide WiFi, cleaning and the Ambassador programme), income streams (commercial income, the new voluntary membership programme and sponsorship) and current Council consultations (St George’s Street, Shopfront Guidelines and the Corporate Plan). LC outlined how once governance is finalised, a new voluntary contribution program will be launched. This means plans can be moved forward with those businesses who have expressed an interest in becoming voluntary BID members or BID sponsors.

Marketing and Events – Clare Millett (Chair)

The Marketing and Events sub-committee was due to meet on 10 January but clashed with University of Kent’s Business Summit so will now take place on 3 February. The sub-committee will also host the next Canterbury Culture on 19 February at Kent Cricket Ground (apt for their 150th anniversary celebration) and 38 people have been invited, representing over 27 local businesses. The Ops report has covered most of the Christmas activities and the success of the Christmas campaign’s collaboration but there were some additional positives to mention:

- Visit Canterbury hosted French News team for a 2 day visit to report on Canterbury at Christmas (visited Drapers Arms, Cathedral and several other spots)
- Christmas Window judging fell on same day as Festive Fling so Lord Mayor able to visit both and ensured p.2 coverage in the Kentish Gazette
- RP is drafting the Christmas Marketing report and will circulate once it is finalised.
- The BID’s clash diary (available on the website) is being used by Visit Canterbury and Visit Kent, and includes all 2020 dates for Canterbury and Kent.

Action: Circulate Christmas Marketing Report—RP

9. AOB

- KE: The Guildhall Quarter (former Debenhams site) received planning permission on 7 January.
- DG: Could we raise awareness amongst the business community of the Graffiti removal forms on CCC website
- RS: The Canterbury Society is launching three initiatives:
 - ◊ Renovating the St Dunstan’s underpass
 - ◊ A litter pick on 24 March 2020
 - ◊ Campaign to green the city by planting as many trees as possible in public spaces
- IB: Sponsorship is required for the Varsity Rugby event between CCCU and UKC
- PS: New business Love Brownies has now opened in Rose Lane, Whitefriars
- LC: New BID offices announced—Graylaw House in Watling Street with a moving date likely late February 2020.

Actions:

- Discuss hoardings with Guildhall Quarter developers—LC
- Explanation about graffiti removal forms for businesses to feature in eNews –EW
- Welcome new business Love Brownies in eNews –EW

10. Summary of Actions

- Publish September 2019 minutes on BID website—EW
- Amend and upload Ops Report to BID website and share with Councillors and key contacts—EW/LC and All
- Work with CCC in delivering effective communication regarding security bollards functioning—RP, LC
- Assist Kent Police and Enforcement with communication when rolling out the Trauma Pack training and information—LC
- Circulate final amend to the Articles prior to the March Board meeting—LC
- Circulate Year 5, BID 1 Accounts prior to the March Board meeting—LC
- Circulate Christmas Marketing Report when finalised—RP
- Discuss hoardings with Guildhall Quarter developers—LC
- Explanation about graffiti removal forms for businesses to feature in eNews—EW
- Welcome new business Love Brownies in eNews—EW

Carried over actions:

- Set up BID working group on climate change—LC to update
- Review Reserves Policy—Finance Sub-committee—in progress

11. Summary of Decisions

- Sub-committee Terms of Reference approved
- Amends to Articles agreed subject to one amend: that all Class C members have to be levy payers.

Next Board Meetings for 2020

- Wednesday 11 March, 9:30-12noon in Whitefriars Boardroom
- Wednesday 13 May, 9:30-12noon in Whitefriars Boardroom
- Wednesday 08 July, 9:30-12noon in Whitefriars Boardroom
- September and November dates tbc

Signed

Date

Clive Relf

15 January 2020

Clive Relf, BID Board Chair