

MINUTES OF THE BOARD OF DIRECTORS 'MEETING AGENDA ITEM 9c

DATE 23rd May, 2024

LOCATION: Hansford Bell - 12.30pm.

ATTENDEES:

Janna Sanders - BID Manager (JS)

Chris Palmer (Hansford Bell) (CP)

Katherine Wing – Wings Accountants (KW)

John Taylor (Grenville Estates) JT

Clare Simmons - Millers Estate Agents - (CS)

Cllr. Steve Hipsey - TTC (SH)

Cllr. Neil Jory - WDBC (NJ)

Item ref	Agenda Item	Decision /Action
1	APOLOGIES	
	Ollie Beilby. John Fraser. Fergus Biram. Carole Myott	
2	MINUTES OF THE LAST MEETING	
	Minutes from 17 th April were presented to the meeting - proposed by JT and seconded by CP that these be accepted as an accurate record of the meeting. The Directors unanimously agreed this.	
3	BOARD OF DIRECTORS UPDATE – None	
4	FINANCIAL REPORT	
	<ul style="list-style-type: none"> Up to date figures on Dropbox CS investigating National Lottery funding options - partnerships element Updates from NJ ref. any funding for new projects or assistance from WDBC NJ updated Directors regarding letter to Miconex ref: Tavistock Gift Card - letter has been written putting BID point of view re: unspent money - JS will add a further paragraph - CP said we need to find out the date that the last card was sold - all agreed to send letter NJ to update WDBC ref. Wi-Fi money from Community Recovery Fund JS/KW met with Carol Jenkins (WDBC) - Debts from years 1-6 totalling £11,835 need to be written off (7-year rule) - Debts from remaining years total £42,000. We need to take action more promptly - more regular meetings than every 12 months - perhaps these could be quarterly. JT offered to do anything to help. After painstaking sifting through these debts, unfortunately a large proportion relate to companies now dissolved so we are unable to recover. Carol Jenkins has a substantial action list on debts we can try to chase. JS met with Town Clerk ref. funding concerns and potential assistance from TTC - BID covered all expenses on the Parking Appeal, result because of BID input - Tavistock only one of 8 towns to have a BID when fighting for parking. 	

5	GETTING THE WORK DONE - communication and BID Team organisation	
	<ul style="list-style-type: none"> • Visit South Devon working on 2024 content plan • Visit Tavistock membership package suggestions have been emailed over - JS needs time to look through 	JS
6	AROUND TOWN (empty units/store closures and openings)	
	<ul style="list-style-type: none"> • Positives:- Makers Gallery opened in Paddon's Row, creating nice crafty cohort - good for Visit Tavistock marketing - Eastgate Brasserie has reopened - Top Fade opened on West Street • Closures:- Olivia's Lingerie - Mansbridge and Balment closing in Tavistock • Concerns:- Gift Gallery still empty. Carters Deli - rumours regarding Crebers coming back, this is not true • Old Woolworths site:- JS to meet with Cllr Jory (TTC) and other stakeholders regarding plan for encouraging development of land • Town sign:- now installed • Planning concerns:- JS to request meeting with Andy Bates, Leader of WDBC re. planning concerns in town centre • Townscape Improvements:- comments from some businesses on the visual appeal of the town - from building front ages, street cleaning, to street furniture and rats - JS needs to follow-up on some issues with BDBC Environmental Health • Windows of NatWest bank:- JS working on a cheap solution with ABC Services to brighten up windows of Natwest Bank • Business crime - Someone is targeting Boots, Superdrug and Coop – JS met with PS Ottley ref: DISC scheme for easy reporting of business crime - cost BID £1,000 to join and £100 each month - CCTV discussions have been held with TTC – currently no data to support it or budget for initial installation - JS to write to Alison Hernandez - all agreed to join DISC • Kelly College - Proposal to build 10 houses on the edge of the site - refusal - Kelly brings a lot of business into the town - bigger picture - Woolworths and Kelly connected - conversation with Andy Bates regarding this too 	<p>JS/NJ</p> <p>JS</p> <p>JS</p> <p>JS</p> <p>FB</p> <p>JS</p>
7	BUSINESS SUPPORT	
	<ul style="list-style-type: none"> • Business support seminars - JS met with Tim Randell (TDCC) and Mark d Nleffe ref. series of seminars relevant to town businesses - JS to poll businesses ref. best time to schedule from end May into June 2024 • Suggestions for increasing footfall in town - need to do more - we are a Market town - need to make something happen - talk about something communal with Butcher's Hall to link with Market on a Monday (regular opening) - JS raised possibility of Fri/Sat markets on the Square, with Town Clerk - he would need a brainstorming session to determine what would work for all concerned and how to encourage the community to come in - JS to visit Falmouth and Totnes to determine whether there are any insights/projects that we could replicate • Business/town digitalisation - JS to discuss with NJ • Ongoing Bank closures - lack of cash impacting businesses, with some having to take time out of their day to travel to Plymouth - JS to liaise further with NatWest Business support - 	<p>JS</p> <p>JS/NJ</p> <p>JS</p>
8	MARKETING/PROMOTIONS	
	<ul style="list-style-type: none"> • Town Guide 2024 - reprint has been delivered and now being distributed 	

	<ul style="list-style-type: none"> • New Town shopping promotion – currently little appetite from businesses after JD conducted poll • Customer Service Excellence awards - planning to launch for summer 2024 • 900+ new contacts with the recent Visit Dartmoor/Bedford competition GBGW - Sustainable Tavistock Guide/Map - businesses slow to engage - hoping to have available for Great Big Green week (8th June) - 	
9	EVENTS	
	<ul style="list-style-type: none"> • Miss Ivy - hanging up her events baton in the New Year - this leaves a huge hole in the provision of events in the town - BID to take over management of Street Food Festivals and Christmas Festival - someone else will have to manage this - KW will check insurance if BID is taking this over • Eat: Tavistock Sponsorship 2025- BID does not want to take over sponsorship – majority of businesses asked did not want BID funds to cover this - all agreed - Eat Festivals not easy to work with - does this benefit BID levy payers? - 75% said it benefited the town - Eat can only come back if they are sponsored - work ongoing • D Day Celebration 80th Anniversary:- 6th June Town Beacon - 8th June Museum putting on D-Day exhibition and could source some 40 cars for the weekend • Great Big Green week - nothing further to report • Cream Tea Week:- 22nd-29th June with cream tea party on Bedford Square on 30th June when the winners of the competition will be announced - combine with Maypole dancing • FYI Carnival - parade will happen on Sunday 21st July - again - encourage businesses to open • Dickensian - need to discuss lights being switched on earlier • Restaurant Week - need to discuss further • Christmas markets - discussions with Miss Ivy - agreed that 2024 is not the year to attempt these markets, but to look at augmenting TTC offer 	<p>CM</p> <p>JS</p> <p>JS</p>
10	PLACEMAKING - hanging baskets - final delivery expected w/c 27.5.24 - JS sourcing alternative (cheaper) brackets	
11	COLLABORATIONS	
	<ul style="list-style-type: none"> • Links magazine - special rate for BID members for next 2 editions • Heritage Alliance - monthly meeting (THT, TTC, WDBC, Tavistock Museum, Subscription Library, Police Museum, TASS, Tavistock local History and Bedford Hotel). Tavistock Museum has re-opened. Police Museum opening on Fridays - no other updates • West Devon Arts - JS to meet with Andy to discuss options for lanterns in the trees of the Churchyard on a theme (see Longleat for ideas) • Coach Drivers Incentive - no updates • Plymouth Cruise Partnership - JS still to discuss tailored package with Glen Gardner (Destination Plymouth) re. increase of Cruise Ship visits to Plymouth and potential for Visit Tavistock • Guildhall Visitor Information Centre - BID involvement JS to spend more time in the VIC to understand where communication needs to improve ref: Visit Tavistock 	<p>JS</p> <p>JS</p> <p>JS</p> <p>JS</p>
12	GIFT CARD	
	<ul style="list-style-type: none"> • JS liaising with NJ regarding legalities • Need to find alternative business for the loading machine 	JS/NJ

13	LEVY QUERIES - Productive meeting with WDBC ref. Debt Collection - Carol Jenkins to action a number of court summons and bailiff instructions Guildhall - THT/TTC - resolved	
14	CHAIR UPDATE – CP had nothing extra to report	
15	AOB <ul style="list-style-type: none"> • Town Planter still to be resolved - do we try to sell it? • Concern expressed with Parking Wardens being very strict at the moment 	
15	DATE OF NEXT MEETING – 19 th June - venue to be decided	

Meeting closed at 1.45pm.