



**Love Loughborough BID Board Meeting, Tuesday 7<sup>th</sup> May 2019 at 5.30 pm**

**Minutes from the Board Meeting**

**Upstairs at The Organ Grinder, Woodgate, Loughborough**

In attendance: Kelly H, Lisa B, Lez CN, Celine P, Caroline N, Carol W, Roger P, Dermot B, Jennie B, Nita B, Lou C

**1. Apologies/Introductions**

Charlotte H, Karen B, David E, Andy R, David PW, Sue W, Sue B, Cllr Eric V, JGB,

Introduction to Celine Patel, the new Love Loughborough Ambassador

Sam Bird was unable to attend the meeting

**2. Declarations of Interest**

None

**3. Minutes of Board Meeting held on 22<sup>nd</sup> January 2019 (attached).**

*Actions from last Board meeting:*

- Meeting to be arranged RE Letter to LCC regarding TC appearance. To include Lez CN, Andy R, David PW & Roger P

KH to email to arrange the meeting.

- Sue W suggested writing a Letter to National Grid regarding the lack of electricity in the town  
Nita B: the power in regards to the National Grid hasn't been resolved as yet. They are currently looking at what we have currently and how it can be improved. There is a currently waiting list for street traders, but they can't accept them due to the lack of power in the town.

There is a constant coming into the town to give feedback about what we can do to move it forward

Actioned

- KH to send David PW, Roger P & John A copy of national trends in relation to vacancy levels.

Actioned

- SW and Emma Bishop to have a meeting regarding LSU's events  
Nita B: there was an issue around the student markets and that causing a rival market situation. They would like to get the students to come to the normal market in the town and have a stall there on a Thursday or Saturday. They have had the meeting and it has been discussed to have an evening market for a Tuesday, the first being in October.

A further update will be given in due course.

Nita B: A new event form is in the process it will be simpler and easier to navigate with a tick box system that will also be online. This should make it much more straight forward and less time consuming.

They are also in talks with the university for a student take over of the stage on the Christmas light switch on, so the public stays in the town for longer, so once the lights are on the students can then entertain the crowd further.

### **Minutes of Operations Meeting held on 2<sup>nd</sup> April 2019 (attached).**

#### *Actions from last Operations meeting:*

- Rates Review Proposal – to ask about a 'break' clause – we can opt out after one year.
- Sue B not present at the meeting for an update on the Kinch Bus service

#### **4. Matters Arising not on the Agenda**

There were none

#### **5. Business Rates Proposal**

Sam Bird not present for the meeting.

Lisa B: Noted that this is a bespoke and pilot project for the town, with people having mixed emotions at the previous meeting:

Andy R and Kawsar M against it

John A was positive

David PW needed some more clarity and Dr Bhojani queried the cost.

Lisa B: also noted that we couldn't get 3 quotes as this was something new and no-one did this sort of thing. Sam did work on the other side of the fence setting these, and at the Landlords meeting he came up with the idea that he could do it from the other side.

Carol W and Nita B: questioned why businesses can't do this themselves and get someone to do it for them

Lez CP: said it can be very expensive for businesses, it is a lengthy process, hard work with a lot involved and businesses can get ripped off, such as Pickworths

Roger P: Asked if business rates were going

Jennie B: noted that they were under review

Lez: noted that we were looking into a break clause to see if it was worth continuing after a year

Dermot B: noted that Sam must think the rates would go down otherwise he wouldn't be doing this, and his business plan would be flawed

Nita B: noted that the BID levy is so important, and this is a national issue. If we do this, it could really impact the BID and reduce are income. If it's a national issue the government might do it themselves in time and therefore save us money on paying the contract fee with Sam.

Lisa B: noted that if they did it would be a carpet change, this will be bespoke to Loughborough so could be better for our businesses.

Something will have to go to fund it.

To look at the budgets then a decision can be made.

## **6. Crime & Safety**

### **a. Police Update**

SGT James Thomas not here for an update

### **b. Ambassador Update**

Lisa B: welcomed the new Ambassador Celine Patel.

Celine is in the process of putting together radio training workshops.

A daily timetable of the Ambassadors role was gone through to include duties such as daily town review, reporting broken glass, graffiti, sick etc

### **c. Pub Watch Update**

Lisa B: Love Loughborough has taken over pub watch, John Mc Garthy from the Griffin is the chair and Andy Rhodes serving as vice chair.

Celine will take over the admin, going through banning lists for the pubs, circulating documents.

Celine to liaise with the Loughborough university pub/student's union on who is banned and they to inform the pubs if they have thrown people out if a group are descending into the town, so they have the heads up.

The hope is that retail can work the same when shoplifters can be banded form certain shops/the town.

Dermot B: noted this was all positive and what was currently happening in Leicester with the shops.

## 7. Current Project Update

### a. Loyalty App Update

- Lisa B: noted that there were now 6 Trails Launched on the app – Cocktail, Coffee & Cake, Independents, Dog Friendly, Vegan & Gluten Free.

Attractions / Leisure pursuits to be launched next in the next week or so to include places in Loughborough that are not in the town, such as archery legends, Outwood's, climbing wall, leisure centre, average joes etc

- Lisa also not that only 18 cards in last month proving that App is becoming more popular

### b. Website

Video of the website was shown.

Feedback was positive, with comments of clear layout, easy to use, lots of information in an easy to navigate format.

Lisa B: noted the test date in May – All will be sent a link.

All Board Members to send a digital image and a Bio of themselves before Monday 20<sup>th</sup> May to send to Kelly. Kelly to email out this information.

Kelly H to action email to board members.

- Waiting for possible integration with Elephant Wi-Fi – Live data After testing & Feedback will then be migration
- Launch date therefore expected for June

### c. In Bloom

Lisa B: noted that the contract had been agreed for 220 baskets and 27 planters in the new market branding colours. All brackets had been tested and any that were not safe had been removed and disposed of.

- The Griffin put forward for Best Pub in the National Britain in Bloom Awards. Best Floral Display Awards in conjunction with The Chamber – meeting on Thursday 9<sup>th</sup> May

Roger P: noted that the flowers near his office were dead and that the weeds were multiplying.

Celine to go and have a look and report it to the necessary people

d. Street Scene High Street

Lisa B: noted that Infrastructure to be installed in two weeks for bunting and Christmas lights.

CCTV have confirmed places where they can go and ok'd locations £5,000 to be paid from Love Loughborough and £5,000 to be paid from Charnwood borough council

e. Business Support

Lisa B: noted that

Joyfull Beauty, Brookes Butchers, Cactus Café & New Look had received training and Fenway's was next, Charlotte is just awaiting a date.

Nita: asked if we get the figures from the Carillon Court

Lisa B: noted that we can, it is on a steady decline.

Dermot B: noted the entrance on Market Street was unattractive, card stall was blocking most of the entrance and it looked off putting

Nita: Asked about New Look

Lisa: noted they had had training and were trying, they were now on the app and in closer contact with Love Loughborough.

## 8. Budget Setting 2019/20

Lisa B: ran through the budgets.

Nita: Ask what the Colorit was

Lisa B: confirmed this was for the graffiti project but that Love Loughborough had applied for a grant this year from the LCFC community projects money for assistant but still waiting to get a reply.

Jennie B: asked where the Sam Bird money would come through in light of the budget restraints

Nita B: Asked about Christmas lights and Lisa confirmed that this was allocated.

Confirmed that we could offer Sam Bird £5,000 to see what he can offer for that amount

## 9. Performance Stats

### a. Footfall

John A, not present for an update but John circulated figures and finding via email prior to the meeting last week.

### b. Wi Fi

Lisa B, noted the Wi-fi down

### c. Social Media

Lisa B: Social media stats (See attachments)

### d. Vacant Units / Business Movement

Lisa B noted:

Gone: 365 Bargains, TLS Holistic, Burtons, Through The Looking Glass, Browns, Jodi Skillen (moved into Cione)

New: Perfection Beauty & Athesthics, Black Sea, Crafty Fox

Kip McGrath Education Centre, Lebanese Street Food (Sliced), Bloom & Gloom (formally Squirrel), Teas & C's (formally Mountain Warehouse), Laz Barbers (Baxter Gate)

Lisa B: noted that David E had news that a major National was looking to move into The Rushes

## 10. Event Update

### a. Love Loughborough Events:

Kelly: an update was given on the Easter bunny trail. It ran for 2 weeks with over 100 people entering the competition, prizes were given by 13 businesses for vouchers, gifts etc. The feedback was really positive by all and it was a great success.

Businesses welcomed the trail and feedback was positive for something similar over the school summer holidays

### Bike Show

Kelly noted that the event was taking shape. A good amount of bikes were registering. There is a stunt act this year in the town centre, live music, British super bike champion.

Lez had flyerred at Matlock

Dates had been sent to local clubs and biking organisations

Peter Pizza was offer discounts on the day for people attending the show

### 1. Car Show

Kelly noted: that Alex Riley was co-hosting the vent, monthly meetings were taking place with the Charnwood cruisers. Approximately 200 cars had registered so far.

Freebies had been gifted from Adrian Flux for the exhibitors goody bags

### 2. Loughborough By the Sea

Kelly noted that the donkeys, face painters, punch and Judy, great central railway, hair braiding was all confirmed for the event so far.

Presently looking into sand and the hay to surround the sand that would be in the town centre.

### 3. Dog Show

Kelly, having monthly meetings with Stacy. The event to take place on Saturday 15<sup>th</sup> September. This year the money raised to loros and air ambulance as she is not in contact with college garth kennels this year.

Kelly to put together a poster for the seaside and dog show to advertise.

Nita: noted that the ceramics in Charnwood market was happening this Sunday 12<sup>th</sup> May in the town centre

## **11. Any Other Business**

Lisa B: Raised David Exley's comments in regards to Buskin in the town, specifically around the rushed.

Nita: noted that buskers were allowed to busk, they have to move around but there are no time stipulations of when they do this. They don't have to be authorised. If it is too noisy it is to be reported for antisocial behaviour.

Roger P: Reported and the generator project, news should be announced on the outcome by July. If the news isn't what is hoped, then the building will get sold.

Roger P: asked about David Hankin.

Jennie B: noted that he is out of action, but this wouldn't affect the future Highstreet

Roger P: Asked about the plans for wards end in regards to the future Highstreet project.

Jennie B: noted that the highways don't have the money. Jennie noted flats were going to be built in Devonshire square, 3 storey which should hopefully bring people into the town, more jobs, etc

Lisa to speak with Christ Grace as money was there for widening of the pavement at wards end.

Roger P: asked about 106 money

Jennie B: noted that you could ask for a breakdown of costs

Lisa B: Lisa and Lez to write a letter to Richard Bennet to find out. This to be Actioned.

**12. Date of next Meeting – Tuesday 6<sup>th</sup> August 2019**