



BID OPS Minutes

Love Loughborough BID Operations Meeting, Tuesday 2nd July 2019 at 5.30 pm

Upstairs Function Room, The Organ Grinder, Woodgate, Loughborough

- 1. Apologies:** Andy Rhodes, Charlie Havis, Emma Bishop, Nita Beeson, Jo Gregory-Bough, Caroline Nash, Sgt James Thomas, Roger Perrett

In attendance:

Kelly Hill, Lisa Brown, Lez Cope Newman, David Pagett Wright, Sylvia Wright, Celine Patel, Carol Whipman, PC Gary Bailey

- 2. Declarations of Interest**

There were none

- 3. Minutes of Meetings held on 2nd April 2019**

No Matters arising.

LB: noted we have a new ambassador since the last meeting, Celine Patel.

- 4. Matters Arising not on the Agenda**

LCN: Noted that the Ops meetings and the Board meetings were becoming very much the same and becoming almost a mirror image of information to a lot of the same people that attend.

The ops meeting was initially for tasks and projects but seems to be more reporting of information instead.

LCN: proposed that they become more adhoc to as and when they were needed, with the relevant people involved depending on the project.

CW: Agreed that this was true and quite repetitive for people

SW: A task and finished group when needed is a good idea and a monthly update via email/eblast to keep information circulated sounded sufficient

DP: same people come to the meetings so if they are happy with it don't see why it would be an issue with anyone else

LB: moving forward does everyone agree?

All agreed.

5. Crime & Safety Update

a. Police Update

PC Gary Bailey:

A new inspector is now in post, Mark Bott (from Leicester) The inspectors focus is to renege with the night-time economy and wants the police focused on Loughborough more. Previous they were around the borough in various locations but wants to see this change to the town centre of Loughborough.

- Licences checks will be carried out on premises and door staff
- Briefing with cctv on night shift of who to look at for and what the movements are on certain people
- Partnership working with night-time economy more
- Reengagement with the street pastors

Matt Allingham now looks after licensing matters and Mike Green has move to firearms.

Shoplifting in the town seems to show that it is down

Alleys in the town are being used for drug dealing, Alley near the Ramada and pound stretcher. That the police are aware of.

The LE11 gang: 3 of the members, thanks to operation Lionheart have been arrested and are/will be in court this week

LB: noted that the bridge in Loughborough have been in contacted with Love Loughborough in regards to using our shoppers (cotton shopping bags) for their food parcels. Presently we have limited stock so this needs to be taken to board in regards to costs etc.

b. Love Loughborough Ambassador Update CP

• Environment update:

1. Daily walks are being carried each morning to highlight any issues, i.e. broken glass/sick/beggars, which are then reported to the relevant people.
2. CP has been working closely with Bloom and has walked the route and reported and graffiti/cleanliness issues in the town that need to be actioned.

Retail radio:

1. Businesses are using radios to report on whereabouts of shoplifts, suspicious people in the town.
2. Shop lifting according to stats has dropped slightly, however there is a variance in the amount of crimes reported on CCTV and the amount of crime reported on 101

3. Working closely with Primark and M&S as these are larger stores to report crime and to help build a case against prolific thieves
4. Town Hall, Organ Grinder, Farm foods, slider town and CBC market and fairs have all subscribed to the radio scheme.

Pub watch:

1. The chair of pub watch (John McCarthy) and CP to visit all pubs on Wednesday 3rd July to get data integrity forms signed. New welcome packs issued when needed to.

Gum Cleaning:

Currently in the process of setting a date with two contractors in relating to gum cleaning. A grant of £31,000 was given to Love Loughborough to spend on street cleaning from Charnwood Borough Council. The money was given to have maximum impact on cleaning the town.

This will be spent on gum cleaning and hot washing, key areas of the town (market place, Bedford square, wards end, Devonshire square, cattle market, Highstreet, church gate and market street.

This should be starting next week.

SW: This is great for an overall clean, a message is needed to businesses to keep it clean. A campaign to encourage a sense of pride. A letter to businesses to keep it clean

DPW: need to encourage businesses to keep it this way

CP: to write and a letter and to send it out with this information on. To be actioned*

6. Projects Update

A. Wards end/Devonshire square

LCN: LCN,DPW,RP are meeting re; public realm improvement. Plus, Chris grace, Steve Dibner and SW)

To be discussed is what the priorities are and to fit it with the budget

There was a plan that was approved but no money to issue the works and LCC pulled out, this needs to be passed on to businesses.

- B.** LB: The website has been delayed. CH works 2 days for the BID and other things have taken over which means the website has been pushed back. Should be active soon, waiting for a link from indeed to add on job vacancies in the area.

SW: asked if we can see it

LB: The link has been resent

KH: To resend the link- to be actioned*

C. ASB workshop:

LB: Community safety team and Cp have invited FACT members/BID levy paying businesses to a workshop on how to deal with antisocial behaviour.

30 places were available, and they have all been filled. It will take place at the Golf Range in Loughborough in 19th July

DPW: this sounded good.

D. Awards

- Great British Highstreet
- BIDS
- Tourism and Hospitality Awards

All due soon. LB to complete them.

E. TRO-Biggin Street

LB: there is currently a restricted delivery time for businesses between 5am-8am to service their shops. Business have complained to us that this isn't long enough and when taking deliveries/emptying their vans they are getting ticketed.

SW: Lots of new and existing TRO's are being bought in or amended. An emergency pilot can be bought in for businesses to see if this works.

LB: Fresh have been in contact with us about this, as they keep getting tickets .

7. Performance Stats

a. Kinch Update

SB: not here for an update. No information sent.

b. Geo-Sense Footfall

JA sent all the data through on email before the meeting.

c. Geo-Sense Wi-Fi

d. Social Media (Facebook / Twitter / Instagram)

See social media figures attached.

LB Facebook is very popular. Social media looked after daily by KH.

Old photos of Loughborough were very popular. A lot of interest around the hanging baskets, whilst being planted and now when they are up.

e. Vacant Units & Business Movement

Independent traveler is moving to Cattle market

Belvoir moving to Becky's fitness

BE aesthetics

Wild Lime

Becky's fitness has gone

Clintons cards has gone

La Gondola has gone

Chip shop is moving into Greenwoods

8. Current Campaigns

1. Drink Aware

CP: Through pub watch/community safety campaign are launching a beer mat campaign to reduce drink driving. Pubs are moving now to let people park their cars overnight and collect them in the morning

PC Gary Bailey: Mentioned the summer drink campaign by Leicester police that will work well with this.

2. Digital trails

KH: we now have 9 trails on the app, the latest one to be added is the ec0-friendbly trail. Businesses that fill water bottles, offer discounts on using reusable cups etc are on there. With the current climate and fight on single use plastics this is really fitting for us to be involved in.

SW: Mentioned the new water fountain in Loughborough near the toilets.

3. Edible forest promotional event

LB: promotion event running on 14th August;

Craft market, local businesses selling fresh produce on stalls, the outdoor dining pod will be bought in.

Love Loughborough to promote to businesses and promote

4. High street/swan street improvements

LB: anchor points went up at 4am on Highstreet and the rest to be done on Friday am. Nationwide on swan street wanted a legal agreement but LB has sorted out a letter and now accepted so they can move forward.

Anchor points/ceneenteries for bunting/lights/

SW: noted that this was half funded by CBC too

9. Events Update KH:

• **Bike & Trike Show**

Highest footfall of over 22,000 people. Comments and feedback was incredibly popular, lots of bikes and trikes came from all over the

county. Stunt acts were taking place throughout the day in an arena, situated in the marketplace.

Live band was a great success and balance bikes were a nice contributing for the children (situated on Market Street)

To take place again next year.

- **Car Show**

Alex Riley, from the classic car show came, most ever cars registered at 260 (not all came on the day however)

The highest footfall was recorded at just under 23,000 with a longer dwell time than previously seen.

Charnwood Cruisers thought it was a great day and the smoothest it had run and the most organised event.

LCN: noted that KH had done a great job and the cruisers were very complimentary. LCN thank KH for her efforts in them.

- **Loughborough By the Sea**

Currently being put together which will see balance bikes, donkeys, punch and Judy, fair rides, seaside trail, competitions every day. Also, a steam roller from GCR will be bought down, face painting, archery legends, stalls etc

- **Dog Show**

KH working with Stacey Pepper to organise

Will take place on Sunday 15th September

10-4 in the marketplace

Money this year to go to LOROS and The Air Ambulance (Stacey no longer works at college garth)

- **Wimbledon**

LB: A new event is being put on on Sunday 14th July to show the men's final, mixed doubles and wheelchair finals on an 11m2 screen.

Pop up bars from the griffin, the organ grinder and slider town are serving mocktails, cocktails, ales and prosecco etc and Murdoch's are selling strawberries and cream, scones etc.

The event will start at 11.30 until 8pm

Free to attend for the public

- **Colorite**

LB: we are still in the 4 running for money from the LCFC vichai money pot. Looking to organize for the August bank holiday weekend.

SW: The outdoor cinema in Southfields park is being moved to September due to the clashing of the entertainment licensing.

More details to follow.

10. Any Other Business

There was none

Meeting ended 7.30pm.

Next BID board: 13th August 2019. 5.30pm