

AGENDA

Love Loughborough BID Board Meeting

Tuesday 6th October 2020 at 12.00 noon

Via ZOOM

1. Apologies

LCN:

Andy Rhodes, Gary Bailey, John Ashford, Sue Blount, Roger Perret, Sarah Goode, Mick Tyler, Rebecca Garrett

Note: Carol Whipham has resigned from the board.

In Attendance: Lisa Brown, Lez Cope Newman, Kelly Hill, Charlotte Havis, Celine Patel, Tom Mackey, Sylvia Wright, Rob Mitchell, Cllr Jenny Boker, David Paget-Wright, Helen Harris, MP Jane Hunt, Caroline Nash

2. Declarations of Interest

None

3. Minutes of Meeting held on 8th September 2020.

None

4. Matters Arising not on the Agenda

None

5. Partner Updates

a. Charnwood BC

SW: Fine tuning events at present, with extra COVID cases in the area, we have to be extra careful of how they are run and executed.

Remembrance Sunday will be limited to 30 people only. The park will be closed for a short period of time whilst this is happening, and the proceedings will be live streamed.

There is an event safety meeting in October (ESAG) to review events to make sure that they all comply with the Coronavirus government rules and regulations.

High Street Helpers, like last weekend, will be out in the town and following up issues where needed this weekend

LCN: noted that the ceramic market was good

SW: they are upgrading their risk assessment and seeing if the townhall can have some sort of programming to house events/ cabaret style in the early evening.

LCN: stonework on the town hall looks good

SW: lots to do with JB

JB: it looks good- she is happy with it.

Markets:

SW: 85 traders are on the market, same number as before COVID, but they have to use less stalls than they could previously. Most traders are back but some will return soon.

Vintage market is back too. The stalls are being updated with new colours to make them more attractive.

LCN: are the market lights being turned on? The markets lights in the town centre?

SW: The town needs to have a licence-they don't currently have one. CBC are in discussion with Acorn about the lights and currently making plans for Christmas and Diwali.

JB: market stall traders are working well within new guidelines

RM: Currently working with staff at the University. Meeting on Thursday to manage what is happening in Charnwood. The numbers are going up, RM has a meeting with public health weekly to keep up to date with figures. Thanked LL for all their help

JB: is doing weekly interviews with Fosse Radio to reinforce the message to students. JB has a friend that works at the University and has been informed that the students are behaving well and are adhering to the rules.

b. Police, NTE, LCDG & Radio Update

CP

G.B not in attendance but sent update:

Operation Lexical is now in place. This is the multi-agency approach to the return of students to the University. From the front line Policing perspective

this involves planned patrols of ASB hot spots which include the Town Centre bars and food outlets. Foot patrols take place both day time and evening.

PC Pete Stacey has worked very hard to help plan the operation alongside CBC, the University, licensees, street pastors. Officers are briefed on the powers around ASB, public order and the PSPO.

Licensing checks continue to ensure covid-19 measures are in place at all pubs and restaurants.

All have robust measures that have been professionally risk assessed and the ambassador has been key in assisting licensees. The first weekend of the 10pm prohibition on alcohol saw a lot of people on the streets immediately after the pubs closed. Operation influence is the police operation dedicated to the NTE. To my knowledge there were no reports of disorder and the atmosphere was of high spirits but good natured.

The CBC civil injunction order in the Town Centre, used to deal with drug ASB and begging continues to have a positive effect. After a number of arrests and convictions of regular perpetrators, begging in the Town has reduced dramatically.

One of our most persistent beggars was released from HMP on the 17th September after a 5 month spell for several breaches of the injunction order. Shortly after his release he continued to breach the order by entering the exclusion zone (Market Place). He was arrested for a breach on 30th September by myself. He was convicted and sentenced to 20 weeks HMP, suspended for 3 months. I am working with staff at the Falcon Centre to prevent any further breaches for this person.

Work continues to provide interventions to perpetrators of youth ASB. The summer saw an increase in complaints of nuisance behavior, theft and damage from a group visiting the Market Place, the Rushes Shopping Centre, and South fields Park. Most of the group have been identified. In partnership with CBC, and the youth offending service the police are tailoring interventions to each individual in order address their behavior.

LCN: The begging has now moved near Georges Fish Shop

CP: the CBO restriction only allows certain people to Georges Fish Shop and they are not allowed any further into the town. This is the set parameters of the CBO.

CP: did a visit to pubs that were none compliant which where the Moon and Bell, Bell foundry, Amber rooms and Tap and Clapper.

CP explained what the new rules were and that they needed to adhere to them to stop any fines being issued.

LCN: Retail doesn't have a QR codes up?

LB: Retail are not required to display QR codes – hospitality and close contact businesses.

JB: Has the Ambassador been to the Griffin pub, as they have been informed that they are not keeping to the new rules.

CP: Has been, the Griffin wants to keep it safe and have been doing so.

SW: a resident had complained about the noise and the police were sent.

Griffin apologised to the police, but the decibels were sent under 85 (which is the legal limit)

JB: Covid transmission is worse if people are shouting above loud noise

CP: to send a reminder on pub watch about the legal sound limits

JB: people under marquee at the Griffin were not social distancing. Has a video of this that she will send to CP

RM: Environmental Health is aware of the Griffin. This has been fed back to NTE and they have made a visit.

SW: two stewards have been out visiting the evening economy with a tick list questionnaire to cover, hand sanitizing stations, QR Codes, social distancing etc and have been given advice and guidance where needed. This has been done in a friendly helpful way. Some improvements to be made have been sent to Nadine in Environmental Health. Stewards will be back this weekend to do the same exercise.

LCN: There seems to be some stickers missing

SW: CBC can investigate that

LCN: the pubs are busier at 5pm

CP: when will the spray painting of the town take place?

SW: We need some dry days, then it will get sorted.

DPW: There is lots of good work happening, has there been any fines issued at this stage? If so, it could act as a deterrent to others.

CP: is in contact with Nadine, their intel together is working well, and she can confirm that the Blacksmith are on a final warning.

RM: night-time Economy stewards are doing some good proactive protection work to avoid it getting this far. They are advising and implementing incremental steps to avoid it getting to this point.

SW: Blacksmiths was picked up on over the weekend and sent to Nadine

c. LCC Update

HH: Leicestershire Recovery Fund has £750,000 of LLEP money. £315,000 spent so far on 50 applications. The applications are still coming in and are still of a better quality and now contain quotes and figures as needed. 8 have come in from Charnwood.

LCN: How many from BID have applied

HH: Doesn't know, hasn't seen one from Tylers

6. BID Company Operational Update

a. Interviews

LB: Love Loughborough carried out the Ambassador Interviews last week where we appointed Ioni Ashford. Start date agreed as 1st November. Subject to references, but they are from the police force where she worked so presume, they should be ok.

Celine Patel will finish 16th October. The team will pick up the work in the interim of the new ambassador starting.

Ioni is the daughter of John Ashford (Board member)

LCN: thanked CP for her work and is looking forward to welcoming Ioni

b. Radio Proposal

LB:

Looking to generate an income and how to make some more money.

LL are currently in discussions with Servicom to gradually purchase the radios to reduce hire fees and generate income for the Ambassador post. LL had to pay higher fees during lockdown when the businesses were closed. This won't be an issue if they belonged to LL outright.

Currently looking into who owns the repeater and antenna which is at the Ramada. It is obsolete and has no maintenance or SLA in place. Looking at costs for new repeater once we find out who's it is.

LCH: Can we tap into HH's fund?

LB: looking for 3 quotes before we can approach HH grant scheme

JH: try martin Traynor in regard to Antenna

SW: was linked to cool radio and the previous town centre manager dealt with it- SW has no records of it

LB: needs lifespan checking maintenance as if breaks we have no cover or backup.

DPW: Try Dermot Breen

SW: CBC repeater is on Beehive Carpark

c. Christmas Lights

LB: Agreed with existing contractor to bring ALL BID's lights back up to Loughborough. We are currently Looking for storage – approached Mike Tyler previously but this option is no longer available.

42 lamp columns are not going up as too expensive for testing. They will come on the trailer and go straight into storage.

Costing for icicles will be around £8,000 to put up and £1500 for storage

For Highstreet it will be £2,800. LB currently preparing the LCC licence to instal the lights

d. Kickstart Update

LB: Working with Loughborough College

<https://www.loucoll.ac.uk/employers/kickstart>

The Link has been emailed to all BID Businesses and promoted on the Love Loughborough social media platforms and website.

LL have had one enquiry so far from Real Russia.

LL will continue to push it out on all platforms .

LB: Have asked for an update on the level of interest to date from the College

LB thanks to JH for her work with this

JH: echoed this and said it was good partnership working

e. BID Ballot 2021

LB: Ballot proposal is back from Mosaic, will send the proposal to all board members.

£15,000 for Mosaic costs then will need approximately £10,000 for Electoral Reform Service (£2.5,000 to ballot) £7,000 for design and print of business plan and marketing materials

Foundation Phase to start January 2021, Mosaic to start with Ballot board

Development Phase - to run for approximately 6 months in 2021

Campaign Phase – September 2021

Ballot – October 2021

LB: RM not been involved with ballots before and need to know what financial level CBC can help

LB: everyone will need to look at documents and go from there

SW: for CBC to be involved it needs to go through a process, this to be discussed with LB

7. Town Deal Update

a. Living Loughborough Application

SW/LB: Submitted application, pod zero to be included in too.

SW: lots of work was involved and needed joined up working. The focus was on infrastructure to support many functions, using public space and a strategic approach for the way of live

LCN: David Marlow came to Loughborough and was happy with the plans

DPW: agreed. Its good to have fresh eyes. Final plan is almost there, and it is a very exciting project.

b. Project POD Zero 4

LB: Pod Zero will be submitted into Living Loughborough and would be a subsidiary company of BID with its own team running it.

LCN: Kinch is interested in the project

DPW: This is in draft plan and still lots to do

8. Town Centre Performance

a. Footfall

CH: After looking at Geosense and the national statistics it shows Loughborough is up by 4% of the national average on a daily basis and up by 1% on a weekly basis. Still down on previous years but needs to put it into context with the global pandemic

LB: Waiting for Carillon Court figures still

LCN: no word still on carillon court owners

Footfall supplied by DE for The Rushes shows the month on month increase.

b. Business Performance

LB: There is a new nail bar opening, the former Caroline James is now under offer. There is a new tattoo studio & interior design shop in Church Gate and Andrew Granger has now moved from High street to Forest Road and the property is now up for sale.

Poundland and Iceland is also up for sale..

CP: New barber shop is coming to the town called the Gent. Not sure when or where, heard from Carol (Civic Officer for the Mayor) where the barbers have asked the mayor to the grand opening.

HH: That's interesting as they asked for a grant from the recovery fund.

9. Budget Update

LB:

a. BID Levy Collected this year compared to last year

Mar	£17,059.77	£20,471.72
April	£45,173.22	£54,207.86
May	£37,510.30	£45,012.36
June	£6,162.14	£7,394.57
July	£9,285.53	£11,142.64
Aug	£23,429.99	£28,115.99
Sept	£41,218.58	£49,462.30
Total	£179,839.53	£215,807.44

The Outstanding Debts is: £58,561.87

The current Bank Balance is: £108,760.00

b. Outstanding Levy Payers

SPORTSDIRECT.COM RETAIL LTD	£2,610.00
ICELAND FOODS LTD	£1,935.00
CRAFTY FOX	£1,696.00
BOOTS UK LTD (STORE NO. 20)	£1,553.00
H M COURTS & TRIBUNALS SERVICE	£1,516.00
TRAVELODGE HOTELS LTD	£1,335.00
RAMADA	£1,260.00
W H SMITH & SON LTD	£1,252.50

CARPETRIGHT PLC	£1,216.00
STOCKMONSTER	£1,140.00
FIT4LESS	£1,102.00
PEACOCKS STORES LTD	£1,000.00
TOP SHOP	£997.00
LEICESTERSHIRE CONSTABULARY	£982.00
PIZZA EXPRESS (RESTAURANTS) LTD	£967.50
KFC	£976.00
CAFE NERO	£825.00
WATERSTONE'S BOOKSELLERS LTD	£764.00
ANYTIME FITNESS	£731.00
CINEWORLD CINEMAS LTD	£676.00
HOLLAND & BARRETT RETAIL LTD	£634.00
STARBUCKS (Cineworld)	£544.00

JB: Probably won't get Cineworld money now

LB: they pay for Starbucks too, probably won't get either payment

CP: They have left their radio in the office in the complex

LB: £100,000 in the bank, no collection fees have been made so we won't go insolvent.

LCN: is all the promised money in for LL?

LB: Government grant money has been received

JB: CBC budget is carried out later in the year so will know more figures then

DPW: Just over 75% collection is quite good

LCN: LL team have been ringing etc to get the money in, Thanked the LL team.

DPW: how will we ballot with these restrictions in place?

LCN: businesses have told him our communication has been good through these times, thanks LB for her leadership

10. Any Other Business

JH:

1. Kickstart thanked LL, CBC and others for that. It's been a success
2. Small Business Saturday Bus, will happen this year but without the bus.
3. Best dressed window for Christmas will happen this year, leaflets will be distributed on the 26th October. Can BID contact businesses when this is in progress.
4. Town Fund, there is going to be a careers and skills hub centre in the town, this will be in partnership with the University and the College and working with Barclays and their life skills project
5. is seeing Inspector Bott in a few days, shall she mention their outstanding levy?

LB: Yes please.

DPW: On behalf of Roger. P when will the work start on Bedford Square?

JB: it will start in the new year. Additional documents are in the process.

HH: the works have gone out to tender and it is on track to start in the new year (January), but it is dependent on LCC Highways.

SW: a comms strategy is in place to avoid disruption to businesses and this is being built into the procurement process

HH: it will be disruptive but need to keep the communication open.

TM: has just returned from paternity leave and whilst off, bank managers from other branches took over his role in Loughborough. They were all very complementary of the town, that it looked covid safe and open and ready for businesses. They were incredibly complementary of Loughborough which made him very proud.

11. Dates of next Meeting: 3rd November at 12.00pm via Zoom