

Love Loughborough BID Company Ltd – Annual General Meeting (AGM)

Tuesday 23rd February 2021

Remotely via Zoom link

2pm

Present

Lisa Brown, Kelly Hill, Lez Cope Newman, Andy Rhodes, Ioni Ashford, Cllr Jonathan Morgan, MP Jane Hunt, Cllr Jenny Boker, David Pagett Wright, Thomas Mackey, Tim Garrett, Jason Rowley, Meg Bezzano-Griffiths, Elaine Ner, Dan and Marta Childs, Roger Perret, Helen Carter, Christian Allan Clay, Cllr Shona Rattray, Martin Widman, Chris Widman, Tina Widman, Sylvia Wright, David Creasey, Jason Cimurs, Jun Zheng, Jamal Ibrahim

Apologies

Lou Caver, Helen Harris, Michael Stokes, Alvin Bailiss, David Exley, Baljit Kooner, Natalie Glass, Sarah Goode, Mike Tyler, Rob Mitchel, John Ashford, Sgt James Thomas, Nita Jarram, Dr Bhojani Lynch, Simon Goodyer, Emma Bishop, Karen Barnett, Charlotte Havis, Karen Barnet, Gary Bailey, Kawsar Miah, Joe Marston, Peter Warlow, Bruce Wheeler

Item	Action
<p>Minutes of Last Meeting</p> <p>It was proposed by Lez Cope-Newman that the minutes of the Annual General Meeting held on 11th February 2020 were accepted as a true record.</p> <p>SW noted that in AOB Charnwood Borough Council would support only in the car park flow.</p>	
<p>Chairs Introduction</p> <p>LCN welcomed everyone to the meeting.</p> <p>LCN asked the attendees to introduce themselves and state the business they were representing. Please note that this meeting will be recorded.</p> <p>Chairman's Summary 2020/21 - LCN</p> <p>BID Responded and delivered a comprehensive COVID-19 Business Support Plan</p> <p>BID received approximately £212,000 from BID Levy income</p> <p>BID received grant funding of £10,000 from SBRR COVID-19 support</p> <p>BID received Grant funding of £12,467 from Government Funding for BIDs</p> <p>BID refunded £8,200 to businesses due to reductions in business rates valuations.</p>	None

Shout

None

Loyalty Scheme and Digital Trail update - LB

11,220 Engaged Users
193 Businesses on the App
25,552 Offers redeemed.

BID continued promoting the LoyalFree App throughout the pandemic and introduced new trails to help engage with and inform the public as to which businesses were still trading. New trails were adapted to boost trading, such as promoting those that offered a delivery service, click and collect or a food takeaway service.

The app offers free advertising for BID business members to promote their offers and their trading status.

This kept the engagement with the businesses and the public, so it was essential that this kept going throughout lockdown.

Wi-Fi & Performance Data – LB

274,886 Connections per year
23,247 Connections per month
62 Minutes average connection time

It was essential to keep the Wi-Fi going through lockdown to monitor footfall on a monthly and daily basis and to access how busy the town centre was at any given time.

At the worst time in April last year, footfall was 60% down.

Vital footfall performance data of the town was available for BID businesses and the public. This was accessible on our website for everyone to see.

This geosense link was particularly useful around social distancing and seeing how busy the town was before venturing in. Businesses could also promote this feature to their customers.

Live stats were on our website at all times and free Wi-Fi was in operation in the town throughout the pandemic

Love Loughborough Website- LB

Website includes a Visitor and Business tab at the top of the website. The pink tab is aimed at visitors and the public whereas the blue tab is specifically for BID businesses.

Everything that was sent out on email to businesses or shared on social then went on the website for businesses to see/find as and when they needed it.

Features include:

- Live Town Centre Footfall Stats
- Local Job Vacancies
- COVID-19 Hub
- Latest News

The website also includes a Coronavirus section with all the necessary information around grants, PPE, lockdown restrictions etc so everything is made as easy as possible for the businesses to find.

It also includes the live footfall data that is promoted on our social media channels.

Shop Safely in Loughborough- LB

BID worked collaboratively with CBC to promote the Shop Safe Shop Local campaign across Loughborough and Charnwood.

During July and August, when hospitality opened, we produced promotional videos for 21 businesses across all sectors to promote the Shop Safe Shop Local campaign

The videos covered varied sectors including Retail, Food and Drink, Transport, Professional, Health & Beauty and Leisure & Attractions

Businesses included:

• Baobab Cafe • Beautique • Beacon Bingo • Body Transformation • Break Escape • Culver & Glass • Fernandez Grillhouse • Fork n Chips • Head Gardner • Hot Pod Yoga • Irish Clothing • Jam Garden • Kinch Buses • McDonalds • Olivia's Bakery • Organ Grinder • Revolution • Slider Town • The Printers • Top Shop • Tylers Department Store

These videos were promoted on BID's social media and via BID's website. They were also available for the businesses to use on their social pages and as promotional material.

Shop Love Loughborough- LB

BID is working with 'We are Locals' with the launch of a FREE e-commerce site to help businesses sell online.

It is putting Loughborough's High Street online with an aim to becoming the local version of Amazon.

This initiative has provided businesses with a opportunity to trade especially throughout lockdown periods

BID is contacting businesses to help set up their online shops on the site.

We opened shop.loveloughborough.co.uk.

Primarily opened for shops that didn't have ecommerce. But businesses now can go on as a directory that links through to their own e-commerce platforms.

We are promoting shop.loveloughborough.co.uk at:

• Tesco Shelthorpe • Big Digital Screen on Leicester Road (for February and March) • Fosse Radio interviews • Robust social media campaign, through all our social media platforms • This is a partnership with Shop Charnwood Site that promote Charnwood's businesses online

January Statistics for the online shop:

• 45 Businesses are live (additional 12 -15 ready to go live)

- 853 users
- 4.4k Engagement
- 34 Orders places since it went live
- £640 spent on the site with local businesses

Gift Vouchers- LB

BID launched local Gift Voucher sales through shop.loveloughborough to keep spend local in participating shops.

We launched the gift vouchers initially as prizes for previous competitions and trials that we ran. We decided to sell them on the shop so people could buy them as gifts.

BID had £250 worth of gift vouchers bought before Christmas and this money then will go back into the town and our businesses.

41 businesses accept the vouchers so far in the town.

Businesses sign up, by telling KH if they want to join, we add them to the trail on the LoyalFree app & to the website and provide the businesses with a window sticker to promote they accept the vouchers. We promoted the initiative on our social channels.

If any business what to join, please tell KH.

LCN: this is a really good scheme that is really good for parents of students too that can buy them vouchers for Christmas. Good for presents and gift ideas.

Enjoy

Festive and Winter Lighting- LB

BID decided that although we couldn't go ahead with the hanging baskets this year, we would continue with the winter lighting as some of the shops and hospitality were open around this time.

This was approved by the board.

- Over 1400m Icicle lighting was put up on shop fronts in the town centre
- Continued with the new High Street Scheme
- New Ashby Square Lights also went up this year across the shops
- This lighting all complimented the Charnwood BC's Lighting Scheme

New Ambassador - LB

The fundamental role of the BID Ambassador is

- Business Crime Reduction Scheme (Accreditation)
- Crime Intelligence
- Business Support & Assistance
- Management of Radio Scheme & Access to CCTV Control
- Monthly Crime Newsletter to FACT Members

Additionally, this year IA is working on the Business Crime Reduction Partnership

DISC Scheme will focus on:

- Retail Crime
- Information Sharing Platform
- Reduces Crime & ASB
- Free to BID Businesses
- Enable Data Sharing
- Identify Crime Trends & Hotspots
- Exclusion Notices
- National Accreditation

IA:

“I am now going to give an overview of the BID’s plans for crime reduction.

In recent years, the BID has managed a retail radio scheme which is part of the Fight Against Crime Together Membership of £260 per year for levy payers. However, it has been identified that we, as a BID, need to keep up with national developments for crime prevention.

Since assuming my position in November last year, I was given the responsibility to set up a Business Crime Reduction Partnership in addition to the existing radio scheme. I have researched and considered different crime reduction methods in the retail sector. At a time when police demand is high, oftentimes, there are not enough resources to attend low level retail crime.

Many towns and cities are now using information sharing platforms as their main approach to track and prevent retail crime. This means a paperless method of sharing information and intelligence between members and reporting incidents.

With this said, there will be a name change from Fight Against Crime Together to Loughborough BID Business Crime Reduction Partnership to mark this development. With a successful new BID term, I will be working on 2 main stages in this process:

- 1) We will be setting up with DISC, the leading UK information sharing platform which is already used by over 500 towns and cities. This has proven to significantly reduce low level crime and anti-social behaviour by getting “one step ahead” of offenders.

After speaking directly with other towns and cities already using DISC, I have learnt that there is a myriad of applications that will benefit the businesses, the public and the community.

One main use is that members can easily input incidents, intelligence and data into a secure cloud which other members can view in a joint venture to reduce crime.

The access to DISC will be at no extra cost to the current Fight Against Crime Together membership fee, members will simply receive log in details and training. Details of this will be circulated in the future. I am willing to learn all that is required and oversee the training for members so that this resource will be minimal extra work for businesses.

On an individual business level, DISC is useful for incident management and organisation. All information relating to crime and crime prevention for the business will be in one easy to navigate system. On a wider picture, the BID will be able to identify crime trends and hotspots and look at a partnership approach to make improvements short and long term.

Another significant benefit is that data gathered can be used to build the case for Exclusion Notices whereby prolific offenders can be prevented from entering businesses. On an occasion when an offender breaches an Exclusion Notice, court orders can be sought to address the conduct of an individual. This can only be achieved when partners work closely together which highlights the importance of setting up a Business Crime Reduction Partnership.

DISC users will be able to send and receive push notifications to a smart phone or desktop device, for instance, to alert another business if a person of interest is in close proximity to their premises. Additionally, with GDPR compliance, photos and personal information can be shared for a legitimate public interest.

The long-term aim is to set up an Information Sharing Agreement with the police so that these incidents can be sent directly to the force control room, thus increasing the simplicity of crime reporting and reducing time spent on hold for non-emergency 101 reports.

- 2) The second important process is accreditation. Obviously, when working with personal sensitive data we need to ensure all the requirements are in place to be fully GDPR compliant.

In order that Loughborough BID BCRP are fully adhering to the rules, I am working with data protection experts to achieve full accreditation which entails being assessed against the national standards of data compliance.

Inevitably, reaching this sought out status will attract the public to the town in the future, increase business confidence and improve the trading environment. Early evidence suggests that this new approach across the nation has increased BID's chances of re-election.

Once all these steps have been undergone, we will have a watertight and attractive Business Crime Reduction Partnership which I am passionate to expand and develop in order to support businesses and tackle crime.

I have only given a brief overview of the process and benefits and will be happy to go into more detail in the future if members think this will be useful".

Adding Value – LB

- FREE Weekly Recycling Service. This was maintained throughout lockdown; this was reduced to fortnightly collections in Lockdown with a reduction in premises which were allowed to stay open.
- FREE Business Training & Support. CH offered this to businesses.

- FREE Digital Assistance- CH offered this to businesses.
- FREE 1-2-1 Digital, Marketing & Consultation- CH offered this to businesses.
- NEW Digital Campfire Webinars. These are being set up to start soon, where we will get a professional in different fields to offer advice to businesses and a place for businesses to ask questions and advice.
- The first campfire is being hosted by Marketing Professional Paul Ince to help businesses engage with customers through other sources.
- Future campfires will include: fire safety in the business environment, business fraud, wellbeing and mental health in the workplace & reporting crime. These will be available to all businesses.
- Business Mentors - LUT Students (Switch on Stand Out) This scheme is free for businesses to sign up to
- Website Grants & Website Assistance- Offered by CH
- Solomon: A Customer Relationship Management (CRM)

COVID 19. How BID responded:

- BID Staff worked from home. The office on Leicester road closed.
- Small Decision-making board was created to act quickly and agree actions and financial questions. BID knew we would need to make quick financial decisions.
- Budget Cuts. This included cancelling events and flower baskets. BID a contingency in bank reserves to operate for 3 months. Emergency measures had to be made.
- Served notice on our office premises – Charnwood Borough Council kindly offered office space at Southfields, rent free which helped tremendously. We moved all of our office from Leicester Road to Southfields offices.
- CBC offered to cover the BID Levy collection fees of £22K
- Retail & Pub watch radios were returned where possible. All users of the radio who had to closed have been offered ‘free hire fee periods’ – BID have covered the fees.
- Some services suspended (Hanging Baskets, Events) BID channelled all resources and time to covid support for businesses
- Essential services retained (As stated – BID had to ensure the Love Loughborough Team remained intact for COVID support & recovery) The team is all still in place.

The BID Team have supported businesses through:

COVID-19 Guidance Booklets produced for every business in Charnwood:

- 6,000 copies were produced and printed
- Managing Customers Booklet
- Safeguarding Employees Booklet (both of these booklets went to all businesses in Charnwood not just Loughborough town businesses)
- These were hand delivered to EVERY Loughborough business
- They were also made available online at <https://loveloughborough.co.uk/love-bid/guidance-booklets/>

Grant Funding and Business Support

- Daily E-blasts on guidance & news were sent out to all businesses
- Website and social media messaging - BID created a central hub on the website for all COVID related information to cover grants, advice, guidance, rules, links to information etc
- Step by step YouTube video tutorial on how to complete grant applications was published

- 121 Help & Support to Access Grants – telephone, email, what’s ap and messenger. The team contacted all businesses anyway we could to tell the businesses about the grants, how to apply, sent links and helped them through the process.
- Direct access to CBC’s grant team
- Risk Assessment Certificates. We issued these to businesses that couldn’t print them off and advised how to complete them and display them.
- Online tutorials including How to keep in touch with Staff via Zoom

A dedicated area on the website for all COVID-19 information

This was made to make everything as clear as possible and easy to find. The information on the hub included:

- Love Loughborough Materials
- Government updates
- Local updates
- Grants and Funding
- Support and Advice
- Tier & Lockdown Guidance

All the information could and can be found at: <https://loveloughborough.co.uk/love-bid/coronavirus/>

This is kept up to date as we move forward now with new and latest information.

Bulk purchase of PPE Equipment

(hand sanitizer, face visors and counter guards)

Were bought in bulk and sold to businesses at low-cost trade prices to create a one stop shop for essential PPE.

This link to order was promoted and on our website: <https://loveloughborough.co.uk/love-bid/ppe-orders/>

This was available to BID and non-BID businesses.

Floor Stickers & Posters produced for every business:

- FREE stickers to BID Businesses. These were floor distancing stickers, to help customers adhere to social distancing rules.
- Delivered to every business who requested them. These were hand delivered to businesses in the town.
- The posters were also available to Charnwood businesses for purchase
- Free artwork/posters available for businesses that requested it.
- Free Wear a Mask Posters for all BID Businesses, that were displayed in their shop windows

Ambassador Assistance with Social Distancing & Business Compliance

When the BID Ambassador was allowed back into the town and not having to follow the stay from home only additional work in the town could begin.

- Access to Free outdoor social distancing markings
- Assistance with queue management. Ambassador was available to help businesses where needed to help managing the queues and queuing systems in place.
- Assistance within store re-purposing (one-way systems & customer number limits)
- Worked alongside High Street Helpers. To issue LL merchandise, help deploy them to shops that needed extra assistance with queues. Helped with advice to customers.

- NTE Recovery Group. IA added regular meetings.
- Direct Access to CCTV & Live Footfall Monitor (to manage hot spots in the town) to ensure Social Distancing was achievable across the town.

Chance to win Local Shopping Vouchers

We have a large following on social media of members of the public and people that normally come to our events that we wanted to engage with still so we set up weekly competitions to keep the engagement and for them to win Love Loughborough vouchers whereby the money would come back to the town.

- Lockdown 1 Challenges – Weekly Competitions (colouring, poem, photography competitions etc) with over £600 of Love Loughborough Gift Vouchers as prizes to encourage shoppers back to the town centre when safe.
- Generated & encouraged customer engagement. There were well received with around 100 entries per competition.

COVID-19. THE ROAD TO RECOVERY- AR

This has been a very challenging a difficult time for businesses that would have been made worse without the help of BID.

BID has helped businesses understand what is going on with government.

BID have helped businesses in a variety of ways that has really benefitted the businesses. They have helped with legislation, information and guidance on the rules of what businesses can and can't do. They have helped with grants, not only helping people apply but to tell businesses who didn't know they were eligible for the grants to apply. Thanks to LB and the team for all your help.

This has been across the town but also Charnwood businesses too.

Without BID the additional pressure on CBC would have been too much. Together CBC and LL did a great job of looking after businesses.

We didn't think BID would be able to continue last April – May time so we are pleased that BID is still here, and we've made it through to the AGM.

So where next: Its good news on Boris and the governments new announcement on the road to recovery out of lockdown but we need to keep supporting businesses on the road to recovery and we need to be ready for the night time economy to re-open.

How we see the landscape changing and how we help businesses move forward with this landscape. BID will look at the road map and get ourselves ready for all the steps and key milestones.

Last year CBC waived the outdoor seating licence. This helped businesses greatly. This was great foresight. We know eating outside will be a big milestone in April to work towards.

BID will be busy helping in these areas. Not just hospitality but all businesses in the town.

People are used to ordering from home so it will be interesting to see the dynamic. Big switch to digital for the public is key and Shop Love Loughborough is good to work alongside this trend and something we are sure will pick up.

BID listened to businesses and how we use town in the best way. BID is a small team and how we utilities the team to its best to serve the businesses.

The campfire is a great idea, to listen to what the businesses what, their concerns and where they might need some extra support and helping in this way to support them. See what ideas other professionals have. BID don't have all the answers, so answers are out there and reaching out to experts is a great idea and pick brains and help and support businesses.

Home delivery (food & click and collect) is on the increase and we need to help businesses with this aspect more and how we can make the town work more for this way of people spending. A Love Loughborough central click and collect hub, which could work really well with the shop love Loughborough site and then collect in the town too. To help keep things local and make it easier for the customer. BID would need to work with LCC Highways and CBC and the Police. Events haven't gone away but these could work with the town deal.

Milton Keynes is looking at this and convenience, getting all your shopping for you and bringing it round to your house from takeaway from McDonald's and then wine from somewhere else.

BID will continue to help with grants, working with innovation, help with events, listening to what you want and helping to facilitate this. BID is thinking for this year and next year and beyond.

Opening hours might reflect new trends too moving forward.

We don't have all the answers, but we can listen to the businesses and act as a strong voice for what the businesses what and work with our partners to make the changes. We need business feedback, but as a collective voice we will be listened too. Wards End and Generator Project those projects got across the line based on the strong collective voice of the businesses and working alongside the council, highways etc to say this is the right thing to do. If we are all united on the right things, we can make changes.

LCN: thank you AR. Lots to think about there. Great content. Thank you.

Town Deal - DPW

Last year at the AGM we were in the early stages of the town deal. The town deal is a government fund to assist in the regeneration and transformation of towns across the country. Loughborough bid into this fund and was a town selected to be in the bidding for the funds as a consequence.

A lot of work has been put into the project over the last 12 months of what we want and lots of consideration has been taken into account to bid for the 25 million funding. This week it will be submitted to government.

BID is central to this role to apply for this money and how best for it to be spent. BID has been at the forefront of this scheme; the process involves a community engagement group and BID has been part of.

Lots of people around the table pushing for projects to improve the town. Anything improves the town with help the businesses in the town centre.

The bid going in includes, arts, culture, heritage, skills, employability and more.

The money isn't just for town but for the whole of Loughborough. Where it would all benefit Loughborough as a whole.

LCN:

Living Loughborough Project - £3 Million investment Proposal to repurpose the town centre.

There are lots of changes happening in Loughborough with more students moving into the town centre or student accommodation being built in the town centre.

Aumberry gap has student accommodation (600 students)

Ramada is being converted into halls of residence and Pinfold Gate has student accommodation where Skillen's gym is currently.

Town centre age group will drop. Millennials in the town will mean things will change and town centre has to be more of an experience for them as they shop different and is online, so we need to adapt.

Link day and night time economy. For people to come out of work and have a drink. In Loughborough it tends to close and the reopens separately for the night time economy.

Outside home bargains will have power to make a performance stage area.

There will be more living in Loughborough which will help the town financially.

The Living Loughborough project will include.

- Extension of Love Loughborough's free Wi-Fi and GeoSense Performance data to Wards End, Bedford Square and Queens Park
- Digital & Augmented Reality experiences to drive footfall and extend dwell time
- Open air cinema screen with sound, vision & lighting infrastructure to create a venue for film, sports, music & other interests
- Centre Stage - undercover performance areas to attract community and commercial activity to create a vibrant and lively centre
- Interactive digital signage for public & promotional information
- Extension & upgrading of the existing CCTV provision to create a safer town centre
- NTE Ambassador to support and develop the evening economy
- Digital support for all BID businesses to assist with changing consumer habits including ecommerce selling and click & collect.
- Market Plaza project to create semi-permanent infrastructure to promote al fresco dining
- Market Place project to create an all weather open air venue with a 'Sail' over the central area to attract markets, festivals and dining all year round.
- Queen's Park improvements to enhance the 'jewel' of the town as a venue for activities and a place to dwell

We have looked into this and we want to use the town centre more. The town centre has to earn its keep. We don't have the team to do this, we are a small need, and they are a lot of work to put on events and it needs to work for all businesses and some of our events don't help all businesses.

DPW:

This is a key project that will have a big improvement on the town. This will improve the town. This is a great opportunity; we are lucky to have the space and we need to make it work.

There are also other projects that that are being worked on including the Bedford Square project and Generator project. The Generator Project which is the old university building on Frederick Street that will be 3 floors and become an arts and culture hub to include workshops, exhibitions, events, workspace and café on the ground floor. This will be a great asset to the town.

Connected Loughborough project, which includes train links from the train station to the town and through to the college and university.

Flood defence scheme to protect sites.

Heritage projects for the Bell Foundry.

We need to see Loughborough as a destination.

There is also a riverside project to enhance the area near the town.

A careers and enterprise hub is coming to the town that will be in the vacant Crawshaw's building. This will be run by the Loughborough College and is looking to help start-up businesses and to help develop people's skills and get them into the world of work. This will also have a strong link with the Loughborough University. This will help with the more deprived areas and the people that live in these areas in the town too.

There is no guarantee in money, but we have an opportunity, and the money will be a big help, but we also have other projects underway. BID will keep businesses up to date. No one wanted to miss out on this opportunity, and it has a big team effort to put all this together. It will be a big help if we get it.

BID TERM- LCN

1ST Term of BID was less interaction with businesses now we have a lot more interaction with businesses a stronger working relationship. LCN has received compliments from businesses during COVID about the BID and the businesses are grateful for what BID has delivered.

TERM 3:

BID BALLOT - WHAT HAPPENS NEXT

There will be 'hopefully' face to face sessions and gathering of information of businesses want to see in the 3rd Term. Workshops/discussions to with help BID produce the BID plan that will be voted on.

Here is an outline of timescales:

- Feb 2021: Appointment of The Mosaic Partnership
- Feb 2021: Assessment Review – Have we delivered what we said we would?
- April 2021: BID Achievement FACT Sheet
- April 2021: Business Survey – What do you want from the next BID term?
- April 2021: Business Drop In's / Face to face / 121's (Virtual)
- May 2021: Newsletter – Survey results & your ideas
- June 2021: Face to Face Meetings
- June 2021: Business Workshops – Your chance to shape the future of Loughborough & have your say on future projects
- July 2021: Newsletter 2 – Outcomes from the Workshop
- Aug 2021: Development & Distribution of the BID Business Plan 2022 to 2027
- Sept 2021: Ballot Opens & voting starts - Your chance to Vote Yes for BID Renewal
- Oct 2021: Declaration of Result

Thank you to CBC for the financial support and backing for the BID Ballot process. CBC gave BID £25,000 to pay for the re balloting process.

Presentation and Approval of annual accounts: LB

An audit is not a legal requirement so due to the cost saving this does not happen and this decision was signed off by the board. BID has end of year annual accounts produced by Duncan and Toplis – these have been sent to all Board Directors prior to the AGM and will be posted on the website once signed off.

LCN: accounts approval

Proposer: Jenny Boker

Seconded: David Pagett Wright

Everyone agree: yes.

AGREE APPOINTMENT OF DIRECTORS

- Existing Board Directors
- 1. Alvin Bailiss – Zodiac Recruitment
- 2. Karen Barnett – Barnett's
- 3. Louis Cavner – Market Trader
- 4. Jason Cimurs – Recruitment Investments
- 5. Lez Cope-Newman – Holywell House
- 6. David Exley – The Rushes Shopping Centre
- 7. Rebecca Garret – Slider Town
- 8. Sarah Goode – Purple Pumpkin Patch
- 9. Thomas Mackey – Barclays Bank
- 10. Joseph Marson – Fernandez Grill
- 11. Kawsar Miah – Fernandez Grill
- 12. David Paget-Wright – Moss Solicitors

13. Roger Perrett – Perrett & Co
14. Andrew Rhodes – McDonalds
15. Michael Tyler – Tylers

Proposer: Cllr Jonathan Morgan
Seconded: Andy Rhodes

APPOINTMENT OF DIRECTORS

- Automatic Appointment of Public Sector Directors
 1. Cllr Jonathan Morgan – Leicestershire County Councillor
 2. Cllr Jenny Bokor – Cabinet Lead Member for Loughborough
 3. Cllr Shona Rattray – Cabinet Lead member for Business Support

LCN: thank you for all that the automatic directors do.

JM: he's a rep from LCC not as the Leader of Charnwood BC as stated in the slide.

LCN: noted- thank you.

- **Agree Appointment of Co-Opted Directors**

Re-Elect:

1. John Ashford – Market Traders
2. Darren Jones – Blueline Amusements
3. Dermot Breen – Chamber of Trade
4. Michael Stokes - Great Central Railway
5. Megan Bezzano-Griffiths – Fearon Hall

Proposer: Andy Rhodes
Seconded: Roger Perrett

BOARD RESIGNATIONS

1. Zenib Abbas – The Giftworks
2. Natalie Glass – Culver & Glass
3. Faizal Jamal – The Giftworks
4. Michelle Johnston – The Golden Fleece Bar Bistro
5. Baljit Kooner – Carillon Shopping Centre

LCN: Baljit has confirmed she will remain a friend of BID's even if not on the board.

NOTE 22.3.21 – Baljit Now REMAINING AS DIRECTOR

Any other business; LCN

Jenny Boker: Thank you to BID and everything they have done this year. The BID team has supported businesses greatly this year and they have done a fantastic job and have given lots of added value.

Well done to all of you.

This is an exciting time coming out of COVID and we look forward to moving on with BID.

This is a good opportunity after covid with the town deal and its an exciting time for Loughborough. It has been a terrible year and we can sympathies with everyone but truly believe the next 5 years for Loughborough will be an exciting time.

LCN: thank you Jenny, that is much appreciated. Thank you for your kind words.

Martin Wildman (Brooks Butchers): Fails to see what BID does, he has no hope to keep the shop on. Shops are closing and there is more pedestalisation.
It was good when there were no traffic wardens during covid because people could park outside his shop to collect the meat but now, they can't.
We are living in a dream world here; we should go to Ashby and see their town and how it works there. In Loughborough we have no parking and boarded up shops.

LCN: goes to the butchers everyday we can talk about this. Thank you for your comments.

Martin: We are losing parking. Spending lots of money on pedestalisation on Wards end.

AR: We are not fobbing you off. This is important feedback and what we can look at for the next term of BID.

We need to listen to businesses and what they want. We are the voice of businesses and we need to be aware of these points. We are aware of what you have said and are discussing what you have said.

In regard to the Ward End project, this is a 7-year long project that businesses wanted. We need to capture these thoughts.

We do visit different towns and look at other town's ideas. We aren't living in cloud cuckoo we are listening, and I have a business round the corner from you, we understand what you are saying.

COVID has sharpened people minds we need to act month at a time. We have long discussions and debates on these points. The AGM is what we have done over the last 12 months and ask for people feedback after the AGM. We will listen to you; we respect what you are saying.

Chris Wildman: if we don't get the Loughborough grant what is plan b?

LCN: The 25 million is bonus, there are other plans in places and other projects happening that will benefit the town as DPW mentioned. There a lot of other things happening to the town.

Chris: there is little footfall in the town, we have no passing traffic on the High Street. No shops on High Street. No passing traffic. Wards End won't affect us. Not sure what will happen to us. Inconvenience for people to come to us.

LCN: We need this input on the board, come on the board to sound this information. We need this information to look at in regards to the plans for the next term of the BID.

Helen, The Emporium: Thank you to Love Loughborough for all your help throughout the last year. The Wards End project is good for us but not great timing. Outside seating will be good for people having a coffee but we won't be able to make use of it this year when its really needed if the works are still happening. It not a complaint but a plea, can you help, people aren't wanting to have tea with all the dust everywhere.

We are losing 60% of our businesses and it is a challenging time. Can the timing of this project be looked at?

LCN: The project can't be delayed. Businesses will get a liaison officer to discuss issues with businesses as the project goes ahead. The project has to be finished for certain

time, so the works need to carry on. It needs to be finished by the fair so there is timescale. It will cost more money if it goes over the allocated time.

Roger: Picking up on Martins comments. Just to say there was a working tasks and finish group for the Wards End project that took a lot of discussion and a lot of issues were raised and discussed very carefully. The group didn't let go of parking spaces until they were convinced that losing a couple of spaces made way for something better. It was a hot topic on spaces, but we were convinced after the discussions this was the best thing. The pedestalisation of this part of town will be a great benefit and will be an easy place for people to dwell.

The communication with the contractors has been keen to minimise disruptions and the team on board is working with us.

The time will always be difficult for certain reasons but there have been some mayor issues that has affected timing.

To reassure helen that we want to keep disruption to the businesses at a minimum and BID will keep business up to date with the works.

The timing is bad, and we would have loved to have started the work earlier but there was a large issue with a main water pipe under that area that needed to be looked ta by severn Trent water.

When the work is done there will be lots of promotion of the new area and inviting the public to come and look at it for themselves. Businesses can help promote it and sell the new area too to encourage customers back too. Businesses in the area can hopefully promote this new offering too.

There will still be good parking in the town with the Beehive and Granby street car park close by too.

LCN:

Thank you, Roger, for this, you speak very passionately on this. Thank you for attending the AGM it is now finished.

Meeting ended at 4pm.