

Mansfield Business Improvement District Board Meeting

Held on Tuesday 9th August 2016 at the Bid Office, Clumber House, Clumber St

From 5pm – 6.30pm

Minutes

PRESENT

John Sankey	Financial & Professional Services, Chair
Vijay Chadda	Independent Retailer
Richard Wood	Independent Retailer
Mayor Kate Allsop	MDC
Cllr David Smith	MDC
Barry Hibbert	Shopping Centre Manager, the Rosemary Centre
Paul Anderton	Leisure Provider
John Carter	Landlord/Property Owner
David Wilson	Mansfield BID
Sarah Nelson	BID Manager
Cllr Stuart Rickersey	MDC
Rebekah O'Neil	Shopping Centre Management
Harvey Glenn	Landlord/Property Owner
Nevil Croston	Financial & Professional Services

APOLOGIES

Cllr Joyce Bosnjak	NCC
Mandy Hague	National Large Retailer/ Dorothy Perkins
Elicia Parkin	Large National Retailer/Bon Marche
John Previll	Leisure Provider
Leon Smith	Independent Retailer
Ros Key	Café/Restaurant
Mike Robinson	MDC

	<u>Actions</u>
<p>1. Introductions/Apologies</p> <p>Sarah gave official thanks to Dave and Sue for their hard work covering her role</p>	
<p>2 Previous Minutes</p> <p>a) PARKING ISSUES - Meeting arranged at service area D with NCC to discuss the parking enforcement issues. DW reported back that Kevan Poyntz has asked NCL for more discretion for other areas of town in terms of private vehicles loading and unloading but none will be given. JS to arrange a meeting with a senior representative of NCC to discuss further as businesses still suffering</p> <p>b) HOMELESSNESS – work being done around this is now more proactive with the homeless strategy meeting. RW reported that his staff still receive abuse when parking their cars at the church. MDC explained that the issue was complicated due to ownership of land and the travellers being able to use the system. DW will report the issues to the Wed morning group to discuss shift changes for wardens / ambassadors etc. PSPO touched on at this point. MDC reported back that it is now in place and is a no tolerance approach. DW explained that this was not the way the training was being done for it. MDC will correct this as the cabinet approved it under the understanding it was to be used in that way</p>	<p>JS</p> <p>DW</p> <p>MDC</p>
<p>2. Rewarding Visits</p> <p>Project still being developed with phase one to be completed in Autumn. More detailed update to be given at the next board meeting</p>	
<p>3. Marketing</p> <p>a) Beach event going very well and seems to be well used. Footfall will be collated and analysed for the full period at the end of the event.</p> <p>b) Armed forces event as previously stated was an amazing success and next year's is already planned in</p> <p>c) Evening Mediterranean Market taking place next Thursday 18th from 6pm. 40 stalls and a variety of entertainment taking place so please all board members to promote</p> <p>d) 1940's Dance taking place on 2nd Sept. Over 80 tickets sold already so will be a great evening event for the town</p> <p>e) Garden and Baking festival on 3rd and 4th Sept. This is a huge event this year due to the 100 year anniversary of the allotment trustees who sponsor the event. A vast amount of hard work has gone in to this by Sue so board please do all they can to promote. Good news</p>	

that the RAF flypasts have now been confirmed for the Sat at 2.30pm with the hurricane and spitfire and at 2.35pm on the Sunday with the hurricane.

- f) **Customer Service Awards** taking place on Thurs 15th Sept. 66 business took part this year so another increase on last. JS and a rep from 103.2 are giving out some awards but if somebody from MDC would like to that would be good.

4. Heritage Project

Leeming St townscape project to be resubmitted at the end of Aug but we have meet with the HLF and they are much happier about this submission now we have match funding of 75k from MDC

The Town Mill viability study has now been completed and a full HLF enterprise grant is now being sought by the owners. We will continue to help guide where we can

5. Purple Flag

The two assessors attended Sat night. It was fairly hard to read their reaction but the general consensus was positive and they left stating that it was the most comprehensive evidence and turnout of partnership that they had seen. We will find out on 9th Sept if we have retained the flag. SN stressed how much hard work goes in to retaining the flag as it is sometimes looked over how hard it is to get it

6. Safe and Secure

DW explained how the PSPO covers different offences now so helps with gaps in previous legislation, such as it now being an offence not to dismount a bike if asked to do so.

Night ambassadors have now started after a new tender and have been rebranded ambassadors to be more proactive and meet and greet rather than just security

Standards for business crime partnerships are finally being set and our BID is leading a seminar in Stoke

Mansfield BID often has calls from other BID's asking for advice and training on both the business crime partnership and other business plan areas. Due to our growing reputation we will now begin to charge a fee for this

PA asked for evidence on what other BID's do for the evening economy businesses so new ideas can be discussed. SN and DW will do this research though have indicated it is likely to be no different if not less than Mansfield and they will report back to the next MALV

7. MDC Update

Cllr SR reported that market traders are stating the the market now looks and feels like a market and that during the 2nd quarter footfall was up by 0.8%

50k has been allocated for improvements at the lower end of Westgate and he hopes for a further 50k in the next financial year for the top of Westgate. JS stated if the BID could please be consulted as a partner on these plans as our National businesses on Westgate feel it has depleting customers and would like to know plans that are happening. RON stated a walk around should be done again as some of it is merely general housekeeping that needs to be done

A new commercial sales manager is now in post at MDC

8. AOB

- a) Issue of grants was raised and if any were available. MDC stated there are grants available of £1000 upwards and if businesses call the regeneration team help will be given. Feedback was given though that the forms are too complicated and need simplifying. RW will provide contact details for somebody from the I Centre who can help find grants and SN stated that the BID does has a grant finder system but it has not been utilised properly yet.
- b) Issue regarding if the town centre has an evacuation plan for major incidents. CllrSR is looking in to this. Clarified that the BID was not talking about for events as we understand safety plans are our own responsibility but a plan for every day to day running of the town. Our National businesses are enquiring as this is becoming a new directive from their head offices to know
- c) **THE GREAT BRITISH HIGH STREET** competition is now open again. As everyone should know we were the finalist in year one. We are entering again and the BID will apply but would like ideas for the entry. There are also categories for best employee and high street hero if anybody would like to nominate somebody

Chair Signature.....

BID Manager Signature.....

Dates of forthcoming meetings:

Date	Time	Venue
Tuesday 11 th Oct 2016	5pm – 6.30pm	BID office
Tuesday 13 th Dec 2016	5pm – 6.30pm	BID office
Tuesday 14 th Feb 2017	5pm – 6.30pm	BID office
AGM		
Monday 20 th March 17	5.30pm – 6.30pm	BID office