

Mansfield Business Improvement District Board Meeting

Held on Tuesday 12 June 2018 at the Bid Office, Regent St

From 5pm – 6.30pm

Minutes

		Acronyms
Barry Hibbert	Shopping Centre Manager, the Rosemary Centre	BH
Paul Anderton	Leisure Provider / And Why Not	PA
John Previll	Leisure Provider / Weatherspoon's	JP
Nevil Croston	Financial & Professional Services	NC
John Carter	Landlord, Property Owner/ Queen Elizabeth Trust	JC
Rebekah O'Neil	Shopping Centre Manager, Four Seasons	RO
Elicia Parkin	Large Retailer / Bomarche	EP
Craig Kerry	Independent Retailer / Mansfield Computer Centre	CK
Mike Robinson	MDC	MR
Nikki Rolls	BID	NR
Elaine Quince	MDC – Community Safety	EQ
Julie Snowdon	MDC – Town Centre Operations Manager	MDC - JS
Sgt Paul Peatfield	Police	Sgt PP
Apologies		APOLOGIES
John Sankey	Financial & Professional Services, Chair / Sankey's Estates	JS
Mandy Hague	National Large Retailer/ Dorothy Perkins	MH
Cllr Sissons	NCC - Councillor	Cllr AS
Karon Maxwell	Independent Retailer / Henshaws	KM
Mayor Kate Allsop	MDC	Mayor KA
Paul Williams	Landlord, Property Owner / Brunt's Charity	PW
Vijay Chadda	Independent Retailer / Collections	VC
Cllr D Saunders	MDC	CLLR DS
George Geoff	NCC – Economic Development Officer	GG
Cllr Bosnjak	NCC - Councillor	Cllr JB

	<u>Actions</u>
<p>TO BE READ INCONJUNCTION WITH PRE BOARD REPORT</p> <p>1. <u>Introductions/Apologies/Previous Minutes</u></p> <ul style="list-style-type: none"> NR led introductions and welcomes and apologies. As both directors sent their apologies NR chaired the meeting. Previous minutes were agreed as a true record by BH and second by JC <p>2. <u>Finance Update</u></p> <p>A finance update was handed out at the meeting. Since the last meeting the deficit has been reduced further to the anticipated carry over agreed.</p> <p>Staff redundancies has been resolved as a potential saving as a result of the loss of a staff member. A secondment role has been agreed for one of the Ambassadors for the interim up to the end of the financial year.</p> <p>3. <u>Board / Governance / Engagement Update</u></p> <ul style="list-style-type: none"> Board member contracts and sub committees NR to still gain contracts from: Paul Williams, Stephen Gregory, Craig Kerry, John Carter, George Geoff, Kate Allsop, Andy Sissons plus Mandy Hague, Nevil Croston and Vijay Chaddha that are part completed. Please can a time be arranged with me to complete if you haven't already done so. Town Centre Levy Payers Partnership Meeting The meeting took place on 30 August at the BID office inviting all town centre levy payers to meet the BID team, police and MDC. The meeting format is to promote what the BID is delivering and planned for the upcoming months as well as logging their issues concerns and their comments prior to the start of consultation for the re-ballot campaign which starts October 2018. There was no board member in attendance which was highlighted and voiced. NR highlighted - this is the perfect opportunity for board member to engage with the businesses in their category of representation highlighting you as a point of contact. The main topic of the night was the increasing visibility in town of Mamba users, homelessness / rough sleeping open drug dealing and asb in town which is having a negative impact of business, footfall and perception of Mansfield as a whole. Minutes of the meeting will be distributed to all for your attention. The next meeting will take place in October, then a designated meeting has been arranged to discuss this in November. BID Team Update As previously mentioned a staff member no longer works for the BID. His duties are currently under review ensuring the post going forward is fit for purpose and all-encompassing as a Business Crime Co-ordinator, which a current Ambassador will be seconded into for the rest of the financial year. This leaves half an Ambassadors role empty. 	<ul style="list-style-type: none"> Board to attend meetings

The remaining Ambassador will continue to be town centre based patrolling the town – the changes has not impacted his visibility in the town and immediate support offered when an issue arises.

NR stressed this is not the role of an Ambassador but it seemed to of morphed into a BID response / support officer role which more and more BIDs are delivering as a result of increased crime and disorder in town centres and the reduced number of town centre designated policing as a result of budget savings entrusted upon them.

There is no change to the Events and Marketing Co-Ordinator role.

NR updated on her current work activities which included the creation of all relevant Health and Safety policies and practices adopted and in place for the BID to adhere to Health and Safety law as previously this was not done which could of resulted in a severe penalty and court action.

This includes the creation and completion of staff handbook, risk assessments, first aid process and allocation, Hard reporting log, training options and six-monthly updates have been created and adopted to comply with the law.

NR is also reformatting the staff contracts as the previous ones were not fit for purpose and out of date and there was no staff handbook breaching employment law. Once I have finalised the contracts the board will receive a copy for your attention to review and amend, then the staff will receive the contract and have a 30-day consultation period to review suggest amendments and signing in agreement before confirmation of changes within them.

- Sub Committee

The new meetings are still in hold until I have had all paperwork completed from the bboard as there is still some outstanding contracts and subcommittee forms to be sent back.

So far, we have interests submitted for the Governance, Events & Marketing, Town Team, Business Crime Partnership and the Malv.

- Town Centre Business Audit

Due to GDPR coming into force in May 2018 all businesses need to complete a Business Audit form to allow the continuation of communication through the BID and the business.

Please can you help collect this data. – forms are available in your pack to get completed.

The information collated is for the BID purpose only and will not be shared, however we need a signature to confirm they are happy with this complying with GDPR.

This information will also provide the BID with update information that currently in sot on record as a result of the

Action: REQUIRED

4. Safe & Secure

- Mansfield Business Crime Partnership Update

This fortnightly meeting has been deferred until the end of September to ensure the meeting is compliant with data sharing and protection law, and the necessary Information sharing agreement and privacy policy are up to date.

- NR email out form to be completed
- Board to get forms completed by their neighbours

- PA to update Door Watch Group

➤ Freshers Fayre Event

DM represented the BID and took part of the three-day freshers Fayre event that took place at West Notts College last week handing out more than 220 bags. Each goodie bag contained 13 businesses student offers enticing the new cohort of students to the town, as well as promoting the I Love Mansfield Loyalty Card. JP commented on the success of the scheme as he has seen a return in vouchers redeemed as a result of taking part. NR confirmed all 13 who took will be evaluated on their input return.

Action : REQUIRED

➤ Closed Facebook Page for businesses

A Facebook page will be set up for businesses to engage to provide another access of communication to the BID. This page will be closed and the businesses will have to answer questions before admin will grant their access. Once this has been created I will forward you all a link to this to become a member.

Action: REQUIRED

6. Appealing Mansfield

➤ Rewarding Visits

Facts & Figures data wasn't ready for collection in time for the Pre-board report.

CURRENT FIGURES

Statistics:

Period Checked: 06/06/2018 – 10/09/2018

- Total Voucher Prints: 2053
- Total VoucherPoint Visits: 1258
- New Members: 262
- Temp Members: 0

TOP 10 BUSINESSES (Period Checked)

- 1) Ten Green Bottles
- 2) Café Nova
- 3) Beales Restaurant
- 4) Subway
- 5) Greggs
- 6) The Little Sugar Shack
- 7) Dorothy Perkins
- 8) McDonalds
- 9) Pizza Hut
- 10) Time Café Bar

RV / ILM Scheme – Mansfield (Total Scheme Statistics as at 10/09/2018)	
Scheme Period Checked	11/03/2017 – 10/09/2018
Total Scheme Vouchers Printed	20,248
Total Scheme VoucherPoint Visits	13,309
Total Scheme Members	5,355

- BID to evaluate participation return

- NR to create and send invite link to board

VoucherPoint / Information	4Seasons Centre	Bus Station	Library	College
Voucher Prints	10174	5631	3004	1619
VoucherPoint Visits	6990	3597	2173	549
VoucherPoint Visits (with Voucher Prints)	80.8%	84%	90.8%	80.9%
Avg Voucher Prints per Visit	1.8	1.9	1.5	3.6
Customers(Female/Male)	5338 / 1652	2497 / 1100	1406 / 767	313 / 236
Customer Age Breakdown:	See Below:	See Below:	See Below:	See Below:
Age 65-75	2954	1457	950	2
Age 55-65	1342	449	552	20
Age 45-55	922	623	323	33
Age 35-45	620	347	151	10
Age 25-35	513	325	73	15
Age 18-25	373	271	94	158
Age 13-18	178	116	27	311
Age 0-13	88	9	3	0

In the past 30 days the Dorothy Perkins / Burton 25% offer saw a spike in users and print off vouchers off by 27% 46 users, and the Fresher Fayre Event saw a spike of new users of 84.3% 122 new users on the website and 148.2% 80 new users on the app.

7. Invest in Mansfield

➤ HLF progress Update

The HLF was successful in June and secured the HLF remainder of the funding to deliver the scheme in Leeming Street.

At present the scheme is being held up as approval to proceed is hasn't been confirmed.

Kate from Creative Heritage will be commissioned in the interim whilst, the council are in the process of hiring a Townscape Officer to over the development throughout its life span.

Matt Wright will be attending the next Board meeting on 6 November to present the scheme to the board and the time frame it will be delivered against.

Action : REQUIRED

➤ Town Centre Developments

- Belvedere Street Carpark

Aldersgate's have submitted a renewal for the planning consent on this site due to it expiring which has been approved

- MW to present at next meeting

- Former General Hospital

A funding bid has been submitted to house 53 residential units that has been proposed for this site with NCC as capital funding body. The scheme should be completed by end of September 2018

- The Old Town Hall

MDC have submitted a funding application to the LEP, seeking investment to regenerate the site and create modular retail units on the ground floor and office units on the first floor. MDC are currently awaiting confirmation of funds.

- Hotel development proposals

A planning application has been approved for a hotel on Albert Street on the former Gala Bingo site. Development is to commence imminently. ARBA is currently working with Colliers to market the available units whilst still engaging with hotel operators to finalise the end user – no planning application has been received for this site as yet. Hilton by Hamilton has also been proposed to be developed at the Mansfield Football Stadium site.

- Walkden Car Park

The carpark is due to have the external cladding removed and replaced due to health and safety concerns as a result of the age and state of the original fixings. The car park will be external infrastructure is approved to be a treated wood cladding and is due to commence in 2019.

- MDC Local Plan / Place Shaping Strategy / Development Sites etc. Update

The Local Plan is due to be brought to the next full council meeting for approval and has to be submitted early 2019 to comply with deadline of completion date. Once this has been finalised and adopted The Strategic Town Centre Vision will be adopted endorsing aspirations to delivery.

- Town Team progress Update

The first meeting took place 28 August with the relaunched format. The meeting was used as an introductory into the new structure with the opportunity to add more projects or tasks to the list if deemed integral to the regeneration of the town.

It has been agreed to arrange bi monthly meeting with town walkabout the alternate month to allow visible view of the issues and highlight projects that can become part of the Town Team task and finish action plan.

The plan is RAG'd highlighting the Green as ongoing/ in process or continuous delivery, Amber short-term delivery within 12 months, Red proposal / development stage and Yellow completed projects

The next meeting is the walkabout which takes place 25 September at 10am from the BID office.

8. AOB


- Vision University Centre Evening- Wednesday 8 October 4 - 6.30pm


The board has been invited to attend their first Outreach Showcase – RO to represent the BID on this occasion.

- West Nottinghamshire College HE Graduation Ceremony – Saturday 17th November 2018; 10.30 – 1.30pm

The board has been invited to attend West Nottinghamshire College’s Higher Education Graduation Ceremony, to be held on Saturday 17th November at Kelham Hall, Newark. NC represent the BID on this occasion.

There being no other business the meeting was closed at 18.40

Vice Chairman Signature..... 

BID CEO Signature..... 

Dates of forthcoming meetings for your attendance:

Date	Time	Meeting Type	Venue
Tuesday 12 June 2018	5 – 6pm	Board	BID Office Conference Room 1 st Floor 8 Regent Street Mansfield NG18 1SS
Tuesday 11 September 2018	5 – 6pm	Board	
Monday 1 October 2018	5.30pm	Customer Service Awards (@ Mansfield Library Auditorium)	
Tuesday 16 October	10am - 12 noon	Open Office Session	
Tuesday 16 October	5.30pm – 7pm	Levy Payers Town Centre Meeting	
Tuesday 6 November 2018	5 – 6pm	Board	
Tuesday 13 November	5.30pm – 8.30pm	Mamba / Homelessness / ASB Summit	
Tuesday 11 December 2018	5 – 6pm	Board	
Tuesday 5 February 2019	5 – 6pm	Board	
AGM – Monday 25 March 2019	6 – 7pm	AGM	