

**Annual General Meeting of the Totally Truro Company  
(Incorporating Truro BID and Newham BID)**

**Truro City Council Meeting Room  
Thursday 3<sup>rd</sup> October 2024 at 11.00am**

**Present**

**Totally Truro:** Mel Richardson, Alun Jones, Sian Knights, Lindsey Craik

**Levy Payers:** Leigh Ibbotson – Chervarya, Dan Kimber – Sports Direct, Finty Mitchell – Cornwall Glass / Lemon Street Market, Helen Nicholson – Cornwall Council, Katie Harland – Cornish Mutual, Sid Weeks – Malletts, Chris Philcox – Primark, Laura Glinski – New Look, Nick Seaton Burridge – SBC .

Also by proxy present – David Rodda and Carole Theobald.

**Others:** Darren Perry from Francis Clark

**1. Welcome**

Leigh Ibbotson welcomed everyone to the Totally Truro 2023-24 AGM. Leigh introduced himself as the Vice Chair of Totally Truro and Chair of Newham BID. Leigh explained that in the absence of the Chair of Totally Truro, Kristian Fleming, he would be chairing the meeting.

**2. Apologies**

Mark Roby – Stephen Scown, Simon Hendra – Hendra, Alun Morgan, Rob Nolan – Cornwall Council, Carole Theobald – iSight Cornwall, John Wearne – Marks and Spencer, Kristian Fleming - Inhabit, Vanessa Champion - Barclays, Mandy Hoare - Zafiros, Tanya Blackman – Kartha Ltd, Rolf Munding - Routenote, David Rodda – Truro City Council, Mark Roby – Stephens Scown

**3. To approve the minutes of the AGM held on 7th February 2023 (for 2022/23)**

Leigh explained this AGM relates to activities and accounts for year ending March 2024. The previous minutes from the AGM 2022-23 were ratified and approved by voting. Nick Seaton-Burridge approved, and Katie Harland seconded the minutes.

Leigh said most of the attendees are aware of BID's activities over the year. He added Alun Jones and Mel Richardson have done a tremendous amount of work and thanked everyone for helping to keep the BIDs going which are now mature with Truro in its fourth term and Newham in its third term.

**4. To receive the report of the Chair and Directors and overview of the year (BID presentations)**

Leigh explained Totally Truro is the overall not-for-profit company. It has directors from both Newham and Truro BID. The Truro BID committee are the BID payers within Truro and Newham BID committee are the BID payers within Newham.

**Alun Jones, Truro BID**

Alun outlined the projects for the financial year ending March 2024 and more recent activity. Alun explained when a BID is up for renewal the levy payers are given a questionnaire that informs the business plan which is in place for the next five years.

**Safety and security** – Security is the second largest project of Truro BID with Christmas being the biggest expenditure. Truro BID is now using the same security

company as PARC (the larger initiative in Plymouth) for the Truro Rangers who recently achieved CSAS (community safety accreditation scheme) powers. The Rangers are currently doing hot spot evening patrols which are 32 hours extra per week and government funded. The Shop Watch scheme is supported by BID and the online DISC system delivered by Truro BID is about increasing the levels of reporting crime and anti-social behaviour.

**Improving the environment** – This includes part-funding the floral hanging baskets delivered by Truro City Council and the Christmas Lights which have expanded to cover more secondary areas. City Clean Up days, involving litter picking and graffiti removal, have been successful.

### **Events and Marketing**

- Festive Friday took place in 2023. Due to cost and many cities stopping their Christmas Lights Switch-on events, consideration needs to be given about continuing with Truro's Christmas Lights Switch-on.
- Finding Father Christmas at the Museum generated 2,000 visitors in December 2023.
- The Antiques Markets which ran in 2023 is currently no longer financially viable.
- Children's Day included 25 businesses taking part with in-store offers and activities.
- Truro BID delivered the Magic Tenner with 40+ £10 deals to support the High Street; it can be challenging to get businesses on board.
- Classic Car Show returned in July 2024. An additional 10k in footfall was generated, however, some businesses reported no increase in sales.
- Boscawen St has been used for events to encourage footfall to spread further across the city rather than just Lemon Quay although there are security costs to do this.
- Truro BID does marketing all year round which directs the customer to Visit Truro. This Christmas, Truro BID are working with Rewind Radio to promote shopping in person on the High Street.

### **Business support**

- We are still supporting the Pydar Development. The university have signed a lease and the hotel will come forward to the first phase.

Leigh gave a personal thank you to the Truro Rangers who recently helped out with two elderly family members. Chris Philcox said the Rangers are a good initiative to help address anti-social behaviour and added Children's Day was a big success for Primark, the Classic Car Show less so.

Laura Gliniski said that New Look have lost a lot of footfall in the last six months so Truro's positive footfall figures may be misleading as there aren't cameras measuring footfall in Pydar Street. Alun said whilst footfall is key, he acknowledged there needs to be work done to look at how footfall can be increased into secondary areas.

Alun thanked both Lindsey and Sian for working for Truro BID and acknowledged that it can be both a difficult although a rewarding job.

## **Mel Richardson, Newham BID**

Mel explained that Newham is geographically adjacent to Truro and is a very different BID in that it is largely industrial (made up of 75% storage and distribution, and 25% office based). Royal Mail is one of the biggest businesses in Newham sorting mail for Cornwall and the Isles of Scilly.

Newham is the only BID in the UK to have a 100% mandate during the ballot in July 2023 and has now started its third term since September 2023. Newham BID has four themes around Enhancing the Environment, Safety and Security, Place and Business Promotion, Creating Connections and Investing for the Future.

### **Lobbying**

- There have been ongoing issues of access on the estate. Cornwall Council have now narrowed the road to create a cycle path; however it has been narrowed by 30cms less than they intended to due to lobbying which may have prevented a serious accident. Not many cyclists are using the cycle path. Newham BID has also been challenging Cornwall Council's highways team and pointing out the issues of the Newham trail; subsequent to sharing CCTV footage, Cornwall Council have now installed safety barriers that Newham BID asked for in 2021. Three serious accidents have occurred since.
- Newham BID has concerns about access if the lifting bridge goes ahead and have challenged the democratic process. The planning application doesn't include any access information which would be required if a private sector applicant put in for a commercial development. Newham BID and businesses have met with Cornwall Council to voice concerns back in June. The proposal shared by Cornwall Council, shows cyclists in the middle of the road jostling with heavy goods vehicles and pedestrians on a narrow path with poor visibility. Newham BID have commissioned experienced and respected transport consultants, TPA to assess the Council's access plans and they have concluded that the design is very unsafe and the planning application should be refused. Truro City Council have also refused to support the planning application expressing serious safety concerns, also shared by the police. Newham BID's motivation is to keep everyone safe and is not against the bridge as a project.

### **Keeping Newham tidy and Landscaping**

- Newham BID has good relations with Biffa who support Newham in keeping our estate tidy. The current maintenance contract being undertaken by Truro City Council will be retendered next year. Newham works with Truro BID on the annual litter pick which is well attended.

### **Practical on the ground improvements and Working with Partners**

- Work is being done to help facilitate more parking, improve signage and install salt bins.

### **CCTV and Security**

- There are currently 32 cameras at the estate, which the businesses see as a good deterrent. Kestrel Security is employed for security.

### **Networking and business support**

- Businesses across the estate can take advantage of offers from other Newham businesses ranging from discounted goods to services.
- Newham BID are offering virtual training with SEEDL which is suitable for a range of businesses on Newham and where any Newham employee can have access to up to 200 courses.
- Also, Newham BID is looking at some physical training e.g. first aid training, fire warden training
- A new forensic marking service for Newham businesses is about to be launched as an additional security measure.

### **Marketing and PR**

- Newham BID is continuing with a page editorial each month in the West Briton, mirrored on Cornwall Live, which promotes the different businesses on the estate. Videos are also prepared for businesses and Newham overall.

### **Key achievements**

- By working together with the BID facilitating, an additional £24k of voluntary contributions has been generated from around 19 landlords and tenants (on top of the levy payments) to get Higher Newham Lane resurfaced.

Mel and Alun thanked the Totally Truro Board and each respective committee as well as everyone who pays into the BID. Mel thanked Leigh as the Chair adding he was always there for Newham BID. Leigh thanked both BID Managers, for their reports.

### **5. Adoption of the accounts for the year ending 31<sup>st</sup> March 2024**

The accounts for Totally Truro were explained by Darren Perry from Francis Clark. The full set are available on both websites ([trurobid.co.uk](http://trurobid.co.uk) and [newhamtruro.co.uk](http://newhamtruro.co.uk)).

### **6. New Director nomination for either Truro BID or Newham BID.**

Chris Philcox has been nominated to become a new Director for Truro BID. Dan Kimber approved the nomination which was seconded by Finty Mitchell.

### **7. To reappoint Directors whose term has ended but who are happy to re-stand – three Directors**

All three re-nominations of the following Directors who were standing for re-election were successful and the vote to re-elect was unanimous.

- Leigh Abbotson
- Rolf Munding
- Katie Harland

### **8. Q&A session**

- In response to the question from Nick Seaton- Burrige, Mel said she had various discussions with Cornwall Council about the service road and through traffic from the estate to the Higher Newham Farm Housing development. Mel understood the long-term plan was that the road to Higher Newham Farm will eventually be at Morlaix Ave. However, she added that the quality of the road, tarmac and kerbstones don't look temporary. Also, she said that other departments within Cornwall Council including the Ward Member, Cllr Rob Nolan had no knowledge that the service road was happening until the hedge was removed and the construction traffic arrived

- Helen Nicholson commented on the access plans to the bridge saying she understood CORMAC were doing a safety review and also said that any changes to access routes for agreed planning consents needed to be complied with.
- Alun Jones added:  
There is likely to be no change to the part temporary closure of Moorfield Car Park this year. Alun thanked those who sent trading figures. Helen Nicholson said there is currently capacity, and car parks will be changed back to pay and display before Christmas. There are three free parking days: 7, 14 and 23 December.
- Dan Kimber said that the digital displays (Threemilestone and near Waitrose) which say, 'reduced car parking, use the Park and Ride' are misleading' and should be addressed.
- The Traffic Regulation Order at Boscawen St will be reinstated in November and enforcement will start, with signs and lines going in.
- The improvements to Lemon Quay with the Town Fund project are due to start early next year.
- JustPark wallet is £2.63 a day to park in Cornwall Council Long Stay Car Parks and £50+ is required on the wallet. The NCP is £5 a day for Truro commuters.

**Leigh Abbotson closed the Totally Truro 2023/2024 AGM meeting.**