

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

**Truro City Council Meeting Room
Wednesday 7th February 2024 at 11.00am**

Present

Totally Truro: Mel Richardson (MeIR), Alun Jones (AJ), Sian Knights (SK), Lindsey Craik (LC)

Levy Payers: Kristian Flemming – Inhabit, Leigh Ibbotson – Chervarya, Dan Kimber – Sports Direct, Helen Sennett – Charles French, Rolf Munpriniding – Routneote, Jordan Kennedy – Vickery Holman, Finty Mitchell – Cornwall Glass / Lemon Street Market, Helen Nicholson – Cornwall Council, Dan Allison – Yum Yums, Tim Vigus – Vertigo, Simon Hendra – Hendra, Mark Roby – Stephens Scown, Scott – Mannings Hotel, Gill Barnier Wills – Excel Parking, Katie Harland – Cornish Mutual. Martin Gaunt – Happy Piranha, Clare Tyack – Cornish Makers, Sid Weeks – Malletts

Others: Darren Perry from Francis Clark, Giles Horne – Independent Member GMH Commercial

Proxy: Carole Theobald had completed a proxy form noting her voting intentions

1. Welcome

Kristian Fleming welcomed everyone to the Totally Truro 2022-23 AGM. KF introduced himself as the Chair of Totally Truro and Truro BID, KF explained he was also the owner of Inhabit.

Leigh Ibbotson introduced himself as the Chair of Newham BID and Vice Chair of Totally Truro.

2. Apologies

Nick Seaton Burridge – Independent Member Scott Burridge Commercial, Joanne Vincent – Jack Wills, Johnathan Morton – Royal Cornwall Museum, John Wearne – Marks and Spencer, Richard Budge – Truro City Council, Claire Hingston – HSBC, Sam and John Roach – Pannier Market / ex Anns Cottage children clothing, Vanessa Champion – Barclays, Gary Morse – Trevennel.

3. To approve the minutes of the AGM held on 8th November 2022 (for 2021/22)

Kristian explained this AGM relates to our activities and accounts for year ending March 2023 – we are a bit later than usual in holding this AGM. We may revert to holding the AGM for 2023/24 this autumn.

The previous minutes from the AGM 2021 -22 were ratified and approved by voting. Rolf Munding approved and Katie Harland seconded the minutes. The board agreed adoption of the minutes.

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

Kristian explained Totally Truro is a limited company and both Newham BID and Truro BID sit underneath Totally Truro. It is cost effective and supports the pooling of resources.

Alun Jones, Truro BID

Alun outlined the projects with the financial year ending March 2023. Alun explained that the BID projects are outlined in the five-year business plan, which is agreed in advance and delivered over the next five years (to October 2027). Some of the projects are ongoing, however 2022/203 activities included:

- **Safety and security** - which is becoming more important to town centres due to fewer statutory resources. Truro BID brought in the DISC online reporting system, which reports again directly to Devon and Cornwall Police. Funding additional policing patrols at Christmas is now superseded with the Truro BID funded Truro Rangers security patrols to respond to reduced or no police patrols.
- **Improving the environment** – including floral hanging baskets which are co-funded with Truro City Council, the graffiti removal project (funded by Safer Streets) in Feb 2023 and both Newham BID and Truro BID are involved in City Clean Up.
- **Events** - Truro BID has a mandate to generate footfall and the market equipment from the Truro Towns Fund enables us to put on / support outdoor markets at a lower cost, which attract footfall. Festive Friday has been a big footfall generator.
- **Business support** - we are stakeholders in the Truro Town Deal projects which include enhancements on Lemon Quay, repurposing upper floor buildings.

Mel Richardson, Newham BID

Mel explained Newham BID started its third term as of September 2023 but that this update largely refers to the period to end of March 2023. Newham BID has four themes; Enhancing the Environment, Safety and Security, Place and Business Promotion, and Creating Connections.

- **Lobbying** – One of Newham's key activities up to the end March 2023 and main activity during 2023, was challenging the road narrowing scheme for Newham Road. Cornwall Council had European Money to create a wide pedestrian and cycle path as part of the Truro Loops Scheme. Rather than explore options that would not affect the width of the road, CC have narrowed the carriageway despite pressure and legal action from Newham BID, and other businesses on the estate. Newham BID represented their interests, the viability of Newham and represented the safety of all – motorists, businesses, cyclists, and pedestrians. Cornwall Council have finished the work now and have narrowed the road less than they originally wanted to. However, some businesses on Newham are concerned that wing mirrors will now overhang the footpath causing a danger to walkers and cyclists. Some good has come out of it with businesses working together and joining forces for an important cause.
- **Landscaping** – the area adjacent to Skinners Brewery has been planted as well as the area on the right just past Aldi. Newham BID pay Truro City Council to maintain this.
- **Working with partners** – there has been various work including sorting out parking spaces for levy payers who do not have them with those who have surplus parking, to dealing with fly tips, anti-social behaviour, and pot-holes on a

private lane. Also worked a lot with Biffa and various agencies to handle people living on tents on the Newham landscaped areas.

- **Practical on the ground improvements** – involves keeping Newham signs smart, having them cleaned and doing some minor repairs. Newham BID has also provided salt bins in two locations so businesses can help themselves and grit their private path and car parks when they need it.
- **CCTV and Security** – there is no police presence on Newham so Newham BID funds 32 cameras on the estate to detect and deter crime. The BID may look at updating these in this new term. Security patrols are carried out by Kestrel Security, providing a visible and physical deterrent.
- **Networking and business support** – Newham BID has started doing networking events including a rates workshop, grants workshop, road meetings, climate literacy and social media training to which Truro levy payers were invited.
- **Marketing and PR** – ranges from West Briton monthly features, videos for individual businesses and Newham as a whole. Includes highlighting Newham as a place to relocate, as there is still some land/workspace available where people can invest.
- **Newham third term ballot** took place in 2023 and achieved a 100% yes vote at the ballot in July, the first in the British Isles to do so in 19 years and 960 ballots, suggesting the value placed on the work that Newham BID did to challenge the road narrowing scheme.

Following a question from Martin Gaunt at Happy Pirahana – Mel Richardson and Alun Jones explained that Totally Truro is for governance only and Newham Businesses only pay into Newham BID and Truro Businesses into Truro BID.

Rolf Munding asked who is leading on taking an overview of land available for development in Newham and mentioned land towards the turning circle. Mel explained that this was a matter for the Harbour Authority and hence, Cornwall Council. The attractiveness of investing on Newham was also affected by the need for good and safe access.

Kristian thanked both BID Managers, and Sian Knights and Lindsey Craik for their hard work.

Mel Richardson thanked the Newham BID Committee and in particular, Newham BID chair, Leigh Ibbotson who had been very supportive throughout the year and in particular with the challenging issues around the road narrowing.

Alun Jones thanked the committee members and other businesses for their input to BID projects and events, along with thanking KF for his time, effort and support.

Martin Guant said that Truro focuses on footfall and Truro as a destination and asked what the key driver was for the Newham BID. Mel Richardson said that access was key and raising the overall profile of Newham as a place to invest your business.

Following a question from Martin Guant about Truro BID's cash reserve being conservative, Kristian and Alun explained that money needs to be set aside for unplanned situations. For example, in 2023 some of the Christmas Lights needed refurbishment and this had not been planned. Alun added the business plan,

proposes the income spend and sometimes the collection rate is lower than hoped, and there is also court procedure summons which needs to be covered. For 2023/2024, there is virtually no roll over of finances. The prior year's £40k rollover will be needed to invest in replacing and repairing assets (e.g. market gazebo's road closure equipment and vehicles).

5. Adoption of the accounts for the year ending 31st March 2023

The accounts for Totally Truro were explained by Darren Perry from Francis Clark. The full set are available. Rolf Munding approved the accounts and Dan Kimber seconded the accounts.

6. There were no new Director nominations for either Truro BID or Newham BID.

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

Leigh Ibbotson led this item as the three nominations were for Kristian Fleming, Nick Seaton-Burrige and Simon Hendra. All three re-nominations were successful. Proposed by Dan Kimber and seconded by Katie Harland.

Leigh explained that anyone who want to be involved with Truro and / or Newham BID committees should talk to Alun or Mel.

8. Q&A session

- Martin Gaunt praised the Truro Classic Car Show as it does not conflict with existing retailers and thought there should be more events to bring holiday makers since Truro is still mainly focused on the run up to Christmas.
- Alun explained that the Truro Classic Car Show will be bigger in 2024 with more activity spread though out the town. Alun welcomed new ideas for new events, however Truro BID is a team of a Team of 2.1 FTE's so require both extra capacity and funding.
- Ideas including a street parade and sporting events involving Truro City and the Cornish Pirates were suggested. It was noted that Rolf Munding uses an events manager for events in Charlestown which Truro BID may wish explore if budgets allow.

Kristian Fleming closed the Totally Truro 2022/2023 AGM meeting.