

TAVISTOCK & DISTRICT CHAMBER OF COMMERCE
Monday Meeting

Minutes Monday June 6th 2016

| | | Action |
|---|---|----------|
| 1 | <p>Apologies Neal Taynton Young, Cllr Sheldon</p> | |
| 2 | <p>Minutes of previous meeting identified as being correct and distributed</p> | |
| 3 | <p>Management committee updates</p> <ul style="list-style-type: none"> • Membership Has increased by 4 directly from the business show with 2 others expressing an interest in joining, who Chris will be contacting in the next couple of days. • Treasurer Mike and Leanne (Vice chair and Secretary are now sharing the responsibility of the role of Treasurer due to the imminent sabbatical of the existing post holder. A more up to date report will be available next month, which will include final Business Show income/expenditure. Estimated currently balance stands at £4500 to £5000. • Secretary Richard Smith and Michelle Handley introduced as new members of the committee, Michelle will be co-managing the events, her first one being the Business Show, which will be held on November 9th in the Town Hall. Richard will be supporting the chamber using his expertise and knowledge in local business, Devon Chamber and statistics. Emails have been set up for our new events secretary. Discussion over what email Richard should have. Undecided. • Vice Chair Will speak within the agenda. • Chairman – DNA | CP |
| 4 | <p>Town and Chamber Events – past/present/future The arrival and planning of the Man Engine was discussed. TCC have been asked to assist with the planning of the event, however there seems to be issues around various bodies working together. Main concerns were placement of artists/acts that may be bought in to encourage visitors to stay and shop/visit the town after the man engine leaves. Discussion over where artist would be. Kate Royston expressed concerns around plants outside the old folks restroom and offered to speak to people concerned and feedback. Cllr Moody offered to find out whether any artists could have the Market Street carpark for performances. Discussion over whether there would be space on Bedford Square once the man engine was in position and where and how the man engine would be leaving Tavistock. The PR company that are responsible for organisation of the event and journey of the man engine suggesting numbers in the region of 10,000 although MH reported that a TC meeting suspected it will be significantly less. Bedford Square car park is reported as being closed and for press only. MH and LE expressed concern that the details keep changing and that no confirmation of any events during the day can be made as no-one in authority is giving the go-ahead. LE reminded attendees that the Business show would be held on Nov 9th as previously mentioned.</p> | KR JM |
| 5 | <p>Town/County News</p> | |

Carrying on from last month's discussion regarding footfall within the town after visiting businesses regarding the show – MH made a suggestion that we could undertake a study with the businesses within the town, asking them 4 key questions:

In the last 12 months has your income stayed the same, decreased or increased?

Is there one thing that you think has contributed to this?

If you, as a business could collectively change something in Tavistock what would it be?

Has footfall increased, decreased or stayed the same?

There was a discussion around the worth of carrying this survey out, as Cllr Moody said that the WDBC survey would be taking place and asking the same questions.

It was also pointed out that the BID should be asking these questions of local businesses and feeding back the information.

An point of interest was made in the reduction of footfall in direct correlation to the relocation of WDBC, an answer regarding this is still not available.

Discussion over the planning regulations for the proposed redevelopment of the units near Tesco, can only be objected to on planning grounds, it may not even go to committee and there was suggestion that it could be put through under delegated powers.

MH stated that "if our offering within the Town Centre is good enough, people will come into the town centre to shop regardless of what is on the outskirts of the town, therefore we need to work on what we have in the town centre"

Committee reminded members that the Chamber will look to support any activities that support the High Street as a whole to encourage economic growth within the town and also within the wider geographical area.

6 Business Issues

See above

7 New Developments

See above

8 Social media/website

LE meeting with Brett to discuss further content for website and yet without content from members we can only add what we have. The site is up and running and available to promote our members once we receive their information.

Twitter and facebook – LE apologised for not posting as much as before due to work commitments.

Twitter training was discussed and will be offered to members should there be any interest.

9 Any other business

KR would like to present and discuss issues around Totally Locally.

Date of next breakfast meeting – 24th June at the Bedford Hotel to start at 7.30am – book in via website

Date of next evening meeting – 4th July at 6.00pm. at the Bedford Hotel.

TAVISTOCK & DISTRICT CHAMBER OF COMMERCE
Monday Meeting

Minutes Monday July 4th 2016

| | Action |
|---|--------|
| <p>1 Apologies Mike Harper, Leanne Elliot</p> | Mee |
| <p>2 Minutes of previous meeting identified as being correct and distributed</p> | |
| <p>3 Management committee updates</p> <ul style="list-style-type: none"> • Membership Tesco have signed and paid and now at 80 members. Need to update MailChimp – NTY to email login details • Treasurer Absent Nil report • Secretary Absent Nil report • Vice Chair Absent Nil report. • Chairman – DNA | |
| <p>4 Chair Having problems receiving emails at the moment so apologies if you have tried to contact me. Trying to resolve the email issue. However we should still be getting them.</p> <p>Breakfast meeting was very successful on the morning of the referendum,. Underlying result from our ballot which gave a 72% to remain and the final question that should the public have voted and no attending felt that is should. Feed back had feedback from houses for sale slowing down and one business reported to have lost a circa £100k throughout and since the referendum.</p> <p>NTY to attended the Devon Chambers AGM and also feed back the response from the Chamber referendum breakfast session.</p> <p>RO commented: Hasn't experienced many issues and received great support from one of his Chinese suppliers. Also noted that the Breakfast events attendance has now shifted and is greater than the evening.</p> <p>NTY: looking to address the attendance of evening sessions. A great job re the building of the attendance and we will continue to work on the evening meetings</p> | |
| <p>5 BID, re-election? Concerns around the potential void if BID do not get voted back in. General feedback has been very mixed, which has not been helped by reports from the BID stating that footfall is down and then the next week all s good and couldn't be better. Shops haven't been supportive of the BID and feel that they have had their monies worth. A concern is that the BID manager is on the FTE of 75k per year, working to £25k per year, and if the BID is not voted back in where does this money go and who will have charge?</p> <p>The Chamber is very keen to work with, and further develop its relationship with the BID</p> | |

RO: Robert part of the steering group as to which way WDBC will vote, along with Philip Sanders. So he has sorted the businesses into rateable values. The ones that impact the most are the ones in the medium levy and are hit harder., the smaller gain rate relief. There are 350 businesses in the BID, and there is a variable amount of payments into the BID.

NTY: do you have an average spend of business into the BID:

RO: No, We will also consider whether the BID plan is supportive of WDBC. One of these is that the BID will be looking to assist the WDBC with the car parking scheme, and looking to increase money into the pot. This survey will be interesting.

NTY: How many businesses are you considering surveying?

RO: A short list has been passed over to Darren (WDBC) and he will come up with the final list, but not too sure how many are on the list. This will be dependant on time available to us and how quickly we can get around them. Short of doing that, we may will have to guess.

NTY: of the 350 business, how many businesses are under the wing of WDBC?

RO: We'll be looking at around 20 businesses being surveyed, but couldn't confirm how many businesses are under the WDBC within the BID.

NTY: so may not be a fair representation, as is it may not be a fair representation.

RO: Can't answer that, but has got the endorsement of the HUB and WDBC. Only businesses that are contacted will be aware of this survey, and WDBC do not have access to the BID database (not too sure if they have a central database, nor is there one for central Devon).

JS: The Town Council will support the BID, contribution to the BID, cira £3k this year and £2.5K last year. Voting process for BID is much better. I would like to have seen some new innovation for the town centre such as Wifi for the town, which has its benefits and draw, and have tried to get it off the ground. We cant influence now, due to the business plan in place, which is a bit inflexible.

NTY: we wish the BID all the best on their re-election, would like to see possibly better comms from the BID and inclusion from local businesses. Possibly clearer chairing/steering of their meeting. We have tried to work closely with the BID, such as the Manengine, and will continue to do so.

Rent and rates will need to be consider too, in comparison to Plymouth, given the draw camprison and we all need to work together and investment need to be made in creating a feasibility report.

PH: Robert, what is the view of shops in the BOD area?

RO: well we haven't finished the report yet, but its negative.

PH: Do you feel it's a vote against the concept of BID or the way it's been run?

RO: the main response is that its made no difference it's cost us more and we haven't made any extra money . But this is just me taking to shops. The survey will be mainly small high street traders, in comparison to the coffee shops, which is why they will be included to get a fair representation.

PH: so it's one business one vote.

RO: the voting system is one business one vote but there is also a weighting system based on how much those businesses pay, so the more they pay the greater their influence. The details are available on the Council website.

KR: They need to clear 50% on businesses threshold and 50% of businesses who contribute. BID contribution rate is 1.65% of rateable value, but they have to clear 50%.

NTY&PH: does mean that you could have a high percentage of BID members that don't want the BID in.

NTY: A fresh approach and views would be required for the BOD moving forward and the Chamber would continue to assist the BID if they remain in. However in the event of the BID not getting in the Chamber will look to support were they can.

JS: The deadline for the vote for BID is on the 14 July and Carnival on 16th and ManEngine on 25th. Response may well take a little time to qualify the vote result. With the result on the 15. Although the votes go to London to be counted, but not 100% certain.

In the event of the BID not being successful would the Chamber look to take over the business and place a director?

NTY: with regards to the Chamber we would need to see how feasible it would be, given the time that we have available to us, as we are a volunteer organisation, with the only chamber in Devon set as a paid organisation is the Devon Chambers. I think at this time it would be difficult for the Chamber to commit but we would be able to work with and have 80 members some of whom may well be able to commit their expertise to the new entity.

JS: you would need a full time director on the board to make it effective. Other wise you're just another member.

NTY: Chamber would be involved and is not successful we would have to assess why it hasn't been successful and what would need to be done differently.

RO: If the Chamber was to take on the arguments for and against the Chamber. No the Chambers view is broader and not just focused on the town centre. So would he Chamber be using up available resources on a fraction of the membership (the town centre), would it not be better for another organisation to fill the gap? So a town centre entity.

NTY: The body would be need to push boarders and boundaries. If you look at the Chamber membership it would be expand its membership with a potential 350 members at a great rate of £75 per year

JS: Much cheaper

NTY: So we'll have more people around the table and our presence on the high street has increased as a result of the Business Show. So there are opportunities there, we just have to make certain that we make the best of this situation.

CP: That we struggle enough to get engagement from many of the members and this may get them to interact more, however they may not have capacity to offer their services to the new entity in a directorship level, or arranging Christmas lights etc.

RS: It will need to be represented by someone.

NTY: before the BOD the Chamber did engage with the high street, and we do have BID members as Chamber members. However if they're paying £350 per year and not get much of a return, the attraction of a single voice through the Chamber may be appealing. However that does bring up the topic of how many action groups there are in Tavistock. There are so many and the question needs to be asked why are they there. Which may hinder Tavistock in its message . It might be worth while sorting out a group meeting, with an impartial lead to get us all together, to create one voice.

6 Broadband

RO: we're looking to arrange a continual service throughout the Town, creating zones. The Town Hall service will be vastly improved upon. The Bandwith can be monitored and adjusted to allow for traffic.

JS: as we have superfast this will assist greatly. Superfast in town (we have and we haven't). Every cabinet is been updated. Cabinet number one was under Neil Walcott, has signed for one element but not the complete hence the delays. We're hoping that since they have moved this will help him to work with us to get it all sorted. We have publicised this and hope that pressure will assist in moving this forward. Once we've got this sorted it will take a couple of months, and Pits Cleave has been pushed forward to end of September/October. And BT are quick at getting this type of thing up and running.

7 New Developments

See above

8 Social media/website

N/A

9 Any other business

RO: no, JS: no, KR: no, Kate: The town shop is nearly there, towards the end of July, which has been caused by broadband – will send something through for the Chamber Newsletter. Anything happening with the ManEngine? NTY: not too sure at this time I know that we have worked with the BOD but not too sure we're we are at. RS: no, CP: no, PH: just carnival week starts on the 9th July. KR: one more point, Wayne has sent an email to the ManEngine group re his feedback to the organisation group re the traffic orders to be put into place. A flexible range of foot fall, but the traffic order is more in depth.

10 Meeting end at 7:10

Date of next breakfast meeting – 21st July at the Bedford Hotel to start at 7.30am – book in via website

Date of next evening meeting – 3rd August at 6.00pm. at the Bedford Hotel.