

# Tavistock

BUSINESS IMPROVEMENT DISTRICT

## Tavistock BID Ltd

C/O Wings Accountants  
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## MINUTES OF THE BOARD OF DIRECTORS 'MEETING

**DATE:** 19<sup>th</sup> November, 2020  
beginning at 17.00.

**LOCATION:** In our own homes via Zoom conferences

### ATTENDEES:

Janna Sanders - BID Manager (JS)  
Katherine Wing – Wings Accountants (KW)  
John Taylor – Grenville Estates (JT)  
Nigel Eadie – Original Pasty House (NE)

Chris Palmer – Hansford Bell (CP)  
Paul Williamson – TTC Representative (PW)  
Valerie Davenport – Kaleidoscope Toys (VD)  
Colin Kirk-Potter – Dragonfly Cafe (CKP)

Item ref	Agenda Item	Decision/Action
<b>1</b>	<b>APOLOGIES</b>	
	Brett Kinsman-Dawe	
<b>2</b>	<b>MINUTES OF THE LAST MEETING</b>	
	Minutes of the previous meetings had been circulated – there were a few amendments to put in hand, with these amendments it was proposed by JT and seconded by VD that they be accepted as a true and correct record of recent meetings. Concern was expressed by JT that draft minutes which had not been ratified were displayed on Council website – these would not be sent to Council in future until they had been approved	PMS
<b>3</b>	<b>BALLOT 2021</b> <ul style="list-style-type: none"> <li>• JS had been on a Course today regarding Business plans</li> <li>• Need to engage with Nationals ahead of the ballot - need to work on building up a good relationship – Mel help JS with this</li> <li>• Do feasibility studies etc. with Mel – how you reflect operating costs - split out costs – need to be in different categories – find out from every business – yes or no – focus on good things – this is what you are going to lose – JS needs to do ‘walk around’</li> <li>• Lots to do – need more of Mel’s time than first thought</li> <li>• Lots of BID’s very active through Covid</li> <li>• BID term finishes 31<sup>st</sup> August, re-ballot in – need to ask Neil Jory for funding – offered already to help where he can</li> <li>• Need 45% in favour – that would be 76 yes votes – do we know how people voted last time? – probably private and confidential</li> </ul>	JS

	<ul style="list-style-type: none"> <li>• Need to work on BID Board of Directors –people with pedigree are running the BID – market who BOD are and what we do – produce glossy magazine with face of person and their pedigree – may be people do not understand enough about it – JT said that NE had done very well with the re-launch last time – CP said that this needs to go out closer to the ballot – it was felt that the campaign needed to be early before businesses had formulated their opinion</li> <li>• JT re-iterated that BID minutes were really important as that is what is read, part of the marketing is to show what BID is doing</li> </ul>	
<b>4</b>	<b>GETTING THE WORK DONE –</b>	
<b>4.1</b>	<b>Annie Coombes Employment status/job role</b> – Annie Coombes is now on board and is just focusing on Social Media and is doing really well, she is not doing as much as Jo. Annie is also working for Tim at Links Magazine and she will invoice us as a self-employed person.	
<b>5</b>	<p><b>Update on Click and Collect hub –</b></p> <ul style="list-style-type: none"> <li>• Collection point in Butchers Hall – (Butchers Hall closed on Monday – essential works being done – unable to use)</li> <li>• Done 2 days – 8 packages – probably not viable after lockdown</li> <li>• Any comments? – CP proposed that we keep going and not worry a the moment how many people are using it</li> <li>• JT said it was absolutely brilliant and had made page 3 in the Tavistock Times out today</li> </ul> <p><b>Recovery Plan update –</b></p> <ul style="list-style-type: none"> <li>• The ShopTavi website is up and running now – should help those who don’t have web presence</li> <li>• Andrew Downing unable to help now as he is too busy</li> <li>• Recovery difficult to plan when nobody really knows what is happening</li> <li>• We have to accept that more people are now shopping on line than before</li> </ul> <p><b>WDBC Grant update</b> – Details for most Businesses now to hand – JS helping some others</p> <p><b>Inside Out petition</b> – Inside Out have started a petition saying how unfair it is that ‘non-essential Retailers’ have to remain closed, whilst the same goods are available in Supermarkets this is gaining momentum and there is a press release today – need to get Trade Unions to work together. JS will circulate to other BID’s.</p>	
<b>6</b>	<p><b>FINANCIAL REPORT</b> – KW talked Directors through the latest financial situation – pointing out additional spending of £800 for click and collect and £400 for the video. She asked for permission to change the registered address for BID now that Wings Accountant had re-located – the Directors were happy to support this. Comparing last year and this year, the BID levy collection is slightly down, but it did jump last year, around this time, but will probably not achieve the £72,000 collected last year . Discussion regarding how various items are classified within the budget, perhaps this needs tweaking. Some BID’s are sending a little personal reminder and this has proved to much better than the Council reminders. (JS will get a copy</p>	

JS/KW

JS

	<p>of the letter sent out in Putney). There will be a letter sent out in January anyway regarding re-ballot.</p> <p>NE asked when it was planned to re-open the Pannier Market after lockdown and what the trading hours were as this was the draw for people coming to Tavistock. JS had a conversation with Wayne and it was hoped that this would happen when non-essential shops are allowed to open. PW said that the Council was very enthusiastic for the Market to re-open – there is a meeting next week, it is hoped to get a good rotation of mixed Market Traders</p>	
<b>7</b>	<b>AROUND TOWN – Empty shops/Store Closures and Opening – nothing to report</b>	
<b>8</b>	<b>BUSINESS SUPPORT AND LOBBYING – See Coronavirus Support 5</b>	
<b>9</b>	<b>MARKETING AND PROMOTIONS.</b>	
<b>9.1</b>	<b>Christmas Light Switch-on - video</b>	
<b>9.2</b>	<b>Gift Card marketing –</b> <ul style="list-style-type: none"> <li>• Launched for on-line sales last Friday – very good response</li> <li>• Available from Lawson’s next Friday</li> <li>• JS will keep pushing to get more businesses involved</li> </ul>	
<b>10</b>	<b>EVENTS – Christmas events - In hand</b>	
<b>11</b>	<b>PARKING/COACHES – ‘Free from 3’ parking had mooted response – work on this further</b>	JS
<b>12</b>	<b>COLLABORATIONS – Nothing to report</b>	
<b>13</b>	<b>MANAGER UPDATE – No further update</b>	
<b>14</b>	<b>CHAIR UPDATE - No further update</b>	
<b>15</b>	<b>ANY OTHER BUSINESS</b>	
<b>16</b>	<b>DATE OF NEXT MEETING –2<sup>nd</sup> December, 2020</b>	