



**Minutes**  
**The Cumberland Hotel,**  
**27 East Overcliff Drive, Bournemouth**  
**Tuesday, 16 September 2025**  
**11:00 –13:00**

**MEMBERS PRESENT**

Andy Lennox (AL)

Chair

**Sector Reps**

Richard Wade (RW)

Transport Sector Rep

David Jones (DJ)

IEA Vice Chair

Rosie Radwell (RR)

Accommodation Sector Deputy Rep/Chair BAHA

Ian Jones (IJ)

HE Sector Rep

Sarah Steiner (SS)

Conferencing

Helen Keall (HK)

Culture Sector Rep

Craig Mathie (CM)

South Coast Forum

Tim Seward (TS)

DMB Awards

**BID Representatives**

Fiona McArthur (FMc)

Bournemouth Coastal BID/Vice Chair

Peter Ruscoe (PR)

Bournemouth Coastal BID

Rob Brown (RB)

Poole BID Chair

Louise Berkhauer (LB)

Christchurch BID

Paul Kinvig (PK)

Bournemouth Town Centre BID/Vice Chair

**Professional Officers**

Cllr Rich Herrett (RH)

PFH for Destination, Leisure & Commercial Operations

Cllr Millie Earle (ME)

The Leader BCP Council

Ruth Spencer (RS)

Interim Director of Economic Development and Smart  
Place – BCP Council

Wendy Lane (WL)

Director of Planning, BCP Council

**Co-opted Members**

Nigel Hedges (NH)

Bournemouth Chamber of Commerce

Sam Merrick

Soul Motion

## Secretariat

Nickie Khosravi (NK)

Seafront Development Officer, BCP Council

## Guests

Amanda Barrie (AB)

Director of Commercial Operations, BCO Council

Richard Barnes (RB)

Senior Transport Manager, BCP Council

## Apologies

Jackie Richmond (JR)

Leisure & Attractions Sector Deputy Rep

Carol Scott (CS)

Leisure & Attractions Sector Rep

Steve Turner (ST)

Conference & Convention Sector

Sam Richardson (SR)

National Coastal Tourism Academy

Martin Davies (MD)

Bournemouth Town Centre BID

Guido Shillig (GS)

IEA Sector Rep

Jacqui Rock (JR)

Poole BID

David Bailey (DB)

President

Glynn Barton (GB)

COO, BCP Council

### 1. Welcome & Apologies – Chair

Chair welcomed members to the Board and presented the apologies.

### Declarations of Interest – None

### 2. Actions from the last Minutes (not covered by agenda items) – Chair

- The Chair has spoken with AFCB and will write a letter of support if needed. They are not looking to buy Kings Park, but leases will be adjusted.
- The BCP websites are now live. The new bank account has been opened, so Sam will now be able to go ahead with the Partnerships.
- LVEP assets – discussions with Dorset Council's legal and finance teams with regards to closing the LEP (and distributing assets) are ongoing.
- Dorset Police continue to face challenges with limited police presence, while incidents of retail crime have increased. They are currently dealing with high levels of sickness, long-term absence, and a number of vacancies. It was noted that police coverage varies significantly across the three towns, with Poole TC receiving better resourcing. The Poole levy district is much safer with very little anti-social behaviour. Over the summer months there has been a strong presence on the seafront. The Executive Committee of Town Watch will be meeting with the Safeguard Force.
- Christchurch Town Council website has gone live. They have used the logos and have been really engaging. There maybe a possibility that DMB will take over the website from an admin perspective which will bring it back in line.
- The new Growth Board has been created, and the Chair is a member. The aim of the Board is to deliver a growth strategy for BCP and an action plan behind that strategy. It is to be delivered in March 2026. There are 22 members on the Board and is business lead. It was noted that there is no retail representative on the Board. The Chair will raise this at the next meeting (17 September). **(ACTION)**.

The Board AGREED the Minutes from the meeting on 15 July 2025.

### 3. Martyn's Law – Amanda Barrie, Director of Commercial Operations, BCP Council

- AB presented to the Board an update on Martyn's Law.
- There will be training on the Protect UK website.
- Links with the Economic Development team, BCP Council on the working group.
- It is due to become law on 27 April 2026, with constant updates coming out.
- The Board discussed:
  - The use of barriers and guidance, and funding to buy barriers.

Heavy duty vehicle mitigation – what is required on high street events and provision. There needs to be a clear process of what information to provide and timeline for events, as it delays events to be delivered.

Using a vehicle as a weapon. Branding some old Morebuses – is this possible?

Event safety Risk Assessment.

- AB will take away the above queries until the guidance comes out.
  - NK will circulate AB's presentation. **(ACTION)**.
- 4. Local Transport Plan Consultation – Richard Barnes, Snr Transport Manager, BCP Council**
- The current LTP expires next year. The new consultation ends midnight on 12 October.
  - The LTP guides investment and is long-term visions for strategy and transport for the next 50 years.
  - Cllr H encouraged the Board members to look at the consultation and complete for their relevant sectors.
  - [Local Transport Plan consultation | BCP](#)
- 5. Change of Name from Destination Management Borad – Chair**
- The members discussed a change of name for the Board and does Tourism need to be in the name.
  - It would help the awards and marketing.
  - The Chair proposed a name change to:  
Destination Tourism Board for Bournemouth, Christchurch and Poole (DTB) – further thought was to be given and potentially email vote on it.
- 6. Business Growth Update - Chair**
- Discussed under Actions from Previous Minutes above.
- 7. Update on DMB Awards - TS**
- The finalist launch on 11 September was well received. There were 180 applications this year and some people didn't get through as there is a lot of competition.
  - Feedback included suggestions such as being mindful of the timing and filling out the application form. Also, for first-time submissions, having a professional help write the application. Next year TS will have 2/3 people on a sub-committee.
  - The Dorset Tourism Awards are in October.
  - The awards evening has been moved from Thursday 6 November to Friday 7 November and is at The Hilton Hotel. Communication is key.
  - There has been interest from Christchurch to host the finals next year.
  - There is a press release going out at the end of this week.
  - It was noted that the whole finalist event cost only £150, everything was given for free apart from the certificates.

## 10. Sector Updates

### Transport – Richard Wade

- Transport demand is derived demand so with cost of living affecting discretionary spend, we're seeing reduced numbers of people wanting to travel.
- Congestion this summer in the places we expect it didn't happen too often. Consistent spells of good weather meant we avoided those nice days within gloomy/wet spells where everyone wants to visit seafront car parks on the same day. BCP provided additional resource on days that were expected to be busy, and this countered the worst of the problems, with limited exceptions.
- Night buses on N1, N2 and N5 now run seven nights per week from 12<sup>th</sup> Sept. Funding for this till end of March, we will need to monitor use to see if this is a good use of funding going forwards.
- Increased parking fine trial for seafront areas in August seemed to go well. Bus journey

time data shows an improvement year on year on the affected corridor. Hopefully a longer trial might be permitted next year.

### **Hospitality – Andy Lennox**

- The season went well but tough in terms of affording staffing. There has been a lot of job loses in hospitality.
- Difficult trading environment in terms of staffing but customers are coming through the doors.
- Hospitality has mostly gone on Poole Hill Road.
- Taxed Out Campaign – AL has met with all the MPs to discuss a VAT cut. Rates will be discounted at 50%.

### **International Education Association – David Jones**

- Poor summer performance all over.
- Social media going strong.
- Engagement with Jessica Toale and Tom Hayes to invite them to meet the IEA Members has had limited success. The Chair offered to write to the MPs to encourage them to engage with the IEA. **(ACTION)**.
- Bournemouth-Lucerne Twinning Association band exchange project Welcome Reception is being held at Hotel Collingwood on Thursday 2 October. There may potentially be a visit to the Mayor's Parlour at the Bournemouth Town Hall and to see the Twinning Charter, if possible – which would be at 4pm on Friday 3<sup>rd</sup> October. DJ to send the Chair an invitation **(ACTION)**.

### **Higher Education – Ian Jones**

- Although it has been a tough 9-12 months, reserves have been good and recruitment targets have been exceeded.
- A lot of staff changes have been made, including a new Vice Chancellor. There have been no compulsory redundancies.
- The first Super-Uni has been formed, with the merging of the University of Greenwich and the University of Kent.
- Apprentice Level 7 has filled up.
- Transnational Education - they have an agreement with China, Bahrain, Egypt and Morocco.
- Two graduates have won Emmy awards.
- Leadership Awayday has been arranged.
- Postgraduate is quite tough.
- The university has done well in keeping the momentum going.

### **Conferencing – Sarah Steiner**

- **BIC Fire**  
Following the fire at the BIC in August, happy to report that the fire had minimal impact and the damage was contained to an external area
- **UKCAMS Survey 2025**  
The BIC contributes to the annual UK Conference Meeting Survey, which is a survey that analyses the performance, trends, and economic impact of the UK's conference and meetings sector from a venue perspective.

#### Investment and Future Outlook Summary:

- Investment in venue facilities remains strong, reflecting confidence in the sector's future despite economic uncertainties.
- 77% of venues invested in their facilities in 2024, maintaining an average investment level of £240,000.
- The outlook for 2025 is cautiously optimistic, with many venues focusing on flexibility and customer engagement to navigate market uncertainties.

- Trends indicate a shift towards in-person events, with hybrid formats becoming less prevalent in major conferences.
- **Conferences/Exhibitions coming up at the BIC, September - December 2025**  
Busy autumn ahead, welcoming approx. 31,000 delegates/visitors

#### X10 events

- X1 hobbyist exhibition
- X1 trade show
- X4 medical associations
- X2 party political conferences
- X2 other

#### **Attractions – Jackie Richmond**

- Tower Park has been quieter due good weather and refurb [unfinished]. Splashdown was about same as last summer which given weather etc is a big win - Lemur Landings was affected by the good weather and was down substantially but expected. Vue cinema has opened and looks like a new tenant restaurant heading to Tower Park.
- Sunny summer has seen good visitor numbers in the harbour with Coastal Cruises trading well, Sept update so far there is not encouraging. Coach biz seems a bit more buoyant and some new operators in the market. Some evidence of corporate biz on the up too.
- We will have full meeting again at end of month which will give full picture.

#### **Hotels/BAHA – Rosie Radwell**

Currently our focus has been on the following:

- IOH Above & Beyond event at Marsham Court Hotel on 29<sup>th</sup> September 2025 about accessibility and inclusion.
- Hospitality Connect Launch on 30<sup>th</sup> September 2025 partnering hotels with schools to get more students into hospitality.
- This summer has seen an awful lot of bad publicity, from worst beaches, the dirtiest beaches, protests, asylum seeker hotels, safeguard force, rise in crimes. We feel there has been a huge lack of any recourse made by the BCP corporate comms teams. Because councilors or BCP council are not mentioned they have not bothered and ignored the issue. The town has had a really bad negative presence and this needs to be changed.
- We have launched our Check In Chill Out campaign. FB has started already, and we are trying to push a positive vibe. David & Rosie have been on the radio several times in the last few weeks and on BBC South Today. We have done PR around the new bags and these are starting to be distributed and already being sold. We will collect the money into a separate account within BAHA so that the money from the bags can be reinvested into promoting the town. We have got a 3-month program agreed with Sam Merrick and our new video is going out from today. I will play it for the committee.
- In October we have our next Hotel GM & Directors meeting, and we have Julie Anne and Sam coming to talk about Check In Chill Out and the new Bournemouth & Poole Tourism Websites in anticipation that they will sign up.
- The BAHA awards have now been judged, and finalists have announced. The event takes place on Sunday 5<sup>th</sup> October at the Hilton Hotel.
- We will start to look at organizing the next lot of training again for November 2025 for hotel staff. Fire marshal, first aid, etc.

Generally, summer has been mixed. Occupancy has been up and down but on average stayed high. More people doing less nights, which has affected Devon and Cornwall more as people have done more 1 nighters so didn't want to travel as far. ARR has been down across the board but costs up. We were affected by not having the air show and weather worsened by then too.

## A BID

- There is still no update. The future of ABID is still very uncertain; however, David has been trying to get a meeting with Nick Roach. If we can persuade him, I think it is worth trying to get the vote again, but if not then I don't think it is. David is due back at the end of September.

## Christchurch BID – Louise Berkhauser

- The website is now live. There is concern about the Love Christchurch website not being updated. The Chair will follow up with Christchurch Town Council, with the BIDs support **(ACTION)**.
- Recruiting for a new Community Engagement Officer.
- Christmas lights switch-on will be on 22 November, with carols in the square on 30 November.
- Lots of roadworks with all entry points into the town being blocked. Businesses are closing as they can't sustain them.
- Food Fest Local will be held next May along the high street.
- Preparing for the BID ballot next June.

## Poole BID – Jacqui Rock

- Summer event programme now coming to an end.
- Poole Quay hosted events every evening of the week; combined with good weather, this created a lively and bustling harbour atmosphere throughout the summer months – April Sept.
- Next major event: Discover Christmas in Poole.
  - Launch: Saturday 22 November 2025.
  - A smaller version of the Poole Christmas Maritime Light Trail.
  - Marketing led by Poole BID in collaboration with the BCP Events Team and SoulMotion via #LovePoole
- Hanging baskets and bunting due to be removed shortly.
- Perennial planters will remain in place year-round.
- 'Dusty' our Grounds Maintenance Machine working well and is well received by levy payers.
- New SWL Security Officer in place across the town centre, fully funded by Poole BID.
  - 40 hours per week, 10am – 6pm, Tuesday to Saturday (hours subject to change based on intel).
  - In post for 1 month: has already made 2 citizens' arrests.
  - Positive levy payer feedback; encourages non-SentrySIS members to join.
  - Note: SentrySIS and 2-way radios are the only means of contacting BID Security.
  - Noting Safeguard Force activity in Bournemouth and their interest in extending to Poole town.

## Business Crime Reduction Partnership (BCRP)

- Exclusion Notices will now be instigated and coordinated through Poole and Bournemouth BIDs BCRP againstbusinesscrime.co.uk via UKPAC, enabling businesses to pursue civil action through the courts now too.

## Footfall

- July 2025 footfall: down 7% compared with July 2024.
- June → July 2025: increase of 12% in footfall.

- Awaiting August figures at the time of writing.

#### Poole BID Ballot

Consultation Survey launched; levy payers have until 26 September 2025 to complete.

- Results will feed into the 2026–2031 Term 3 Business Plan.
- Civica confirmed by BCP Council as the independent election company.
- Baseline Agreements, Operating Agreement, and Articles of Association currently under review in anticipation of the new term.

#### **Bournemouth Town Centre BID – Paul Kinvig**

- Crime Partnership – reps from across the sectors meeting. Lots of businesses have signed up to the system.
- Different systems for crime prevention - Auror is to report crime rather than SentrySIS.
- Agreed an exclusion scheme for the TC, which will be implemented on 1 October. It is important though that people can still come into the TC to collect prescriptions etc. The Rangers and CSAS will be serving the exclusion notices to individuals.
- Purple Flag – assessment night went very well, and the results will be in at end September. The submissions were excellent.
- Summer Streets campaign went very well. A full impact report coming through to Charles, Fynn of Economic Development, BCP Council.
- Smaller focussed events are much more beneficial.
- Air Festival weekend some businesses made double.
- Concertina wires are up, storey boards and information towers will be going in, and a Purple Flag.
- Footfall is up.
- There are six units under offer on Old Christchurch Road. May need to look at high street rental auctions on Poole Hill.
- The MHCLG are in the pre-work stage of a High Street Rental Auction Consultation on a proposed area. RS will find out more information and report to the Board. **(ACTION)**.
- Recruiting for a Business Liaison Officer and two Rangers.
- Budget has gone into Christmas.
- Ballot next year.
- Rateable revaluation happens next April, which could mean less revenue.

#### **Coastal BID – Fiona McArthur**

- Flags and graffiti in Southbourne. There has been graffiti in Westbourne also, but it has been removed. Unfortunately, the drivers were subjected to abuse. They have heard nothing from the Council and will they remove it. It was noted that there is one maintenance team within the Council (who have also been subjected to abuse) and they are prioritising urgent work. Graffiti on roundabouts can be reported.
- Parking fines – good to start with but would like to know how many fines were issued and in what areas. Cllr H will circulate the report once it is issued. **(ACTION)**.
- Ballot next year.
- Currently looking at Halloween.
- Love Bournemouth sign – looking at opposite Harry Ramsdens on the seafront
- Footfall is up.
- Anti-social behaviour / retail crime in Boscombe is up.

#### **Cultural Compact – Helen Keall**

- July marked a major milestone with the opening of Scaplen's Court and Garden, with the building benefitting from significantly enhanced accessibility, including the installation of a new platform lift, and increased capacity from 60 to over 250 people, opening new opportunities for hosting larger events and celebrations.

A key addition to the building is the new café operated by the locally renowned Salt Pig

brand, which has helped reposition the museum as a vibrant, year-round community hub. This aligns with wider sector trends of museums expanding their commercial and social offers to improve sustainability and community engagement.

The phased reopening of Poole Museum has offered an exciting first glimpse into its ambitious redevelopment, with Scaplen's Court leading the way. Over the summer, Scaplen's Court hosted a light-touch programme of events designed to engage both residents and visitors. These included a series of creative workshops for all ages, free opera performances, and a free immersive audiovisual installation which is still on now. These activities have been well received, with high footfall numbers, great feedback, and a real community buzz in Poole Old Town. The new museum shop also opened in July, and it is a growing success.

Looking ahead, Poole Museum is preparing to open in a few short weeks, with three brand-new maritime galleries, a high-profile exhibitions programme, a new Discover and a Research Room, interactive and immersive experiences, a ceramics, art and design gallery, a learning programme, and so much more, all designed to appeal to a wide range of audiences and enhance Poole's cultural tourism offer.

Inside Out Dorset Festival 12-21 September  
<https://activateperformingarts.org.uk/whats-on/inside-out-dorset/>  
River of Hope flags installation in Christchurch  
Moors Valley sound installation running to 21 September

Arts by the Sea Festival 26-28 September  
<https://artsbythesea.co.uk/>  
Free outdoor performances & activities in central Bournemouth

Public art installations by BCP Council (Levelling Up Funding) aimed at enticing people to new locations along the BCP Coastline and showcasing existing assets, including a Smuggler's Trail on Mudeford Quay

Poole Museum reopening  
<https://www.poolemuseum.org.uk/>  
Poole Museum has undergone a transformational redevelopment over the past three years, with over £10 million invested in the conservation, restoration, and remodelling of its three historic listed buildings.

### **Events – Craig Mathie**

- Lots of one day events up and down the country. The event sector is in a good space.
- These organisations are looking for locations. Major events are looking at significant at significant growth.
- Lots of data around financial impact.
- The independent sector is not quite so buoyant.
- Purple Guide – undertaking work to look at standardisation across local authorities.
- Community events happening.

### **11. AOB**

- Aidan Dunn is the new CEO of BCP Council and has been invited to the meeting.
- Proactive PR – updated visitor numbers/footfall (SM).

**12. Date of next meeting:** Tuesday, 4 November 2025 – 10:30am–13:00pm  
Poole (tbc)