



Minutes
The Captains Club Hotel & Spa,
Wick Lane, Christchurch
Tuesday, 20 January 2026
10:30 –13:00

MEMBERS PRESENT

Andy Lennox (AL)
David Bailey (DB)

Chair
President

Sector Reps

Rosie Radwell (RR)
Katy Griffiths (KG)
Ian Jones (IJ)
Guido Shillig (GS)
Richard Wade (RW)

Accommodation Sector Deputy Rep/Chair BAHA
Head of Programming, The Lighthouse
HE Sector
IEA Sector Rep
Transport Sector Rep

BID Representatives

Louise Berkhauer (LB)
Paul Kinvig (PK)
Jacqui Rock (JR)
Fiona McCarther (FMc)
Peter Roscoe (PR)

Christchurch BID
Bournemouth Town Centre BID/Vice Chair
Poole BID
Bournemouth Coastal BID/Vice Chair
Bournemouth Coastal BID

Professional Officers

Cllr Rich Herrett (RH)
Cllr Millie Earle (ME)
Wendy Lane (WL)
Ruth Spencer (RS)

PFH for Destination, Leisure & Commercial Operations
The Leader BCP Council
Director of Planning, BCP Council
Interim Director of Economic Development and Smart
Place – BCP Council

Co-opted Members

Sam Merrick (SM)

Soul Motion

Secretariat

Nickie Khosravi (NK)

Seafront Development Officer, BCP Council

Apologies

Jackie Richmond (JR)	Leisure & Attractions Sector Deputy Rep
Sarah Steiner (SS)	Conferencing
Helen Keall (HK)	Culture Sector Rep
Craig Mathie (CM)	South Coast Forum
Tim Seward (TS)	DMB Awards
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
Nigel Hedges (NH)	Bournemouth Chamber of Commerce
Elizabeth Murray (EM)	Deputy Town Clerk, Christchurch Town Council
Rob Brown (RB)	Poole BID Chair

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 Board AGREED the Minutes from the meeting on 4 November 2025.

3. Growth Board - Chair

- The Growth Board was created by BCP Council in response to the Government agenda. The key role is to create a Growth Plan, as this is what the Gov. looks at. FMc has been researching other areas Growth Plans. The next step is to invite some members to the March DMB meeting to find out each sectors priority. **(ACTION – Chair)**. It was noted the Chair did invite some members to this meeting to observe only but there was no attendance.

4. DMB Tourism Strategy – Chair

- The Chair reviewed the DMB Tourism Strategy, outlining the key goals and priorities. It was noted that most of the key goals and priorities are complete.
- Points arising from the discussion included:
 - IE – GS** to identify some key achievable points **(ACTION)**.
 - Conferencing & Business Tourism** – conferencing is down (June 25) but there are a few conferences in the pipeline. Chair to obtain year on year comparison statistics from BH Live. **(ACTION)**.
 - Airport** – Chair has a good link with the Airport. The airport is expanding.
 - Events Plan** – there are many events taking place across the county, but better coordination is needed to maximise impact eg packaging related events together. It was noted that we have an events calendar and it gets the most traffic.
 - Website/database** – DMB members can utilise their own databases to encourage sign-ups. Driving traffic to the website through engagement activities and outreach will be key. SM will produce a one-off page PDF for members to support this. **(ACTION)**. The BCP Econ Dev. team is already promoting the website through channels. RS will contact the Corporate Comms team for additional promotion opportunities. **(ACTION)**. There are twenty-three commercial properties run by BCP to engage with.

UKSPF Funding – the money needs to be spent by March (an extn has been offered to September 26). The funding next year has been cut. RS to send the Chair a list of current projects for the town centre to share with the Board. **(ACTION)**.

Rate Relief - Chair

- The Chair confirmed it is going to be applied to hospitality, but no-one knows what this will look like. Chair will update the Board at the next meeting. **(ACTION)**.

6. ABID Update - RR

- We are having a catch up this afternoon to discuss our plan of action, agenda and what we will bring to the board next week. What outcomes we are hoping for and to finalise the ABID vs Tourist Tax sheet. We will be updating the invites this week so the hoteliers can have a nudge if they haven't responded already.
- I spoke with Michael Regenhardt from Marriott yesterday who is in favour of the BID, and I am meeting Peter Tisdale on Thursday.
- Board meeting has been called for 26th January 2026 at 11am at Marsham Court Hotel and Hoteliers meeting has been called for 29th January 2026 at 11am at Marsham Court Hotel.

7. DMB Tourism Awards - Chair

- TS is leaving his current role. It is good practice to go out to tender every three or four years for transparency. It was agreed by the Board that TS will still organise this years awards night and then it will go out to tender.
- Looking for a new main sponsor.
- It was agreed by the Board to keep the November date. The DTA awards are in October and being held at The Marsham Court Hotel.
- Chair is waiting for the P&L from TS, once received he will circulate to the Board.
- It was thought the last awards were the best one yet, and the BAHA awards were very good.

10. Sector Updates

Transport – Richard Wade

- The new terminal building is due to open in 2027 and that will be the time for an airport bus service.
- Bus Service Improvement Plan funding is a 3yr delivery programme designed to improve bus services.
- There are two capital spend schemes to improve public realm: Westover Road – works are already underway. Gervis Road – works are scheduled next. The road will close and reopen in 2027.
- Works have started to improve the public realm at Poole Bus Station. There are no visualisations for these projects and the Chair suggested that the Board could support this. Chair will bring a quote back to the Board at the next meeting. **(ACTION)**.
- Flix Coach service will expand by around 50% in April. The Chair suggested adding branded bus graphics to a Flix vehicle, which RW will take forward with them. **(ACTION)**.
- UBER now have a licence with BCP.

Hospitality – Andy Lennox

- It was a good December.
- Rates Relief is the key discussion at the moment.
- VAT campaign is launching late.

International Education – Guido Shillig

- We are back into the Erasmus project which is good news.
- MPs are not engaging with IE. Chair to re-engage with the MPs. **(ACTION)**.
- Social Media campaign to let international students know how Bournemouth is a great place to study. Looking at which countries to focus the campaign on. (China, Turkey, Spain, Italy and Japan). The Board agreed to add 'learn' into the campaign – live/learn/work/play - so everyone is joined up.

Higher Education – Ian Jones

- Open days went well. A lot more 1st bids are being accepted.
- Partnering with Universities overseas to teach. China has 1000 students every year.
- Some Universities have moved their scoring.
- Launch 30 January of the 2035 Strategy.
- There have been no forced redundancies but is being reviewed in the next six months.
- Lots of new courses starting. Second year Degrees are more difficult to deliver.
- More students are living at home which is affecting the Halls.
- £2.3M Cyber Competency Centre – looking at skills.
- Boot camp seems to be the rage now for Dorset and Somerset.
- Looking at how we promote the BCP area.

Conferencing – Sarah Steiner

- BIC currently engaged in site visits and ongoing discussions relating to conferences scheduled for 2028 and beyond.
- Meetings were held between representatives of The Lighthouse, Pavilion Dance Southwest and BIC to discuss potential opportunities for collaboration.
- BIC attended regular Association of Event Venues working group - contributing to sector-wide discussions on the strategic implications of adverse weather for venue resilience and operations.

Hotels/BAHA – Rosie Radwell

Currently our focus has been on the following:

- Check In Chill Out campaign is still moving along but we need more funding and don't have it. May have found a small revenue stream but can't say much about it yet.
- We are making another video for March, featuring different hotels and some of the great festivals and outdoor activities ready for tourism week.
- BAHA marketing subgroup with help of Contextful is due to meet again next week for their 2nd event which Sam, Sam & JA are also attending, this is at the Captain's Club.
- More hoteliers have joined the committee, and I am meeting with some next week to possibly help with the workload and become new vice chairs in March.
- The BAHA awards for 2026 are due to launch 12th March 2026 at an event at the Bournemouth West Cliff and I just need to finalise the details so I can send out invites to that.
- Training courses are being organized for March/April time.

Christchurch BID – Louise Berkhauser

- After the impact of the bypass roadworks before Christmas, a new Christchurch resilience working group has been created to meet monthly to discuss planned roadworks and communication from BCP Council to our levy payers. The group will meet quarterly.
- Christmas went well aside from the usual issue with weather on the light switch on day which is always frustrating. Carols in the square has a great turn out and is growing year on year.
- We are busy revving up for summer events including being part of the Distinguished Gentleman's ride route this year in Christchurch. Food Fest Local will be back on the High Street on the 23rd and 24th May alongside the main food festival on the Quay.
- Bunting will be going back up, pedestals planted and the town beautified in time for the May events and the start of the Christchurch BID term 2 campaign with our ballot in June.

Poole BID – Jacqui Rock

- The completed Business Plan has been sent off to be designed. Plan to use RV from 2023 and increase rateable value percentage to 2.1%.

- Ballot: 16 February to 16 March – voting, 17 March – result.
- If the BID is not voted in for another term (ends June), it has been agreed that we will continue with the planting, bunting, and events until September. Working with BCP on comms and a video has also been made. SM support with this. **(ACTION)**.
- Meeting with Neil Duncan-Jordan regarding the April budget (Employment Law).
- Safeguard Force were in Poole Town last Saturday.

Bournemouth Town Centre BID – Paul Kinvig

- Christmas received mixed reactions from retail, hospitality and leisure.
- New Christmas offer this year with lots of lessons to be learnt from Seventa Events. Very little negative feedback about SKATE and the bar but negative feedback on how the market was laid out.
- Recruitment remaining a real issue.
- Currently driving an Age Friendly program, with training given to the levy payers.
- Purple Flag seminar this week about recognising older people in the NTE.
- Launched five ‘take a seat’ chairs across the town centre.
- Launched lunchtime learning for levy payers. These are a series of short lunchtime seminars where the aim is to walk away with 5 new things learned.
- Launching the Exclusion Notice Scheme, where people will be banned from shops. PR to go out within the next week.
- Ballot – consultation stage is complete and a Business Plan will go live in July. Ballot announcement date is 4 November.

Coastal BID – Fiona McCarther

- Mixed reactions for Christmas. There was nothing lit up on the pier, so talking with Seventa Events. Talking to the hotels to see if they want the BID to sponsor it next year.
- Micro events went well.
- Ballot – currently looking at the figures.
- Looking for funding for the fireworks/lasers (£40K).
- The makeover of the roundabout at the bottom of Priory Road has improved the area.
- Love Bournemouth sign – looking at a few designs and will need to get planning before March. Meyrick Estate also must give the go-ahead. FMc to update the Board on the design. **(ACTION)**.
- Great British Spring Clean in March. Asking businesses/levy payers to all get behind this initiative and advertise on social media.
- Chinese New Year and Kate Bush days are both coming up.
- Planning Westbourne Motor Show which will include the Distinguished Gentleman’s Ride. Closing the whole of Westbourne.
- Launching free online training for levy payers.

Cultural Compact – Katy Griffiths

- Sales were down and secondary spend in the November period, but it picked up in December with good sales and attendance at The Lighthouse.
- 40,000 people through the door at the Lighthouse in December and just over 4,000 at the Red House Museum.
- Discussions with BCP around applying for the £3M Town and Culture funding. Cllr Andy Martin is leading on this.

BCP – Cllr Millie Earle

- High Street Rental auction has gone live. Bournemouth Town Centre to trial this.
- Upton Country House – needs a long-term plan and strategy and there will be a consultation around its future.
- Lane Rental Scheme Consultation finished on 1 February. If successful it could raise £2M. Board members and individual sectors to write into the consultation to support. **(ACTION)**.

- NK to send link to the consultation to the Board. **(ACTION)**.
- Budgets need to be set for the next financial year. This year is £41M in cuts. Looking at revenue grant which is being cut by £23M over the next three years. The Budget will be published at the beginning of February.
- SEND deficit of £160M which is a big pressure.
- Waiting for allocation of Business Rates.

11. AOB

- The Board agreed the name *Destination Management Board* should be retained.
- Chair to send Padel Court details (6 pop-ups on the cliff tops) to Cllr H. **(ACTION)**.
- Re-election of Chair/Vice-Chair will take place in March. The current Chair has been invited to continue for a further two-year term. Board members are asked to email their expressions of interest by end of February. DB will circulate questions for the Board to consider and compile. **(ACTION)**.

Date of next meeting: Thursday, 19 March 2026 – 10:30am–13:00pm at Pavilion Dance Southwest, Westover Road, Bournemouth.