



**Minutes
Nusara
67 Seamoor Road, Westbourne
Thursday, 19 September 2024
11:00 –13:00**

MEMBERS PRESENT

Andy Lennox (AL)

Fiona McArthur (FMc)

Paul Kinvig

Chair

Bournemouth Coastal BID / Vice Chair

Bournemouth Town Centre BID/Vice Chair

Sector Reps

Jackie Richmond (JR)

Richard Wade (RW)

Guido Schillig (GS)

Ian Jones (IJ)

Craig Mathie (CM)

Sarah Steiner (SS)

Leisure & Attractions Sector Deputy Rep

Transport Sector Rep

IEA Sector Rep

HE Sector Rep (BU)

South Coast Forum

Conferencing

BID Representatives

Wendy King (WK)

Louise Berkhauer (LB)

Martin Davies (MD)

Poole BID

Christchurch BID

Bournemouth Town Centre BID

Professional Officers

Cllr Rich Herrett

PFH for Connected Communities

Co-opted Members

Bill Perkins (BP)

Chris Shephard (CSh)

Wendy Lane (WL)

Sam Richardson

Bournemouth Chamber of Commerce

Head of Operations Strategy – BCP Council

Director of Planning – BCP Council

National Coastal Tourism Academy

Secretariat

Nickie Khosravi (NK)

Seafront Development Technical Officer - BCP Council

Apologies

Tim Lloyd (TL)

Christchurch BID

David Bailey (DB)	President
Carol Scott (CS)	Leisure & Attractions Sector Rep
Steve Turner (ST)	Conference & Convention Sector
Morag Wood (MW)	Cultural Sector Rep
Sarah Stainer (SS)	Conference & Convention Sector Deputy
Tim Seward (TS)	DMB Awards
Peter Ruscoe (PR)	Bournemouth Coastal BID
Rosie Radwell (RR)	Accommodation Sector Deputy Rep
Jacqui Rock (JR)	Poole BID
Cllr Millie Earle	The Leader BCP Council
Helen Keall (HK)	Culture Collective

1. Welcome & Apologies – Chair

Chair welcomed everyone to the meeting and presented the apologies.

Declarations of Interest – None

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

- New MP's expressed an interest in attending the meeting but all unavailable, NK to invite to November meeting.
- AL did not write to GF re A BID.
- Wifi in Christchurch – still ongoing.
- Blue Flag Sponsorship – RH is in discussions now. Council do not have the resource, but they do want BF beaches. DMB to decide what they want as a sponsorship package. Should the Industry drive the discussions as there is no Destination Development Department within the Council now. Submission/Application Form needs to be pulled together by all and look at a partnership approach. RH also aware that a petition will be coming forward to allow dogs on the beaches from 1 September. Can BF just be in sections of the beach where dogs don't go? Further discussions need to be had before going out for sponsorship. DMB to look at a sponsorship package. **(ACTION)** Small group to look at the partnership – MD would be happy to be part of the group. **(ACTION)** How can a Co-ordination role be funded? It was suggested to approach Andrew Emery. Approach BCP Council with a formal proposition to underwrite it. AL to write to GF. **(ACTION)**

The Board AGREED the Minutes from the meeting on 16 July 2024.

3. Update on the new A BID - Chair

- The A BID is under review at National Government level at the moment.
- FMc has spoken to Mo Aswat – wording on the BP and lots of questions. He is expecting a response mid-October and he is 85/90% sure it will go through in our favour.
- A lot of other Cities are watching to see what happens.
- The anti-hoteliers will still be there no matter what.

4. Update on MP Summit - Chair

- Chair will be reaching out to new MP's.
- Chair to invite new Labour MP's to November meeting. **(ACTION)**

5. Update on DMB Awards - TS

- The finalist announcement event was a great success, held on Thursday, 12th September at Captain's Club.

- Over 100 partners, sponsors, and nominees attended the event, which saw enthusiastic participation and positive feedback.
- Dorset Biz News published an article covering the event and highlighting its success. - <https://www.dorsetbiznews.co.uk/news/countdown-to-dmb-tourism-awards-begins-as-finalists-unveiled/>
- The introduction of online voting was a great success and saw strong engagement. Over 3,000 people participated in voting, showing excellent community involvement. Something to push and consider more categories for future years.
- All finalists have been sent an email with sign-off finalist details, along with information regarding ticket purchasing for the final awards ceremony.
- Ticket pricing for this year is set at £96.50 per person, with a small booking fee if booked through the website. Have kept the price to below £100.
- Sponsors, partners, judges, and the DMB Board will receive an email by **22nd September** with all relevant event details and updates regarding the final preparations and ticketing information.
- The event will include a welcome drink provided by Good2Know Hospitality, a three-course meal with table wine, entertainment, and the awards ceremony. There will be an after-party at the Sky Bar on Level 8.
- Ticket sales will close on **18th October 2024**.
- The theme for the 2024 Tourism Awards is Chic Beach. The Collective has been booked to provide entertainment during the after-awards party. Tim has also booked a 360-degree photo booth and is working on securing additional entertainment to enhance the event experience.
- Welcome drinks will be provided by Good2Know Hospitality. The menu is currently being discussed with Hilton Bournemouth,
- Tim has had some interest already for sponsorship for the 2025 awards which is promising. He has also received feedback from judges that the judging sheet for 2025 needs renewing.
- Cafe/Tearoom, Business Engagement & Education categories seen little nominations in 2024 so will look at new categories for 2025. Ideas so far include New Tourism Business, Pub of the Year, Wedding Venue.

6. Sector Updates

Transport – Richard Wade

- Bus and rail are in discussion to offer bus/rail tickets to places they currently do not go. Looking to get Beryl Bikes on board too.
- Summer was good and still seeing good numbers. Lots of people still going to Swanage.
- The night buses we will be returning from 20 Sept on Fri and Sat nights only. PK offered support to target audiences.
- Bus fare cap remains at £2 until the end of the year, hoping for it to be phased out. Looking at better value day tickets and tap-on-tap-off. Contact paying and using the mobile App is the way forward.
- Labour Government looking at getting rid of Snr Citizen Concession passes which will be a disaster.
- The service in BCP is at the highest level of contentment, and Morebus does have a working relationship with BCP. BCP and Yorkshire are ranked joint top with 91% by the Transport Users Forum. RW/GS/IJ to discuss tickets for international students. **(ACTION)**
- Integrated transport policy – land, sea, air. BP has had no response from the Airport.

Hospitality – Andy Lennox

- Summer was ok, people were around.
- Christchurch consistently busy, Poole footfall down but ok in terms of business. Wimborne going very well.

- The Ivy will open in January and are currently employing a lot of staff.
- The Botanist confirmed for opening in 2025.
- Problem with VAT and Tax. VAT could go up in the autumn budget.

International Education Association – Guido Schillig

- LS are 10% down on last year.
- There is a concern about the town centre
- Navitas Perception Survey – UK now in top position with 72%. Changes in visas have a big effect.
- TC summit did happen and there is a disparity of being in a safe place and the reported serious crime – 26 knife offences in one year. There needs to be a comms strategy to drive the perception and also a strategy to make Bournemouth fall in love with itself (locals). Recognise where the problems lie and address them.
- Board school sector – additional VAT on fees is a concern.

Higher Education – Ian Jones

- Clearing – first year that it was well organised. 40/50% up on any year. Some universities have offered free accommodation/free gym etc.
- Undergraduate recruitment very strong.
- Post graduate market – will go back out in January. Getting good numbers applying but not following through.
- Brand new Vice Chancellor – engagement/community is excellent, and she has good contacts in business. Two MP's have met the new VC and are looking at finance models.
- Looking at apprenticeship/skills etc.
- We are in a reasonable position.
- Southampton are building a whole new campus in India.
- Building work ongoing at the moment.
- College – doing very well with strong recruitment.
- Big South-West Conference – hold it in Bournemouth next year. Get everyone to work together – AUC/AUB/College/Uni/LS/Board schools.

Conferencing – Sarah Steiner

- Looking at Counter Terrorism Training/Martyn's Law. Operations are doing a lot of work on this.
- Looking at how we present ourselves.
- New conference taking place end November – A1 and Recruitment.

Attractions – Jackie Richmond

- Turnover is 5% down.
- City Cruises are finding the higher priced experiences are selling better. There has been an uptake in whole groups.
- Booking window is getting shorter for attractions.
- Tower Park is having a £2.5M revamp and there is chance that two of the larger units will be let.
- Seafood and Sounds at the Quay – good to see it busy. Outside seating has made a big difference. It brought people to the old town.
- Relatively good summer, with September bookings look ok.
- Rates going down a lot.

Hotels/BAHA – David Bailey

- Meetings had regarding the Air Festival.

- Skate in the Gardens was refused Planning which is very disappointing. WL – Skate was rejected on two grounds. They didn't request any Pre-App advice, and surface water from Flooding and Biodiversity net gain effect on the Gardens.
- Seventy Events did ask if Flooding and Biodiversity would be looked at. Committee Members had concerns that weren't Planning concerns. **Chair** to write to Graham Farrant **(ACTION)**.
- Cllr Bartlett sits on the Board of BH Live, and a Code of Conduct complaint has been submitted. It was noted that Councillors are empowered to go into meetings and speak.
- There needs to be more offerings in the town.
- Public perception of Bournemouth as an area – we need to all be aligned. Get more support from the industry.
- VAT is an issue and ongoing.
- Zero hours contracts – all students want this.
- Elections have had a knock-on effect.
- Airbnb's are a big problem as they are not legislated.
- HMO's are also an issue with ones that took on homeless people during Covid having a knock-on effect.
- Hotel Watch – Bournemouth Together focussing on Bournemouth Beach.
- BAHA to bring back the two yearly meetings with the Council to discuss things like HMO's etc.

Bournemouth Town Centre BID -

- Hospitality – one closes/one opens.
- TGI Friday's as a Group have gone into Administration/
- The Ivy and The Botanist will both be going into the town.
- PATCH – shared work and community space is in Bobby's.
- A 'super' Greggs has opened (was Monsoon).
- There is a lot of interest in units, and the three facing House of Fraser are taken.
- Madding Crowd has opened as Lost Garden.
- Post has closed. Halo is re-opening.
- Vodka Revs. Bar is re-opening under a different name.
- Purple Flag was awarded last year, but day-time economy is an issue.
- There are 140 businesses on SentrySIS. The Rangers are reporting every single incident.
- BCP/BTCBID/BMPT have won collaborative team of the year.
- Arts by the Sea Festival 27-29 September.
- TC Improvement fund – series of events based on the word 'street', also stringing lights and wires across the pedestrian areas to animate the town.
- Christmas – budget will be used for events and animations and some lighting.
- Significant upturns.
- We need to influence the national newspapers narrative. AL/CS to discuss further. **(ACTION)**

Poole BID – Wendy King

- 90% of businesses have signed up to the SentrySIS crime system.
- Flowers/planting issues – supplied own and maintained them but maintenance was expensive.
- Commissioned mural on Towngate.
- There will be a Comedy Festival in Qtr 1 2025.
- Some events are very popular. Poole Quay Community Group have done most of the events this year.

Coastal BID – Fiona McArthur

- Flowers/planting issues – same as Poole BID.

- Fireworks were very good this year.
- There are 70 members on SentrySIS.
- In talks with BCP re CSAS Officers – had our own security this year with very good results.
- Car Show in Westbourne on 21 September, in conjunction with the British Motor Show.
- Looking at Halloween and Christmas Lights.
- Artwork in Boscombe is going because of rat infestation.
- Getting rid of the shipping containers – AL interested.
- Comedy Festival/Mermaid Trails.
- Grants should be good – 3D mural which will be part of the TC Improvement Fund.

Christchurch BID – Louise Berkauer

- Flowers/Planting – same issues as other BID's.
 - Town Watch radio launched.
 - CCTV is switched off but being dealt with.
 - Christmas light switch-on is 23 November.
 - The food festival will happen next May with an expanded offering.
 - Investing in Destination Marketing. LB to send details to AL **(ACTION)**.
 - Hoping for the TC Improvements Fund.
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- **Events – Craig Mathie**
 - Late ticket sales with people are now deciding just before events.
 - Covid was good for collaboration but has now gone. Trying to maintain networking.
 - Martyn's Law – is there a cross-industry collaboration piece to brief on that law.
 - Seeing lots of local promoters approaching for new even delivery.
 - Minimum wage and challenges on cost is a recurring issue.
 - Community events doing well.
 - CM sits on the Board of the Purple Guide, which is guidance for events for under 2000 people.
 - 'BOB' – Instagram account – is a huge attraction and for pushing positive messages about Bournemouth.

7. AOB

- Coach Friendly Status – CS made the Board aware that it is now up for renewal. Both Bournemouth and Poole have it, Christchurch have been trying for a while. SR has the form that needs to be filled in. It is all about coaches coming into the area. Every town in Devon has applied. It was agreed the Board will look into it further **(ACTION)**. RW to discuss with Richard Barnes (BCP) further **(ACTION)**.
- New attraction opened down Wallisdown Road – Go Karting
- Tourism website – they will be switched off. There are BCP internal conversations going on about this at the moment.

8. Date of next meeting: Tuesday, 5 November 2024 – 11:00 – 13:00 Poole - tbc