



Minutes

Meeting: West Chester Commercial BID – Executive Board Meeting
Date: Tuesday 12th November 2019
Time: 11am – 12pm
Location: Chester Football Club, Sovereign Way, Chester, CHI 4LT

- Jordi Morell - Obsidian Group (JM)
- Steve Potts – B&S Group (SP)
- Ann Rogers – Deva Design (AR)
- Mark Diaper – Legat Owen (MD)
- Gill Williams – CWaC (GW)
- Iain Paton – CwaC (IP)
- Greville Kelly – Groundwork CLM (GK)
- Jane Hough – Groundwork CLM (JH)
- Colin Parker-Rich – CwaC (CPR)

Apologies Received:

- Mark Henshaw – Groundwork CLM (MH)

Agenda Item	Minutes	Actions
Welcome & Apologies	JM welcomed all those present to the meeting. Apologies were received from MH (GWK) and CB (MKM Supplies). MH had confirmed that he was stuck in traffic and would be present for the AGM.	
Approval of the minutes	JH distributed the minutes from the previous meeting and asked if there were any questions. There were no comments on the minutes. The minutes from the previous meeting were approved as a true and accurate record of the meeting.	
Finance Report	JH handed out copies of the accounts to the board members present. There were no questions on the accounts. The accounts were approved by the board.	
Business Park Manager Report	JH ran through the Business Park Managers Report. A copy of the report can be found at the end of these minutes.	
Project and Budget Plans 2019 - 2020	<p>CCTV & ANPR It was agreed that the current proposals for the West Chester BID area were not adequate or cost effective for the site. It was agreed that the BID would seek advice from a security consultant to work with individual businesses on their requirements as well as providing advice on the public areas of the site.</p> <p>Landscape Masterplan and Baseline Services GO presented the landscape masterplan to the BID board. Included in the masterplan were a number of improvement projects. The detailed plans and associated costs were shared with the board. The board agreed to move forward with the plan, but also requested that another x 2 projects are included in the final masterplan.</p>	<p>MH/JH to source quotes from x 3 security consultants.</p> <p>GO to work on projects for new signage as a priority and identify companies that will work with the BID.</p> <p>GO to meet with Chester FC to develop a Pocket Park Proposal.</p>

	<p>CPR stated that the Streetcare team could initiate opportunities around volunteering on the site. There is also the opportunity to work with companies who have overgrown shrubs that are growing over the public realm.</p> <p>Pocket Park Funding GK presented an opportunity for the BID to apply for Pocket Park funding from central government to support with the development of a Pocket Park area at Chester Football Club. The board approved for GWK to work with the Football Club to submit an application.</p> <p>Microlearn JH discussed the benefits of the Microlearn training programme for West Chester Businesses. AR stated that her staff found it beneficial. However, SP stated that his staff thought it was quite basic. JM stated that he would like to receive positive feedback from a number of businesses before progressing with purchasing the training package.</p> <p>Website Development JM discussed how the BID board would like West Chester BID members to engage more with the dedicated website. It was agreed that JM and MH would meet with Solutions 24/7 to look at a proposal to achieve more interaction with the site.</p> <p>Car Parking SP reported that the Enforcement Team at CWaC were doing a great job at managing the illegally parked cars on the site. SP has direct contact with Ken Prior at CWaC who has been providing a dedicated resource to the BID area to deal with the problems.</p>	<p>JH to submit a funding application to MCLG by 31/12/2019.</p> <p>MH to approach x 10 businesses on the site and obtain feedback on the benefits of the training package.</p> <p>MH to arrange a meeting with Solutions 24/7</p>
<p>AOB</p>	<p>A discussion took place around Board Membership and Mark Diapers position on the board as an advisor. It was agreed that MD provides great value to the board and it was agreed that a letter is to be provided by a BID member to support the move for MD to become a full board member.</p>	<p>MD to provide a letter of support from a client of Legat Owen</p>

Date and time of next meeting: Wednesday 29th January 2020, 12pm at Obsidian Offices, Chantry Court, Chester

West Chester Commercial BID Report – November 2019

Prepared by Mark Henshaw

- **Customer Care Visits** – 70 businesses engaged & completed the questionnaire out of 92. See attached summary.
- **Audit** – Four audits have been done since the end of July and a meeting / walkthrough the BID areas with Colin Parker Richards, Street Care team leader. Apart from the Audit report that I send to Colin, I have logged Highway Issues onto the CWaC Portal which has been hit and miss however, I will continue to use. Audits will continue upon a monthly basis and a follow up meeting with Colin. A small team from Street Care has now been assigned to the BID areas which will include a weekly litter pick, removal of fly tipping / Banners and the Road sweeper passing through the first weekend of each month. Colin and his team aim to get on top of the grass cutting, weeding and trimming of foliage this Winter in readiness for a maintenance schedule from Spring 2020. As part of the audit, I have been highlighting the poor condition of the CWaC owned business units at Hartford way to Gareth Joyce (Estates). Work has started on the removal of extensive overgrown bushes and weeds and replaced with topsoil and grass seed. The walls that front the units are to be repaired also.
- **Fork Lift Truck Training** - BID arranged for GHR Training (The Quad) who is a BID member to provide training for another BID business Zing Asia (Bumpers Lane).
- **Defibrillator** - After Afonwen Laundry made an enquiry to the BID for to have a Defibrillator installed at the new CWaC business units at Deeview on Bumpers Lane, the BID made enquiries with Mark Simmons of Localities (CWaC) whom has liaised with Afonwen with regards to having their own Defibrillator and training on how to use.
- **Car Parking** – A number of businesses have made reference to the hazards that are being caused with the amount of cars parking on the roads throughout the BID areas. Apart from the hazards, businesses have mentioned the damaged pavements and grass verges. The BID has had initial talks with the Local Authority's Parking Enforcement Supervisor Ken Prior regarding the option of the Park and Ride being made available for the various businesses that are within the West Chester BID. Ken has advised that he would be happy to discuss with businesses collectively in order to discuss. The BID at the time of writing will be discussing the option to use Chester Football Club's Car Park as another possible venue.
- **Coaches** – Coaches are using Sealand Industrial Estate (mainly Bumpers Lane and Hartford Way) to park up once they have dropped their passengers off in Chester City Centre or at the Race course. I am told by the Council that parking is provided for the Coaches at the Little Roodee Car Park in Chester. Parking Enforcement of the Council have advised that they are unable to issue parking tickets to the Coaches as there are no restrictions in place i.e. yellow lines. If Yellow lines are to be installed, then Parking Enforcement have advised that this would have an impact on the delivery vehicles that service the various businesses in the BID.

Security - Businesses during the Customer Care Visits have praised the service that the BID provides. Some businesses have asked for the possibility of enhancing the service. A quote has been obtained from Alpha Security, the current provider. See attached.

The 28 new CWaC business units (DEEVIEW) have now had Deister points installed by Alpha and the BID and will be included in future patrols.

The last Security cover was provided at the last August Bank Holiday with no issues reported.

- **Communication** – The Autumn Newsletter has gone out to businesses. Weekly Bulletins are being sent out and the West Chester BID Twitter account is being utilized.
- **Signage** – Two locations have been identified. One at Bumpers Lane (Chester Trade Park) on the opposite side and a bit down from the new Aldi site. The second location is on Sovereign Way, opposite the Obsidian Business Centre. In principle. CWaC Estates have agreed to these two locations however, they have requested to see the design and dimensions of the signs before they formally sign off and we can put a planning application into the Planning Department.
- **ANPR** - Volvo has refused the BID permission to use their premises for the WIFI feed. Highways of the Council have advised that they nor Planning would give permission for the BID to install an ANPR system like Supermarkets use for example where a 'welcome' message would flash up along with the vehicle registration plate and also the possibility to collate stats. They have advised on the grounds that it would be a hazard. Reference was also made to that we are to have Signage installed at Bumpers Lane & Sovereign Way which is suffice and more suitable.