

Board Meeting

2nd October, 4.30pm, Elgin BID Office

In Attendance	Apologies
Angela Norrie (AN) Tina Workman (TW) Stephen Young (SY) Derek Duncan (DD) John Divers (JD) Juliette Buchan (JB) Sarah Holmes (SaH) Leigh Ellis (LE) Darren MacDonald (DM) Katrina Urquhart (KU)	Natalie Shewan (NS) Mark Angus (MA) Stuart Huyton (SH) Katherine Mackintosh (KM)

Discussion: Welcome New Directors

The meeting commenced by welcoming the new directors: Darren MacDonald from North East Financial Planning, Katrina Urquhart from Quarrier & Arrows managing The Bow café, and Leigh Ellis manager of The Muckle Cross.

Discussion: Last Meeting Note & Action Point Update

The meeting held on the 3rd July was more of a catch up due to lack of quorum attending. This time was used as a chance for the Directors that attended to meet the new employee so no minutes were taken.

Sent out prior to meeting, no comments.

Discussion: New CRM System

Detailed discussion ensued regarding the Customer Relationship Management (CRM) system. Solomon was identified as the primary source for break clause information amidst ongoing GDPR submissions. Positive feedback was acknowledged regarding Solomon's efficiency.

AN highlighted a meeting with STP, receiving favourable reviews from other BID managers about the CRM system.

Board approved choice of Solomon.

Conclusions

Solomon approved as the new CRM system to be implemented.

Action Points	Person Responsible

Discussion: Street Cleaning Machines

Efforts were emphasized on maintaining the cleanliness of the BID area. Concerns were raised regarding the limited cleaning coverage by the current cleaning company and Moray Council.

The Board is exploring the procurement of new cleaning machines. We have spent time looking at different options and have found a sweeper that would be very efficient and a steam cleaner that can be used to remove gum, guano and graffiti.

AN has contacted Zero Net Funding and Lottery Awards for All to see if the new machines would be eligible for funding.

SY asked about the maintenance Package, training, and insurance coverage. Training will be given when the sweeper is delivered by the company. Maintenance and Insurance will be looked in to.

We will keep Board updated with information and when all gathered will go to Board for approval.

Conclusions

BID Team has identified two machines that would be a benefit to the district to enhance cleaning. More information on maintenance and insurance will be gathered and will then be presented to the Board for approval.

Action Points

- Source insurance and maintenance information

Person Responsible

TW

Discussion: AGM & Awards

AGM & Awards is being held on October 20th at Elgin Ex-Servicemens and would like all Directors to attend who can.

To accommodate the increasing interest, arrangements have been made to cater to 120 attendees, reflecting the growing number of businesses expressing interest in participating.

This year witnessed a remarkable surge in nominations, marking a significant increase compared to previous years. This surge reflects a remarkable engagement level, attributed to amplified social media presence and heightened interactions between members and businesses, as highlighted by JB during discussions.

Additionally, there was an insightful suggestion to investigate methods for preventing fraudulent votes in the upcoming year.

Conclusions

In summary, the October 20th meeting at Elgin Ex-Servicemens emphasized Directors' attendance due to increased interest, leading to adjustments to accommodate 120 attendees. The record-breaking nominations this year showcased heightened engagement, attributed to robust social media presence and member-business interactions.

Action Points

Person Responsible

Discussion: Job Position

The employee who held the position of Office Admin has had to leave, due to health reasons. Discussion was held and agreed role would be changed where we can develop the new employee, the new job title will be Office & Projects Assistant.

Interviews on the 23rd & 24th Oct, AN asked who can help. SaH can help in the morning and LE can help in the afternoon. DM could do all day on both if needed. AN & DM would hold interviews

Have had a lot of interest for packs and 7 completed applications have already been received. AN will keep Board updated.

Conclusions

Office & Projects Assistant role is currently being advertised. Interviews will be held on the 23rd & 24th October.

Discussion: The Muckle Cross Projector	
<p>Issues arose regarding a faulty projector on the Muckle Cross, and Moray Council had asked BID to help fund the repairs.</p> <p>Board members sought clarification on the breakdown of the charges. Concerns were expressed about recurring funding requests, prompting suggestions to gather more information and seek alternative quotes.</p>	
Conclusions	
<p>The Board discussed the faulty Muckle Cross Projector requiring funding from BID to repair. Clarification was sought on the breakdown of costs. Concerns about continual funding requests were raised, leading to plans to gather more details and explore alternative quotes.</p>	
Action Points	Person Responsible
<ul style="list-style-type: none"> Gather breakdown of costs 	AN

Discussion: Parking Charges	
<p>The doubling of car park charges of the £1 charges was based on the summit that was held in the library earlier in 2023. JD highlighted in the EDI Committee it was put forward to keep £1 charges the same, then in Full Council some councillors changed their vote or abstained.</p> <p>SaH highlighted the issues with Batchen Lane works taking place in late October to November as the closure dates will have an impact on Christmas Shopping and the lack of consultation on the dates with BID. It was agreed a letter would be sent to Moray Council to find out if dates can be changed.</p>	
Conclusions	
<p>Following discussions it was agreed to send a letter to Moray Council asking them to consider if the dates can be changed for the works due to take place at Batchen Lane Carpark.</p>	
Action Points	Person Responsible
<ul style="list-style-type: none"> Send letter to Moray Council RE Batchen Lane Carpark 	AN

Discussion: AOCB	
<p>A couple of Directors mentioned they live in Elgin and have not received their copy of the Elgin Magazine which should have been sent out across Elgin.</p> <p>SaH highlighted that the Food & Drink Festival date is so close to Distilled which could be why we don't get as many vendors. We are happy to look at changing date after the Public Entertainment license runs out or if we are able to change early.</p>	
Action Points	Person Responsible
<ul style="list-style-type: none"> Highlight missed streets with Royal Mail in delivery of Elgin Magazine 	TW

Next meeting date- 11th December 2023

Action Point Summary 2nd October 2023

Action Points 2 nd October 2023		Update
Street Cleaning Machines <ul style="list-style-type: none">Source insurance and maintenance information	TW	
Muckle Cross Projector <ul style="list-style-type: none">Gather breakdown of costs	AN	
Parking Charges <ul style="list-style-type: none">Send letter to Moray Council RE Batchen Lane Carpark	AN	
AOCB <ul style="list-style-type: none">Highlight missed streets with Royal Mail in delivery of Elgin Magazine	TW	