

Board Meeting

11th December 2023 5pm, Elgin BID Office

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

Discussion: Last Meeting Note & Action Point Update
Sent out prior to meeting, no comments.

Discussion: BID Levy percentage 2024
<p>The Levy currently sits at 1.6%. It was discussed to put the tax up however a decision was made that it would be very unwise to do so before the Ballot and that it can be looked at again at another time. Discussion took place on how BID is now doing more so should look at raising the Levy however we will have more info on this for the next meeting.</p>
Conclusions
Everyone voted to leave the Levy as it is for now.

Discussion: BID Levy collection procedures	
<p>There is a new system in place which was knocked resulting in emails from internal being sent out and sheriff letters being sent out straight away. The procedure should be the y get the bill then a notice then a final reminder then sheriff office letter. James from taxation department is investigating what happened. Our collection procedures were last updated in 2017 so needs looked at. The new policy needs to be a zero tolerance policy, LE is giving information on this to AN. Agreed with new policy in place if there is any aggression towards us we end the call or if they are in the office we ask them to leave or phone the police if needed. SY suggests that we do not go into businesses and LE suggests we only have contact through Email and not face to face. However if any business would like to come in to speak to us arrange for 2 members of staff to be there as possibly a board member also. Should look into having CCTV in place with all the correct policies in place. If there is still an issue after this then SY suggest we move away from the office and hold meetings at the St Giles Centre with himself present. Some businesses receive 2 invoices within the year however if they only pay under £100 we only give then the 1 invoice for the year. We are finding it hard to collet from takeaways as they change names and email addresses often.</p>	
Conclusions	
Agree to email exchanges only and in extreme measures have meeting with SY present. All voted yes to this new policy	
Action Points	Person Responsible
<ul style="list-style-type: none"> Create and implement a zero tolerance policy 	AN

Discussion: Ballot Update

Bill from Scotlands Town Partnership has been to see us twice now to go through everything with us. We are looking at the procedures from the last ballot and collecting emails ect however database now only needs to have Local and National and no longer needs the property owner. We are on good waves with STP and they want us to also work and help other BIDs in Scotland. We also have a meeting with June from Council on Wednesday 13th to go over everything for the ballot and make sure everything is on the right track, this is a very important part of the process. We will find out just before Christmas weather we made it through or not so if we get the Yes vote that is brilliant and we put on a good show for lights, however if voted no then we are going out with a bang and will be the best light show ever. We also have worked very closely and done a lot to get Tescos on board and we are there, we have gained a good relationship with them now.

Conclusions

Nothing to be voted on for this discussion, just an update.

Action Points	Person Responsible

Discussion: Gulls

There has only been 1 registered gull attack. Sonics are clearly making a difference and we are looking at getting 2 more placed in the centre as they cover 1.5 miles and continuous. Look into The Muckle for a place to have 1 sonic as it has a flat roof. We need to educate people on the Gulls which we can do through our magazine and also through social media.

Conclusions

Getting the people of Elgin educated on the gulls

Discussion: Embrace project update

We have the draft business plan and we also hold the assets for the building. The Moray Council funding came through. There is planning for 28 units on ground floor with work spaces upstairs for groups etc with spaces for ourselves and Business Gateway to have offices however we cant access these areas at the moment. This is a 3 year plan. We have 5 businesses looking to come into the district and Business Gateway also have 5. We look to charge rent per unit which covers all their costs for electricity etc which looks to make a 40k profit. A timeframe plan will be done for April and we are confident this will work.

Conclusions

Brief update was given on the Embrace project. Funding is through from council and a consultation regarding the South St development and this project is being held on 16th December 2023.

Action Points	Person Responsible

Discussion: Town Centre Taskforce

There is a new Town Centre Taskforce manager. She is settling in well and have weekly catch ups with her. She is linking with our contacts as we know people that she doesn't. Town Centre taskforce are to look after Moray not Elgin as it is seen as a duplication of the work of BID and the other towns need the support more. We have our first meeting on the 18th. AN is sitting on the board for funding.

Discussion: Event Feedback

We have a meeting in January with licencing standards officer and our events team. Hopeful she will work with us for lights next year. Last year we had issues with crush crowd control look at next year maybe having a double pen for the reindeer where it sits at 2m apart so no one is able to reach in and touch them. Prices of the barriers are going to be increasing. Maybe worth looking at getting some and storing them somewhere like Blackfriars. Next year need to make sure that the stairs are to the back of the stage not the front as it works better. We are also going to be going over the food vouchers to make sure everyone is still able to help and also see if anyone would like to help. The incident with the missing child was delt with quickly and effectively. A few negative comments made, congestion to high and people couldn't get into shops, looking at having people in place to help with this such as in door ways to keep people away from shop fronts.

A lot of vandalism happening at the moment, fairy lights on tree have been cut and also lights on the church. There has been around 20-30k in damage to the lights. A few of the electrical boxes have a lot of water damage and these boxes are linked to some security lights. The lights that we have up are coming on 10years old. A company can restring the lights if we bought them from this company.

Conclusions

Looking at new lights potentially renting the lights from company instead.

Discussion: AOCB

JB had asked on an update about the street sweeper. AN is in talks with Audrey Baxter to see about funding from the Baxter Foundation however we can buy this if we need too. It will cost about £20,000 and we are receiving £5000 from Moray Council. We will also look at putting logos for any company that helps on the side of the sweeper.

Next meeting date- 12th February 2024

Action Point Summary 11th December 2023

Action Points 11 th December 2023		Update
BID Levy collection procedures <ul style="list-style-type: none"> Create and implement a zero tolerance policy 	AN	

Previous Meetings Action Points

Action Points 2 nd October 2023		Update
Street Cleaning Machines <ul style="list-style-type: none"> Source insurance and maintenance information 	TW	With the machines being electric, there is not much to service. Mainly consumables like brushes, filters, belts, squeegee seals etc. The batteries are under warranty for 5 years.
Muckle Cross Projector <ul style="list-style-type: none"> Gather breakdown of costs 	AN	Action Completed- MC found other source of funding.
Parking Charges <ul style="list-style-type: none"> Send letter to Moray Council RE Batchen Lane Carpark 	AN	Action Completed- letter sent, no changes could be made to timescale.
AOCB <ul style="list-style-type: none"> Highlight missed streets with Royal Mail in delivery of Elgin Magazine 	TW	Issues highlighted, will see if the issues remain after the Christmas edition is sent out.

Action Points 15 th May 2023		Update
AOCB <ul style="list-style-type: none"> Investigate options to advertise businesses and move people around town Contact Poundland/Jim Grant to find out plans for the building work 	AN/TM AN	Ongoing Complete- AN has conformation from Poundland manager Dec 23, work is still working to timescale of March 24

Action Points 16 th January 2023		Update
Governance <ul style="list-style-type: none"> Create new Director application form 	AN	Ongoing

