



BID General Meeting 17th February 2017

Present:

Board – Gary Baines, Chris O’Neil (Chair), Stan Hems.
 Martin Mullaney (Town Centre Manager)
 Hana Tidd (Tiger Bam)
 Rachael Giaramita (Tiger Bam)

Wendy Dickinson – Wellbeing
 Colin Dickinson – Dickinson
 Xianowegi Li – Kings Sandwich Bar
 Steve Bairstow – Addison Car Sales
 L Dellaira – Oxfam
 A Regan – Hare & Hounds
 Jana Choudhury – Spectacle Emporium
 Ahtasham Amjad – Re-com
 Jon Jaffa – York Supplies
 Wendy Bill – Maurice Robinson
 J Connolly – Gorilla Coffee
 Richard Harris – Black Market Barbers
 Allison Sadler – People Shop
 Julia Broad – Julia’s Scissors
 Julie Bryant – I had one of these
 J Nadin – Cherry Reds
 N Kirkpatrick – West Midlands Police
 M Younnis – Re-com
 N Sadler – People Shop
 P Osman – Voluntary BID levy payer
 A LiuTaiths – Lab and Lounge Ltd
 A Counstantinou - Coustis

		Action
1.	<p><u>Welcome and introduction of the Directors</u> Chris O’Neil (CO) opened the meeting and thanked everyone for coming. CO asked that everyone ensure their mobiles were switched off and asked that people be aware of the agenda which would be looking at what the BID had done in the last 6 months and what it would like to achieve in the next 6 months. CO advised that 2 Directors had retired from the Board as of today and they were Adrian Edwards and Helen Berry, which he thanked for their hard work whilst they had been on the BID and the efforts of what the BID had achieved. CO advised that there were now currently 3 Directors, himself being one and</p>	

	<p>then Stan Hems and Gary Baines, advising what businesses they had in Kings Heath. CO stated that should anyone be interested in becoming part of the Board there were applications that people could obtain via Martin Mullaney (MM) the Town Centre Manager. CO stated that a second meeting would be taking place on the 6th April '17 in which this would be a longer meeting to fully explore all questions and answers the Board could provide but reminded everyone that they would be sticking to the agenda everyone had been provided with.</p> <p>Jon Jaffa asked if the minutes of the last meeting in June 2016 would be looked at. CO advised no they would not but would be provided on the 6th April and again reminded that they would tonight be sticking to the agenda.</p>	
2.	<p><u>Presentation by Martin Mullaney on what the Kings Heath BID had done since June 2016</u></p> <p>MM gave introductions and advised that he had been the Town Centre Manager since last June 2016. MM displayed a presentation which he discussed:</p> <ul style="list-style-type: none"> • Annual Street Festival Event – MM displayed pictures of the event and discussed where this had taken place, advising that this had been pulled together in less than 6 weeks with Tiger Bam, stating that this was a great success and was something to build on for this year. • Save our bobby campaign – MM advised that there was a petition presented to the Police Commissioner and other senior officers within the Police. MM advised that he was aware that Police resources were stretched and that they (Kings Heath) were about to lose their current Police Officer. • Enjoy Kings Heath magazine – MM displayed the front cover of the magazine stating that this photograph was done by a drome over Kings Heath and came 2nd in the photography competition they had. MM talked about “tapping into” local communities and that this magazine had been distributed to 13,000 homes and around 7,000 shops at a total cost of £500.00 as the advertising within the magazine had paid for the costs and was hoping to produce this for free next time. • Kings Heath market, October – December 2016 – MM stated he felt this was pulling people into Kings Heath and that street food traders were very popular. • Christmas lights – MM advised that the feedback was that these had been well received. Calthorpe Estates had advised that Birmingham City Council had told them to copy Kings Heath. MM advised that he would have hoped this was bringing people into Kings Heath. • Kings Heath pavement gritter – MM advised that he had obtained this for use in Kings Heath and that this could be used by the businesses as it was important during bad weather that people could get to the shops. • Social media presence. • Website. • Tiger Bam. • Hosting small events. <p>Jon Jaffa asked if this was the full details of what had been spent and asked about things such as legal costs.</p> <p>CO stated that Jon Jaffa’s question did deserve a full and frank answer and that there was a dedicated meeting, as advised at the start of the meeting on the 6th April.</p>	

	<p>Jon Jaffa stated that 6 months ago the BID levy payers were advised the same answer and that Neville Summerfield had stated there would be another meeting in 6 weeks time and that this meeting did not take place.</p> <p>CO answered by advising that questions / answers deserved to be heard by a wider range of the BID levy payers and again reminded of the meeting that would be taking place on the 6th April.</p> <p>M Younnis (MY) advised that he was happy to ignore what had happened in court until the 6th April but wondered how we would know what has been said. CO advised that the meeting was being minuted.</p> <p>Wendy Bill (WB) asked if she could ask a question about the Christmas lights and ask what had been spent on them.</p> <p>CO advised that they had spent £30,000.</p> <p>WB also asked if they had snow and ice on the roads could they use the gritter and asked where this was stored. MM advised this was stored at All Saints and MM would go round and assist if requested.</p> <p>WB asked if they would be covered as she had been advised that if someone slipped after clearing they would be liable. MM stated that this was a myth and has confirmed this with a Head of the Council and that no one would be sued (P Osman confirmed this).</p> <p>P Osman introduced himself as voluntary BID payer and asked who holds the posts on the Board, such as secretary etc and asked that this be clarified. CO advised that he was the current Chair and there was no vice Chair, Gary Baines and Stan Hems were Directors of the Board and there was no company secretary but would welcome applications.</p> <p>P Osman asked who the line manager was for the town centre manager. CO advised himself and that he was also treasurer.</p>	
3.	<p><u>Presentation by Tiger Bam on what they have been doing</u></p> <p>Tiger Bam introduced themselves and advised they would talk the BID levy payers through the last 6 months and what they had done with the help of a presentation.</p> <ul style="list-style-type: none"> • Digital – e-newsletter, BID bulletin, valentines feature and a feature for half term and what people can do in the area. • Media – social media; <ul style="list-style-type: none"> twitter, which has grown by 1,000 Instagram Facebook, which now has 4,425 • Events • Campaigns <p>Tiger Bam gave a presentation outlining this which they advised was available on line and that they gave regular monthly reports which update what they had done and this also displayed messages straight from the businesses.</p> <p>Tiger Bam advised that there had been a growth over the last year and that when they started there had only been 300 likes on Facebook and only 300 twitter followers.</p> <p>They have arranged the licensing of the website and the copyright.</p> <p>Someone asked how they placed their business onto this and Tiger Bam advised that they could send details to them and they would add this and place onto a calendar showing any events.</p> <p>Tiger Bam advised that they put a spotlight on a business each month to promote them and do regular blogs, along with a young professional's blog,</p>	

looking at nightlife and shops.

They deal with PR for Kings Heath and handle press releases, with 25 positive news stories. There was also a focus on new independent businesses and interviews for a new television programme in Birmingham.

Tiger Bam stated they oversee and organise event management, health and safety and arrange risk assessments for Kings Heath. They have a “hands on” approach and always ask for feedback.

Street festival - 148 positive comments were made and 6 negatives which were mainly about dogs and prams.

Other events they have been involved in are the Kings Heath food market and Kings Heath “through your lens” which they advised had had over 100 entries and the winner had been previewed in the Birmingham Mail.

Tiger Bam discussed the press appeal and how they had increased the numbers on Twitter and Facebook. Photographs obtained during events could be used for the content on the Kings Heath website.

They encouraged local schools to provide bunting which covered over 2 miles which were placed along the High Street and over 250 businesses took part.

Kings Heath magazine – they were hopeful they would be able to produce this at neutral cost next month but also commented on the gift guide within the last magazine and how they had approached local businesses for this which could be developed into newsletters.

Christmas lights – 90% feedback had been positive from the Twitter poll.

Tiger Bam advised that people think this work “just happens” and that people should know that this is what is provided by the money that the BID levy payers pay for.

Tiger Bam stated that the work they plan to do in the next 6 months would be in the BID bulletin.

Someone asked when the next magazine would come out. Tiger Bam advised that they would be hoping to produce this in April / May but the plan was to produce this quarterly. Someone advised that they felt the £500 was not a lot of money to lose to produce this.

MY asked about the Street Festival regarding the dogs, (negative comments) and what could be done about this. Tiger Bam advised that this was about signage and maybe a reminder to keep dogs on their leads but stated that the negative comments were mainly about the number of water bowls and there not being enough. Someone suggested there be a specific area for dogs but not a ban.

MM advised that there were opportunities for people to give ideas on what they would do for this year and discussed the Street Festival and how this had taken place on Heathfield Road and York Road and that the “school of rock” had taken place on the Village Square. MM stated that this year’s Street festival had been pencilled in for the 10th September.

Someone asked why Tiger Bam had featured a lot of coffee shops in their features and asked what the criteria were? Tiger Bam advised that at the bottom of their bulletin they have details to send to them and that any business that would like to share any information about their business to send to them, any business featured get high hits on Facebook and they could also add any discounts and look at the “hit” rates, as the results are high.

Tony Constantinou asked how they get a feature on.

Tiger Bam advised if they e-mailed KH@TigerBam.co.uk.

A Sadler asked whether they could extend the Street Festival to Poplar Road.

MM advised that they had focused on Heathfield Road and York Road and

would like to involve the Primary School but also look at utilising the area in front of the old Bingo Hall.

Someone advised that they felt left out and also stated that the bottom of Kings Heath High Street was not used.

Stan Hems (SH) advised that he had gone into Asda to ask if they could close the road for such events but the Manager had advised no.

MM advised that he had discussed doing this in Poplar Road. A Sadler advised that there had been a festival some time ago whereby they had not closed the road but had still been part of it.

MM agreed that everyone needs to benefit from this and not just some businesses.

Someone discussed this coming the High Street and into the Primary School but that it would be nice if Poplar Road was on the agenda or being thought about.

MM stated this was up to the Board.

SH asked they could “put the feelers out”.

Tiger Bam advised that they did put in a request for a road closure and this was dismissed (for Poplar Road) but they would put this in again.

Tiger Bam advised that now they have a history of working with Kings Heath, can demonstrate what they can do, hence when they approach the Council they know what they can do and feel that they can put a valid point across and re-visit this.

A Sadler advised that they felt there was enough time before the next Street Festival.

MM advised that Tiger Bam produced a regular survey, with feedback and will set a strategy for how money is spent.

Adam Regan asked if they could put forward suggestions for the Street Festival.

CO advised that the BID had worked tirelessly on the Street Festival and that Tiger Bam and MM were paid for by the BID and should people pass on any planning information / suggestions to MM he could pass them to the Board.

CO stated that the Board were totally focused on what needed to be done for Kings Heath.

Colin Dickinson made a comment towards this.

CO advised that there had been the biggest turnout for Kings Heath lights and discussed the different lights used this time.

A Sadler asked if they could have an opinion on the Street Festival as they felt it did not feel like they could. CO advised that this was not a “closed shop” and they were there to improve the Kings Heath and all to benefit.

WB advised that it was important to have a Police Officer in Kings Heath and that this was detrimental to Kings Heath and was off putting to customers and people were frightened.

Neil Kirkpatrick (Police) (NK) was asked to speak regarding this matter. NK stood and advised that he was the Constituency Manager for Hall Green and deals with the Areas of Moseley, Kings Heath, Sparkbrook and Sparkhill. He deals with local policing and there are areas of concern. NK has met with the Board and Senior Officers but has to support the decisions, and change the way they work due to the cuts.

NK advised that Andy Collis (previous Police Officer for Kings Heath) had been moved to another constituency and Rose (Andy Collis’ replacement) has spent time in Kings Heath and the area but it also completing upstream work and working for families to work with criminals (shoplifters). NK stated that his observation is that he is not seeing an increase in shoplifting or they are not being reported. The Police were not ignoring Kings Heath High Street and there

were other avenues to report crime such as Facewatch and that the key messages were to report to them. NK advised that there were less than 10 reported each week in Kings Heath.

Richard Harris asked if they had heard that Kings Heath Pet Centre had had someone steal from them that day. GB confirmed this. NK asked if this had been reported. GB advised he had tried to phone 101 with no success. NK stated that all crimes needed to be reported as they could then glean intelligence from this to form patterns. Adam Regan advised that he understood this but that he had had a problem since Kings Heath had lost security and local policing. This had impacted on them and he had had to deal with mental health issues and that when the weather got warmer this would get worse.

NK advised that through the BID they were having conversations how the local Police could engage in businesses.

NK advised that he was happy to arrange a “tasking meeting” with businesses and was happy to set this meeting up.

SH advised that the biggest complaint was that as rate payers they pay 5% for policing and discussed the history of policing in Kings Heath.

WB advised that she was encouraged to have expensive cameras and advised this would assist to make a conviction where stock had been stolen. WB rang 999 and was advised by the Police that they would be sent a pack but had not received one but would also not send out a Police Officer.

NK advised that any reports to the Police would be registered but that they could also flag to MM any queries or issues.

MM discussed Facewatch and this was an online way of reporting crime and they could upload this on line. MM also advised that he was willing to do a training session but that businesses could go on Facebook and download the form. The Police monitor this service. MM stated that only 1 business was registered with this service.

Tony Constantinou stated that they had talked about crime diminishing but should they have a shoplifter what powers did they have? NK confirmed that businesses have the power to detain a criminal but stated he would not encourage this.

M Younnis advised that he was not a big fan of Andy Collis but believed Police presence was needed for public safety and talked about a scheme he was encouraged to join by Andy Collis but that they needed a decent Police presence.

CO advised that he was aware that Andy Collis had built a rapport with local businesses and shoplifters and that he was aware that there were currently a higher number of beggars and that he himself was recently assaulted by a drunk in which Police came from Stechford Police Station.

CO did ask how people defend their property and that representation was needed to be made to the Police although they had been to the Commissioner and Andy Collis had interacted along with petitions but to no avail due to cuts in policing.

MM reminded that Facewatch could be used and that this was subsidised by the Police.

NK stated that the discussion fully deserved a full meeting but that he had a sergeant and a full team of Officers for Moseley and Kings Heath. NK advised that he believed that security was everyone’s responsibility.

SH reminded that they all paid 5% of their rates to policing.

WB reminded that she was advised to install a camera system but that the majority of her staff were women and felt vulnerable.

	<p>NK stated that should people report a crime it would be looked into but that they had to prioritise domestic violence and child abuse. Any CCTV information to be sent to the Police; link into MM and he would send this to Rose.</p> <p>Someone asked what occurs if the Police are given information and it is known criminal.</p> <p>NK advised they would act upon this and take action.</p> <p>JJ asked about the BID legislation and that security is noted as part of the BID provision. CO advised again that this could be debated on the 6th April.</p> <p>JJ stated that he was aware that only an hour was allocated.</p> <p>JJ stated that he had a copy of a letter from the solicitor and that as a voluntary BID payer he also had a letter from Birmingham City Council sent to the Directors of Kings Heath BID limited. CO stated that the letter had no validity and would be addressed on the 6th April and that as previously advised would be dealing with a series of questions on the 6th April and that everyone would get factual details.</p> <p>P Osman stated he had copies of the letter and was prepared to send it to everyone.</p> <p>CO advised that meeting was now closed.</p> <p>The meeting was closed and JJ advised he would continue a meeting. Those in attendance stayed at the meeting and the Directors and minute taker were told to leave the room.</p>	
4.	<p><u>Presentation by Martin Mullaney on what the Kings Heath BID Board propose to do over the next 12 months</u></p> <p>This was not discussed due to time restraints.</p>	