

MINUTES  
TWICKENHAM BID AGM  
26<sup>th</sup> APRIL 2016

Venue: The Cabbage Patch, London Road, Twickenham

Board Attendees	Apologies
<ul style="list-style-type: none"> <li>1. (CK) Crawford Knott (Chair)</li> <li>2. (PF) Pamela Fleming</li> <li>3. (SS) Susan Shaw</li> <li>4. (PC) Paul Cooper</li> <li>5. (SG) Stuart Green</li> <li>6. (JA) Julian Ayton</li> <li>7. (LL) Leona Loosley</li> <li>8. (AJ) Alan Juriansz</li> </ul> <p>Gerry Barwick – BID Manager                      Lesley Baillie – BID Ambassador                      (Minutes)                      Jennifer Noble – BID Ambassador</p>	<ul style="list-style-type: none"> <li>1. Sami Barouki</li> <li>2. Danny Wain</li> </ul>

**Next Board Meeting:** Tuesday 28<sup>th</sup> June 2016, 18.00.  
 Venue: York House, York Street, TW1 3AA. Room 7

- 1. Welcome & Introductions

CK welcomed everyone to the AGM and introduced himself as the Chairman of Try Twickenham and Commercial Director of Hawk Training, also a BID levy payer, in Regal House.

CK asked those present if anyone objected to the meeting being audio recorded for the purpose of minute taking – no objections.

Paperwork given to all attendees included: AGM Agenda; a list of Board Members including statements from each Director; a Billing Leaflet showing details of how the BID levy has been spent. Yellow voting cards were issued to those BID levy payers who had registered to be Company Members in order for a vote to take place on adopting revised Articles of Association.

CK confirmed he is stepping down as Chair and as a Director although he will continue to support the BID as it enters its 3<sup>rd</sup> year. He encouraged everyone to become involved either as a director or by joining one of the three sub-Committees to be formed, which are: Membership; Communities & Amenities; Promoting Twickenham BID Area/Marketing.

CK moved to introduce the Board Members at which point Chris Tiernan (CT) - Grosvenor House Consultants, Church Street - called a Point of Order: According to the terms of the Candidacy vote, those wishing to be Board Directors had to submit their Candidate details plus a 250 word statement by 18<sup>th</sup> of March in order to be voted onto the Board. Only 1 of the 6 proposed Directors had done so. CT felt it important for the Company Members to know that protocol had not been followed and that the requisite documentation had not been handed in by the 18<sup>th</sup> of March from 5 of the 6 Directors.

CK pointed out that with only 6 Directors on a Board with 15 spaces there was no need for an election. Stuart Sandys (SSy) – Sandys Fishmongers, King Street – pointed out that rather than be crushed by bureaucracy, the important point was that there were 6 hard-working local business owners willing to be Board Directors and to give up their own time to make a difference to the town.

CT suggested the simple solution would be to withdraw the 250 word statement but deferred to the Chair to decide how to proceed. CK moved to continue the AGM with the 6 Board Members as planned.

## 2. Introduction from Board Directors, Board Resignations and Introduction from the BID Manager & employees

### Continuing Board Members:

- Susan Shaw (SS) LBRuT Business & Retail Champion, not a Director but proxy for Cllr Fleming;
- Cllr Pamela Fleming LBRuT, Strategic Cabinet Member for Environment, Business and Community, elected Councillor and small business owner;
- Stuart Green, Licence Holder of The Cabbage Patch, London Road
- Paul Cooper of Paul Cooper & Sons greengrocers, King Street

### Board Resignations:

- Crawford Knott, Commercial Director of Hawk Training, London Road
- Danny Wain, The Richmond Shakespeare Society

### BID Staff:

- BID Manager, Gerry Barwick
- BID Ambassador (PT), Lesley Baillie
- BID Ambassador (FT), Jennifer Noble

## 3. New Board Members announced/received

- Julian Ayton, Owner and Managing Director of JA Consultancy Ltd, King Street
- Leona Loosley, Franchisee of Rush Twickenham, King Street
- Alan Juriansz, Owner, Twickenham Health Care, Heath Road
- Sami Barouki, Managing Director of Schmidt Kitchens, Heath Road – apologies sent and received in his absence.

## 4. Review of Year 2015-16, Looking ahead to Year 2016-17 by GB

- Social Media presence growing, out-performing LBRuT, Richmond & Twickenham Times and other local Business Associations by around 80%.
- TryCycle Twickenham was a resounding success drawing an even bigger crowd than last year despite the only advertising being social media and local flyers. The event involves local businesses, brings people into Twickenham and has received an industry award for Place Marketing.
- The Christmas Lights Switch On Event took place on a Sunday following consultations with St Mary's Church, local Business Associations and an online survey. The event was extremely successful and a follow-up survey revealed that the event and lights had a very positive impact on the town & community. The Christmas tree on King Street in particular being acknowledged as the best ever.
- Last year we had flowers all along Heath Road and The Green for the first time ever and over 60 businesses took advantage of the free Hanging Basket offer. This year we will also be introducing flowers on lampposts on London Road and are looking to have over 80 businesses getting free hanging baskets.
- During the Rugby World Cup the town was decorated with over 3 miles of bunting designed by local artist Alban Lowe and 20% of the cost was funded through sponsorship.
- Last year we had 10 Defibrillators placed in the town in conjunction with London Ambulance and paid for training for 20 people.
- We organised a WEEE collection for unwanted large electrical goods.

Not everything has been a success. We had hoped to improve the iron railway bridge towards The Green but permissions were refused at the last minute. We have tried to organise flower baskets on the railings there but have not been given permission to do that either.

We have looked at several companies that reduce Baseline Costs but no one company has been able to give benefits to all our trial businesses.

GB closed by inviting ideas & feedback and inviting more businesses to become involved in their BID.

## 5. Vote by Members to adopt revised Articles of Association

CK called for a vote on the Articles of Association, which had been amended to make some changes around the governance of the Board.

In Favour: 11

Abstention: 1

The revised Articles of Association are adopted.

## 6. Q&A session

Sam Green from The Orchard Day Nursery, soon to be opened on Heath Road asked how to become a Director. CK explained new Directors needed to be proposed and seconded by two separate Company Members and to contact the BID office for the necessary paperwork. CK invited any prospective Directors to come along to our next Board Meeting on Tuesday 28<sup>th</sup> of June.

Duncan Ross from the charity StreetInvest, formally based on London Road, asked about continuing to be a member of Try Twickenham despite their recent move from central to East Twickenham. GB explained that the issue of Associate Membership had been raised before and was something that would need to be discussed by the Board.

Barbara Wardle from The Albany on Queens Road asked for further information on the Committees. GB explained it would be a way for more businesses to get involved in the BID but slightly less time-consuming than being a Director. Exact details will be discussed at the next Board Meeting.

Harvey Woolfe from Evans Woolfe Media on York Street brought up the point of engagement with the business community and asked if a more regular communication from Try Twickenham, other than the AGM would be possible. GB accepted this was a fair criticism and though we have done newsletters by email and post, more engagement is important. Our street presence has improved with the addition of the new BID Ambassador.

Harvey Woolfe also asked about the percentage of BID levy going to pay for the running of the BID. CK answered that running costs, salaries and paying the Council as our billing authority was around £80,000. GB added that the costs are not a surprise as they are the same as was voted in on the business plan and have not been exceeded.

#### 7. Chairman to close meeting

CK brought the meeting to a close thanking everyone for their attendance, time, contributions and questions.

SS stood to thank Crawford Knott on behalf of Try Twickenham for his hard work as Chairman, his invaluable help in getting the BID up and running and added that he would be greatly missed on the Board.

CK thanked SS for her kind words, thanked those present again for attending and brought the meeting to a close.

*END 19.45*