



Minutes of Board Meeting

28th May 2020 – Video Call

Present: Carolyn Custerson (CC) – Chief Executive, ERBID Company, Chris Hart (CH) – Chief Executive, Wollens, Tim Godfrey (TG) – Partner, Bishop Fleming, Anthony Payne-Neale, Court Prior (APN), Martin Brook (MB) – owner, Pilgrims Rest Cottages, Kelly Widley (KW) – Pier Point, Clare Flower (CF) – Director Beverley Holidays, , Helen Brenton (HB) – Sales & Marketing Executive, Osborne Club, , Richard Cuming (RC) – General Manager, Bygones, Jason Garside (JG) – Managing Director, TLH Hotels

CC/TG/CH/MB/APN/HB/CF/KW/SJ/RC/JG

ITEM	ACTION	BY WHOM/ BY WHEN
1	<p><u>APOLOGIES, MINUTES, MATTERS ARISING:</u></p> <p>Apologies – , Pippa Craddock (PC) – Marketing & Development Director, Paignton Zoo & Living Coasts, Kevin Mowat (KM) – Director of Place, Torbay Council, Simon Jolly (SJ) – RICC, Managing Director, Riviera International Conference Centre</p> <p>Everyone provided a brief update of their current situation and how they are planning to reopen and amendments being made.</p> <p>Approval of Minutes – All agreed were accurate record of the meeting.</p> <p>Matters Arising – CC asked she was asked to set up business training/webinars at the last meeting – she said she has not been able to do this yet as the situation is changing so much daily with communications being issued out.</p>	
2	<p><u>Finance</u></p> <p>Management Accounts - TG advised that there are no major changes to last months.</p> <p>Levy Update - CC advised that she believes that the amount received now may be the most that will be received. Since the last meeting there has been a further £5600 received.</p> <p>Grants Update - CC advised that the BID Company has been entitled to 3 grants. A communication grant from Visit England in total of £25,000 in support of CC salary.</p> <p>TC applied on their behalf for the BID Resilience fund which is to assist with the unpaid levy amounts. TC will receive the grant and then will be paid to ERBID.</p> <p>New discretionary grant payment TDA and TC contacted them to advise that the BID Company would be eligible for applying so an application will be submitted.</p>	

<p>3</p>	<p><u>CC's Update Report</u></p> <p><u>ERBID Staffing Update</u></p> <p>Re-opening of VIC/ERBID Office - CC displayed a PowerPoint slide for all to view and this was discussed.</p> <p>TG advised that they are proposing to bring back the two staff currently furloughed back part way through June on a 4 day week. Hoping to open VIC on 6th July and there will be perplexed screen introduced and will have 2 staff working in the centre.</p> <p>TG has proposed that CC return to 5 days a week working from 1st June.</p> <p>CF asked whether the centre should be more digitalised way of working for tourists to be finding out information about the Bay to ensure social distancing and be COVID safe. CC advised that the ways of working are being changed to introduce a door bell for customers to come in and only allow 2 at one time.</p> <p>Revised Salary Proposals - As above.</p> <p><u>Communications</u></p> <p>Visitor - CC produced a slide for discussion. CC advised draft guidelines were sent out yesterday to businesses so that they can look at how they will have to operate going forward. CC advised she is regular discussions with local MPs, TDA and TC officers.</p> <p>Visitor communications – proposing that from 15th June this is changed to let visitors know what is open and what they can enjoy in the bay, whilst managing visitor expectations.</p> <p>B2B - There is a tool kit available. There will be a national kite mark for business to be COVID Secure.</p> <p>Re-Opening of Resort - A long discussion was had about the potential date of opening the resort and how this may happen.</p> <p>Local (Residents) - CC advised that she has seen on Facebook a lot of negative feedback from residents of the Bay about residents visiting the bay.</p> <p>CC advised she wants to work with Torbay weekly is to communicate to local residents that as an industry we are taking the situation very seriously and only want responsible tourists to visit as well so to not experience a second peak.</p> <p>The board agreed that communications are important and have to work together to ensure that the communications are sent out correctly. CC asked for assistance from the board for future communications being issued.</p> <p>TG & KW both commented that they saw large groups on the seafront last night totalling around 60 – 70 young people who were drinking and not socially distancing.</p> <p>Regional - South West Tourist Alliance is the main platform and trying to achieve being a South West Tourism zone through the LEP. There is a recovery plan being written by the LEP which CC can share.</p>	<p>CC</p>
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4	<p><u>AOB</u></p> <p>Non-Payment of Business Interruption Insurance - CC advised that no businesses have been able to get a payment from their insurance for business interruption caused due to Covid 19. This was taken up nationally as was affecting all businesses.</p>	