

Present:

Victoria Jackson (in the Chair)
Steve Allbones
Cllr Steven Bayes
Jim Harris
Ian Kelly
Jon Pywell
George Tambaros
Steve Trynka

Kingston Recruitment
KCom
Hull City Council
St. Stephens
Hull & Humber Chamber of Commerce
Hull City Council
The Omelette
Rollits

In attendance:

Kathryn Shillito
Phil Ascough
Steve Warran
Kevin Priestley
Tony Wilkes
Steven Marsay
Lee Appleton
Dave Rawding
Helen Bissett
Sam Lowton

Hull City Centre BID
XD Network
SJW/Chamber
Hull City Council
Princes Quay
Debenhams
Prospect Centre
Humberside Police
H & H Communications
Hull & Humber Chamber of Commerce

**ACTION
POINTS**

1. APOLOGIES FOR ABSENCE

Apologies were received from Paul Gregory, Cheryl Kitching and Lee Edwards.

2. APPOINTMENT OF NEW DIRECTORS

The advertisement for new Non Executive Directors was noted. This was to be placed in the April Newsletter and on the BID website. The Chair tabled details on the role and responsibilities of Non Executive Directors and invited Lee Appleton, Tony Wilkes and Steven Marsay to take a copy.

Steve Trynka questioned the need to emphasise the word 'senior' in the advertisement. It was suggested that this be changed to 'representative' and this was agreed.

3. MINUTES

Kevin Priestley asked for an amendment to be made to the minutes of the last Board meeting held on 17th January 2012 (page 3, para 10, last sentence). Kevin would forward, via email, the correct wording to Sam Lowton so amendment could be made. The remainder of the minutes were agreed as a true and correct record.

4. MATTERS ARISING

Kathryn Shillito gave the meeting an update on:-

Holy Trinity Church: she had met with David Baines of Hull City Council and a lighting system has been sourced from Phillips Lighting which could be erected on a mast (negating the need to carry out groundworks around the churchyard and to the front of the property).

Saville Street: a market research proposal had been submitted by Blueprint for re-branding the Street. 6 or 7 of the Saville Street Traders Group had committed to help fund the market research. Kevin Priestley advised the meeting that an application would be going to planning for the removal of the tree later in the year.

Graffiti: still diminishing, this had freed up Martin to jet-spray Silver Street and schedule in further jet cleaning works. Myton Ward Councillors have funded additional litter bins and asked that BID jet spray around the base periodically.

Facewatch: Kathryn had attended a demonstration of the system along with a number of BID organisations. The success of the system would be down to businesses recording crime incidents in their premises via the internet and there is some doubt about whether this would be done consistently.

Marina: Kathryn had met with the Head Chef and Manager at the 1884 Dock Street Kitchen and would be working with them to put together an invitation list for their VIP opening. She had also had discussions with NPS regarding the restaurant acquiring parking on a piece of land at the rear of the premises for their customers.

Paragon Square: ongoing. Kathryn would be meeting with the MD of Regent House Properties.

Gainsborough (Carr Lane): old, torn canopies and window boxes had been removed.

Trinity House: a meeting had taken place between the Trinity House Brethren, Victoria Jackson and Kathryn Shillito.

Kind Edward Street: with Costa Coffee recently moving in, it was hoped that this would encourage others to occupy the empty units in the area. The old Superdrug building lease will expire in May so there may be opportunity to work with owners of the property to get graphics in the windows, possibly promoting BID events.

Hull Business Week 2012: Kathryn confirmed that she had offered to sit on the Steering Group.

Future Meeting Dates: The Chair stated that she was aware that people were having difficulty attending Board meetings, in particular Cllr Bayes. She advised the meeting that for the time being Board meeting dates would continue as planned.

5. CORRESPONDENCE

The letter from the Secretary of State was noted. The Chair advised the meeting that the matter was in hand and a response had been given to the Secretary of State.

6. FOUR MONTH MANAGEMENT ACCOUNTS

The accounts were noted. Kathryn Shillito highlighted the ongoing issue regarding Hull City Council's IT system. She advised the meeting that this was now resolved and Hull City Council would be sending out invoices for the period 1st November 2011 to 31st March 2012 at the end of April 2012, and invoices for the period 1st April 2012 to 31st March 2013 would be sent out in June 2012.

Discussion followed as to whether it would be best to send out two invoices as detailed above, or one invoice covering an 18-month period. The general consensus was it would be better to send out two invoices. Jim Harris stated that with the recent re-ballot this situation was not doing Hull BID any favours.

Steve Allbones asked when the invoices would have to be paid and Kevin Priestley advised that the Hull City Council Business Rates section would agree payments on an individual basis. Steve Trynka stated that there was a need for a covering letter to accompany the invoices to explain the situation. Kevin Priestley stated that he would check if this was possible.

Steve Allbones asked how much the software had cost and Kathryn Shillito advised that she had been quoted £14,000. George Tambaros questioned who had approved this spend and Kathryn Shillito advised that Hull BID were tied to using the Hull City Council's specialist IT software supplier as the system was inextricably linked with the National Non-Domestic Ratings database. Kevin Priestley added that because invoices had not yet been despatched, Hull City Council were advancing monies across to BID on a monthly basis totalling £122,000 to date.

Jim Harris asked how Hull BID was expected to pay for the software upgrade and Kevin Priestley advised that it would be expected to pay as a lump sum. He explained that the software upgrade would last for the life of Hull BID.

Steve Allbones suggested a bench-marking exercise with other BIDs to establish if they had encountered similar problems. Jim Harris added that he was concerned that the issue was being discussed retrospectively and The Chair stated that it was just as big a surprise to her and Kathryn Shillito.

Phil Ascough asked if the RABID response to the appeal would further delay invoices being sent out and Kevin Priestley advised that this would not affect the issuing of invoices.

The Chair asked Cllr Bayes to look at the cost of the software upgrade, with a view to offering a reduction. It was agreed that Victoria Jackson, Cllr Bayes and Kevin Priestley would look into the matter further before it was paid and feedback to the Board.

7. BID MANAGER'S REPORT

i) Kathryn Shillito advised the meeting that a recent application to the Community Development Foundation Crime Innovation Fund had been successful and £45,500 had been secured to install CCTV to 50 levy paying businesses (independent small retailers). To be able to take advantage of this, the businesses would have to commit to working with the Hull Centre for Restorative Practice. The Chair stated that this was fantastic news for Hull BID. Kathryn would be liaising with Lee Edwards to identify retail crime hot-spots to help with the allocation of the CCTV systems.

Phil Ascough added that he had been working on a PR outline of how Hull BID would proceed, he highlighted the Hull Daily Mail, local radio and case studies.

Kathryn Shillito updated the meeting on her recent activity, including:-

Sunderland BID: Recent meeting with representatives of Shadow Board for a potential Sunderland BID. John Holmes (ex-Hull Forward) brokered the meeting, as he regards Hull as a pioneering BID. They were impressed with the scope of works and successes and may invite Hull BID to speak in Sunderland.

Regional Meeting/Familiarisation Trip: As Hull BID is a member of the Association of Town Centre Managers, it has been asked to host a regional meeting/familiarisation trip, which will be a day-long event and will be held in Hull on Friday 13th July 2012. Approximately 20 city centre managers will be in attendance and guest speaker Cllr Steve Brady will open the meeting. Barry Longstaff will report on Purple Flag and Victoria Jackson will represent independent city business.

Business Meetings: Kathryn Shillito advised the meeting that she had restarted business meeting and that she had recently met with:-

Costa Coffee – Debbie Gommersall, Manager. Hope this high brand name will attract other retailers down King Edward Street.

Luc Perquin – Manager of Royal.

Neil Hodgkinson – Editor Hull Daily Mail, who had offered support.

David Greenwood – owner of Shirethorn House.

Terry Moore – Burstalls Solicitors.

3 x Managers of the Wetherspoon pubs. A Good foot in the door as historically Wetherspoons have been quite anti-BID. Hull BID will be working with all 3 city pubs to promote their food.

Next – Sandra the manager.

Nandos and Pizza Express managers – both committed to being part of Half Past the Weekend initiative (Wednesday/Thursday night music on Princes Dock Street).

Christine Mayes - Indoor Marina Recreation Centre.

Vic Golding – Golding Computer Services.

Derek Newton, MD of British Waterways Marinas Ltd. Hull BID will be working with him to promote BID events and showcase what's happening in Hull. Hull BID will work on a 'welcome pack' for people berthing in the marina.

Cath Bellamy – MD Hull Trains. She will do cut price tickets into Hull for all our events. She will also be looking at putting Hull BID brochures in the trains.

Portas Pilot: Kathryn Shillito gave the meeting an overview of the Mary Portas Review – Portas Pilot and the work of the Town Team (Hull City Council, Hull BID, Myton Ward Councillors, Civic Society, Hull Daily Mail). Hull City Council had taken the lead with the application and the Town Team vision is for Whitefriargate to become a distinct area of Hull with a rich historic fabric that accommodates a thriving cafe bar and restaurant sector alongside a cluster of independent retailers. The upper floors of buildings could be developed for city centre living, and public spaces animated within a high quality public realm creating a strong sense of place. One of the challenges faced is that the 3 shopping centres have created a shift of the retail circuit. Kathryn noted that recent successes included Holy Trinity Church activity, Half Past the Weekend, the footbridge and Trinity Music Festival. Hull BID's commitment is to help light key buildings including Marks & Spencer and support funding towards events/activity down Whitefriargate. She added that Mark Jones had been designated as Whitefriargate Manager.

Steven Marsay stated that it was interesting that from the footfall statistics Whitefriargate was the most promising. He asked for a map of where the footfall counters were located and Kathryn Shillito would provide. Jim Harris stated that it was important that the footfall statistics information be sent to the Trinity House Brethren. The Chair advised the meeting that Trinity House doesn't own the south side of Whitefriargate, however, they do act as the Trustees. Kevin Priestley stated that only 20% of those who shop down Whitefriargate, only go there to shop at Marks & Spencer. Lee Appleton asked if it would be possible to breakdown the footfall data to show detail for day by day and hour by hour – Kathryn Shillito advised that this was possible.

Kathryn advised that she was awaiting a meeting with the Myton Ward Councillors, as the last one had been cancelled due to ill health. Hull BID had been pressing for extra bins and these had been installed. In return Hull BID will undertake to clean the outside areas of the interchange.

Purple Flag: Kathryn Shillito advised the meeting that work was still ongoing and that Hull BID were working to produce a leaflet for Hackney cabs promoting our eat drink enjoy website which indicates where taxi ranks are. Lighting would be upgraded down Trinity House Lane. Lighting down Posterngate had been addressed with repairs/replacement bulbs. Currently reviewing toilet provision as there are no public toilets available from 5pm onwards. Hull BID looking to source live music on Saturday evenings alongside Princes Dock Street as a continuation of Half Past the Weekend which would support Purple Flag showing the city as having a diverse offering in a safe environment.

Old Town Pub Watch: Hull BID is co-chair and Kathryn has been speaking to licensees from the new town (Boom Bar) to try and kick start a replica meeting for new town pubs. Traditional RABID pubs such as Blah Bar and Moderation have shown increased interest in the work of Hull BID in general and Support Officer Mark has been the conduit to this.

Fashion Week – 4th & 5th May: A meeting had taken place with stakeholders including Debenhams, St Stephens and Prospect Centre. Sowden and Sowden had been commissioned to manage the event. The finale will be held at Holy Trinity Church. Kathryn noted that last year footfall increased by 49,000 during the event. Phil Ascough stated that he would be working on a piece for the newsletter and requested information from the shopping centres about what they were planning to do for the event. Steven Marsay advised that Debenhams staff received a 25 minute training session on the latest and upcoming fashion trends.

Trinity Music Festival: Regular meetings were taking place with the Hull Trinity Festival group to start work on 2012 event. Currently looking at new branding. The event will take place on the 27th & 28th July. Kathryn noted that to date 18 venues would be participating.

YUM: Provisional talks had been held with Fred Marketing, however nothing had been agreed as yet due to RABID uncertainty. Kathryn stated that it was hoped that Hull BID would be able to press ahead with this and the event would be scheduled to take place on the 20th & 21st July. Kathryn noted that last year footfall had increased by 30,000 during the event.

Kathryn Shillito advised the meeting that Mark, Hull BID's support officer had successfully coordinated both Hull BID radio training and statement training on behalf of the police for security staff, retail managers, etc.

The Chair informed the meeting that Hull BID had received an enquiry from Alan Johnson after Mark Duckett had approached him with a request to pedestrianise Princes Dock Street. The Chair and Tony Wilkes would arrange to meet to discuss the issue.

Kathryn Shillito ended her report by advising the meeting that a tender had been put out for window graphics to be used at the TJ Hughes site. She added that following conversations with the managing agents, it was highly unlikely that the building would be let as a whole, and that consideration was being given to breaking the building down into smaller units.

ii) Press Log & Footfall/Crime Statistics: These were tabled and noted.

Ian Kelly asked for an update on VHEY and Cllr Bayes advised that employment had been transferred to East Riding of Yorkshire Council. Notice had been given to staff that their employment would cease at the end of the financial year. A bid had been submitted for funding some of the lower paid staff. He added that there would be a VHEY and a replacement structure was being worked on. Hull City Council and East Riding of Yorkshire Council were co-ordinating. Steve Trynka asked who would lead and Cllr Bayes advised that it would be Jon Pywell for Hull City Council and A.N. Other from East Riding of Yorkshire Council.

Jim Harris asked if there would be a Freedom Festival in 2012 and Kevin Priestley advised that there would be as funding was already in place.

Ian Kelly suggested that a revised marketing offer for the City be discussed at a future meeting and Cllr Bayes advised him that Cllr Geraghty was the portfolio holder responsible.

8. PRESENTATION BY DAVE RAWDING, CHIEF INSPECTOR HUMBERSIDE POLICE

Dave Rawding introduced himself and gave the meeting an overview of the Crime Innovation Fund joint initiative with Hull BID.

He explained that Restorative Justice is a victim focussed resolution to a crime or non crime incident. Restorative Justice holds offenders, either youths or adults, directly accountable to their victims and can bring them together in a facilitated meeting. Restorative Justice can be an alternative disposal to, or complement, the formal Criminal Justice System.

The Restorative Justice process is flexible and can be used to address many types of conflict. Within neighbourhood policing it can help problem solve and improve community cohesion, whilst with low impact crime it can offer a proportionate response with a tangible outcome for the victim. The use of Restorative Justice can create an environment that enables the parties concerned to find the long term solution.

There is strong evidence to support effectiveness. The Ministry of Justice reported on Restorative Justice trials, beginning in 2001, that 85% of victims and 80% of offenders were satisfied with their experience of a Restorative Justice conference. Findings have also shown a significant decrease in the frequency of reconviction over the following two years and a reduction in the severity of offending behaviour. The Restorative Justice Council reports that for every £1 spent using restorative processes £9 is saved by the Criminal Justice System.

The Hull Centre for Restorative Practice is a dedicated training centre and runs from the Octagon.

Restorative Justice can include many different approaches, the most widely used in policing are Restorative Conferencing, Community Justice Schemes and Partnership problem solving. In these examples its use is a proportionate and discretionary response to specific circumstances. The explicit principles underlying Restorative Justice are:-

- Clear values and beliefs.
- Working 'WITH' people.
- Fair process - Engage, Explain and Expectation Clarity.
- Restorative language (demonstrates respect, care and mutual responsibility).
- Free expression of emotion (important for victims) / re-integrative (a sanction imposed by a personally relevant source is more likely to effect criminal behaviour than those imposed by a remote legal authority).
- Restorative behaviours.

A Restorative Justice outcome should allow the offender to make amends for the harm caused. They should be SMART and can include written apologies, commitment to access support to resolve underlying factors leading to the offending behaviour and reparation.

Within policing there are 3 levels of Restorative Justice starting with informal instant on the street disposal. At level 2 it can be used as a diversion from or additional to a formal Criminal Justice. Both the first two levels are equally applicable to crime and non crime matters. Level 3, which deals with offenders post sentence, in potentially complex and sensitive cases. Dave Rawding stated level 1 was the most relevant within the Hull BID area.

Dave explained Restorative Conferencing and stated that this may occur in isolation or in tandem with a reparative act, it establishes what happened, why and the impact. It can be face to face with structured facilitation or 'shuttle' (where a victim may not feel comfortable facing their offender) where the facilitator relays information between the two parties. Face to face meetings have been shown to deliver the greatest victim satisfaction and impact on recidivism as the participants discuss the incident directly, demonstrating the emotions being felt.

The key performance areas of Restorative Justice were highlighted as:-

- Introduced 2006/07 crime fallen from 112,660 recorded offences to 76,089 in 2010/11.
- Sanction Detection rate same period increased from 24.4% to 28% (currently c 30%).
- Home Office Counting Rules no credit for using Restorative Practice/Restorative Justice.
- The percentage of users satisfied with the overall service provided by the police increased.
- Significant reduction in Anti-Social Behaviour.

The key benefits of Restorative Justice were highlighted as:-

- **Victim Satisfaction:** Improved levels by directly engaging the affected parties in the disposal. Victims are empowered and are able to suggest how the offender can acknowledge the impact of their actions and make reparation. The process enables a victim to understand why they were victimised and offers 'closure' enabling them to 'move on' from the experience.

Whilst not widely used yet it is likely that bringing Restorative Justice principles into dealing with road traffic offenders would significantly alter our relationship with the generally law abiding motorist.

- **Reduction in re-offending:** Offenders are more likely to appreciate the effect of their behaviour because of a face to face meeting with a victim (or other stakeholders) and the likelihood of the victim offering honest and emotional comment.

Academic studies have suggested that Restorative Justice yields greater reductions in recidivism compared to non restorative approaches.

- **Community Cohesion:** With formal Criminal Justice sanctions, there may continue to be reoccurrences of the same issue if victims and offenders have not resolved their differences. A restorative intervention at an early stage can prevent escalation from a minor conflict to a major event.

Restorative Justice can increase and restore a sense of 'community' where offenders repair the harm done directly to the individual or the neighbourhood, allowing reintegration and a return to normality.

The use of community justice panels, where local members decide on and monitor Restorative Justice outcomes also supports the concept of the 'Big Society' and widens the opportunity to build community cohesion.

- **Value for Money:** A Restorative Justice intervention reduces demand by solving problems and reducing repeat calls for service. Restorative Justice can reduce the amount of time that police officers spend completing paperwork or gathering and preserving evidence.
- **Reduce first time entrants into CJS:** Offenders that are embedded in criminal careers are continually found to have displayed evidence, at an early age, of predictors of offending behaviour. Early intervention is dependent upon early identification and behaviour pattern analysis. Restorative Justice can be used effectively in such circumstances without criminalising the person concerned unnecessarily or risking detrimental impact on their future due to their police 'record'
- **Use of common sense / acting with integrity:** Organisations understand benefits of officers taking more effective action to resolve matters at first contact. However these are ethereal aspirations and the drive to deliver sanction detections has restricted the use of discretion. Restorative Justice provides a framework that deals more proportionately with issues at the frontline.
- **Ancillary benefits:** A Restorative Justice disposal involving a juvenile does not require the presence of an appropriate adult, although desirable. The facilitator instead can use their professional judgment to decide the capability of the individual to understand the process, if there is any doubt the process can be postponed. Notification of an appropriate adult should occur at the earliest opportunity.

The evidence does not need to be beyond all reasonable doubt (as with a formal Criminal Justice sanction) when deciding on the use of a Restorative Justice as a diversionary crime disposal.

In summary, Restorative Justice can provide a forum whereby those most directly affected by wrongdoing come together to determine what needs to be done to repair the harm and prevent a reoccurrence. Whilst there is no definition of what restorative justice is, what is clear from the evidence is that it is about doing what is right for the victim. Much of what is categorised as restorative is actually about the Police using discretion to get the right result for all parties. The structured use of Restorative Justice would enable risk to be managed confidently, describe the behaviours required to act with integrity and deliver results in a common sense way. A force wide controlled roll out would deliver the Vision, Values and Aims of the Humberside Police.

In closing his presentation Dave Rawding stated "we have a really safe City – we just don't promote the fact enough".

9. HULL CITY COUNCIL – CITY CENTRE REPORT

Jon Pywell updated the meeting on Hull City Council's 'town-team' activities in relation to the Portas Pilot Review. The Whitefriargate Task Group had met with many businesses on Whitefriargate and the bid document, including a promotional video, was currently being

created in preparation for the submission deadline of 30th March 2012. Hull City Council had been working with a wide range of partners, including Hull BID, and will continue to do so.

The Chair asked whether Hull City Council had met with the Hull Trinity Trust's Brethren and Jon Pywell responded that Hull City Council were currently in the process of arranging a meeting with the Brethren, which for different reasons has not as yet taken place, and that they remain in communication.

10. ANY OTHER BUSINESS

There was no other business.

11. DATE OF NEXT MEETING

The date of the next Board meeting is Tuesday 8th May 2012, 10:00am at the Chamber's offices 34 – 38 Beverley Road, Hull.