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**Experience Milngavie Business Improvement District
Monday 15th March 2010
Steering Group Meeting no. 2**

MINUTES & ACTIONS

In attendance:

Ian Lavrie – Townhead Carpets
Stuart McKenzie – Crosskeys
Wendy Ross – Ruby Red
Charles Kinsey – Specsavers
Neil Cunningham – Kersland Solicitors
Fraser Robb - East Dunbartonshire Council (Mins)

Apologies:

Cllr Billy Hendry - East Dunbartonshire Council
Cllr John Dempsey – East Dunbartonshire Council
Crawford McGhie - East Dunbartonshire Council
Alan Arnott – Alan Arnott Eyecare

Items 2: Business Consultation – Initial Feedback

F Robb provided the group with a brief overview of the business consultation process to date and the initial results obtained from the exercise.

A total of 125 business surveys were circulated by post, along with a cover letter, to businesses within Milngavie Town Centre. A visit was carried out to many of the businesses in the town centre at the end of February, where completed questionnaires were collected and reminders left with businesses where responses had still to be received.

To date, 20 responses have been received, representing a response rate of around 16%. A list of businesses where responses have still to be received has been drawn up, and I Lavrie will visit these over the next few weeks to chase up a response.

The responses which have been received so far have been reviewed and some emerging themes identified:

- Vast majority aware of the BID concept and the Experience Milngavie project
- Majority of respondents in favour of the BID
- Majority demand for increased marketing of the town centre
- Majority demand for additional measures to improve parking and access
- Majority demand for improved lighting in the evening

The results of the consultation will be reviewed and published in a final document which will be made available via the website.

Shopper Consultation: this has been postponed whilst the business consultation is completed. A brief will be prepared and circulated to a consultant who will be employed to complete this part of the research on behalf of the BID. An update will be provided at the next Steering Group meeting.

Item 3: Business Consultation – Next Stages

The written survey circulated to businesses marks the start of an on-going business consultation process. A discussion was held re: the most effective means of engaging with businesses in the future, particularly with a view to future consultation on the business plan.

It was suggested that smaller meetings with groups of businesses who have identified common areas of concern / aspirations for the town centre would be the most effective basis to proceed – shortlists, along with format ideas, will be drafted for the next meeting.

The website will continue to serve as an important channel for businesses to feedback to the project via, and future marketing materials will reflect this.

Item 4: Business Plan – First Stages

A brief discussion was held re: the business plan and its relationship to the on-going consultation exercise.

Members of the Steering Group should begin to consider outline details of projects they would like to see included in the business plan. F Robb will circulate examples of other business plans and example projects in advance of the next meeting.

Date of next meeting: Monday 12th April 2010