



— Vote —  
**YES**

From 6th June to  
6th July 2023

*'To improve and raise the profile of Newham & Port of Truro through standing up for our industrial estate, celebrating our vibrant businesses, delivering projects and services to make Newham safer, more accessible, more attractive and better promoted.'*

# **Newham Business Improvement District**

## **Third Term Business Plan 2023 - 2028**



# Welcome from the Chair

*On behalf of our Newham BID Committee, I would like to thank all our businesses for their contributions to Newham, both financially and through giving their time, skills, knowledge or expertise to Newham BID during the last ten years. A warm welcome to new businesses who have recently chosen to invest and relocate to Newham and be part of our thriving business community.*

Together, we have successfully delivered projects and services to raise the profile of our industrial estate, safeguard its future and protect it through safety and security initiatives. We have also promoted Newham and our business community via our PR channels including articles in the West Briton, videos and social media.

Our stance on lobbying to retain safe and suitable access for all our businesses through maintaining the current carriageway width, has been unprecedented, both locally and nationally.

We believe that we are the only BID in the British Isles to take the legal action we have and yet we are one of the smallest BIDs of the 335 currently operating. As we publish our business plan, it is unclear what the final outcome will be but what is paramount is what can be achieved by working together towards a common goal. Through the BID, we have been able to be agile, bring our collective knowledge, skills and expertise to the fore and of course, our passion and commitment to Newham has been ever present in all of our actions.

There are many people to thank who put their head above the parapet not just for their own businesses but for the whole of Newham. Their hard work and resilience does not go unrecognised.

I hope the last few months, as well as the previous years, demonstrates that Newham BID will always have your back. We will represent your business voice and make sure that whatever new ideas or proposals are on the table, your business has the best chance of gaining not losing from these.



**Leigh Ibbotson**

*Chair of Newham BID and Owner of Cher Varya on Heron Way*

**"More recently and most importantly, we have come together as a business community to challenge issues which affect our ability to trade safely and threaten the very viability of our industrial estate."**

The first ten years demonstrate what can be achieved by businesses working together towards a common aim, pooling their skills, knowledge and funds. With your support and involvement, we want to keep this momentum going.

As a business owner, like you, I have had the confidence to invest in Newham and to grow my business in Truro.

I recognise the value of having an organisation to represent private sector interests and believe that together we can collaborate and invest modest sums of money to improve the trading prospects for us all.

Whilst the trading environment is very challenging and is likely to remain so for the near future, there is much to celebrate. Units on Newham are highly sought after and rightly so.

You have given us lots of positive feedback and contributed new ideas for the next five-year

## What is a BID?

Newham BID is a business led initiative supported by government legislation which gives businesses the power 'to raise funds locally to be spent locally' on improving a defined commercial area.

Businesses are consulted on what additional improvements they want to make and how they are going to manage and deliver those improvements, all of which goes into a business plan along with a budget.

A BID is created when the majority of business ratepayers within that area vote to support the business plan and to invest collectively via a levy based on the rateable value of the business premises. Many businesses view their BID levy as an investment rather than a cost.



There are now 335 BIDs across the British Isles and 8 operating within Cornwall. The BID is independent from local authorities and other statutory agencies and delivers projects and services over and above the baseline service provided by them.

Newham BID first became operational in September 2013 investing levy payer's money into our industrial estate. During the past two five-year terms we have worked with you and our partners to deliver a wide range of positive achievements for Newham.

These are set out in this business plan.

For more information on BIDs, go to [www.newhamtruro.co.uk/newham-bid/what-is-newham-bid](http://www.newhamtruro.co.uk/newham-bid/what-is-newham-bid) or [www.britishbids.info](http://www.britishbids.info)

term. We have listened and your views have informed this business plan

I hope what you read resonates with you and that the proposals are ones that you will support when it comes to casting your vote. For the BID to proceed to a third term, there must be a majority voting in favour by number and by rateable value of premises.

A 'No' vote will mean that all projects and services that the BID delivers will come to an end on 31st August 2023 – no other organisation will have the capacity or resources to step forward and continue with the projects that you have prioritised.

While our resources may be modest, it is the strength of the business community working together through the BID that gives us the chance to improve what we have. Together we are a stronger voice, and we can look forward to more shared success, realising future opportunities, and continuing to fulfil our vision of Newham as a leading innovative industrial estate.

Please have your say and vote 'yes' in the postal ballot by 6th July 2023. Look out for your ballot paper which will arrive by 6th June 2023 and if you can vote early, please do so.

**Thank you**

## The current Newham BID Committee is:

Leigh Ibbotson – Chervarya

Carole Theobald – iSight Cornwall

Jordan Kennedy – Vickery Holman

Simon Hendra – Landlord, Heron Way

Russell Dodge – BLS Estates

Mark Killingback – Truro Harbour Authority

Rob Nolan – Cornwall Council/Truro City Council

Rolf Munding – Landlord, Kernow House, Gas Hill

Katie Harland – Cornish Mutual

Del Folds – South-West Water

Adrian Tubb – Trusted Tech

Emily Carter – Cornwall Garage Door Centre

Nicola Chandler – MJ Medical



# Some Key Facts About Newham

- Circa 72% of B2 (general industrial) and B8 (storage and distribution)
- One of the smallest BIDs of 335 BIDs in the British Isles, established 2013

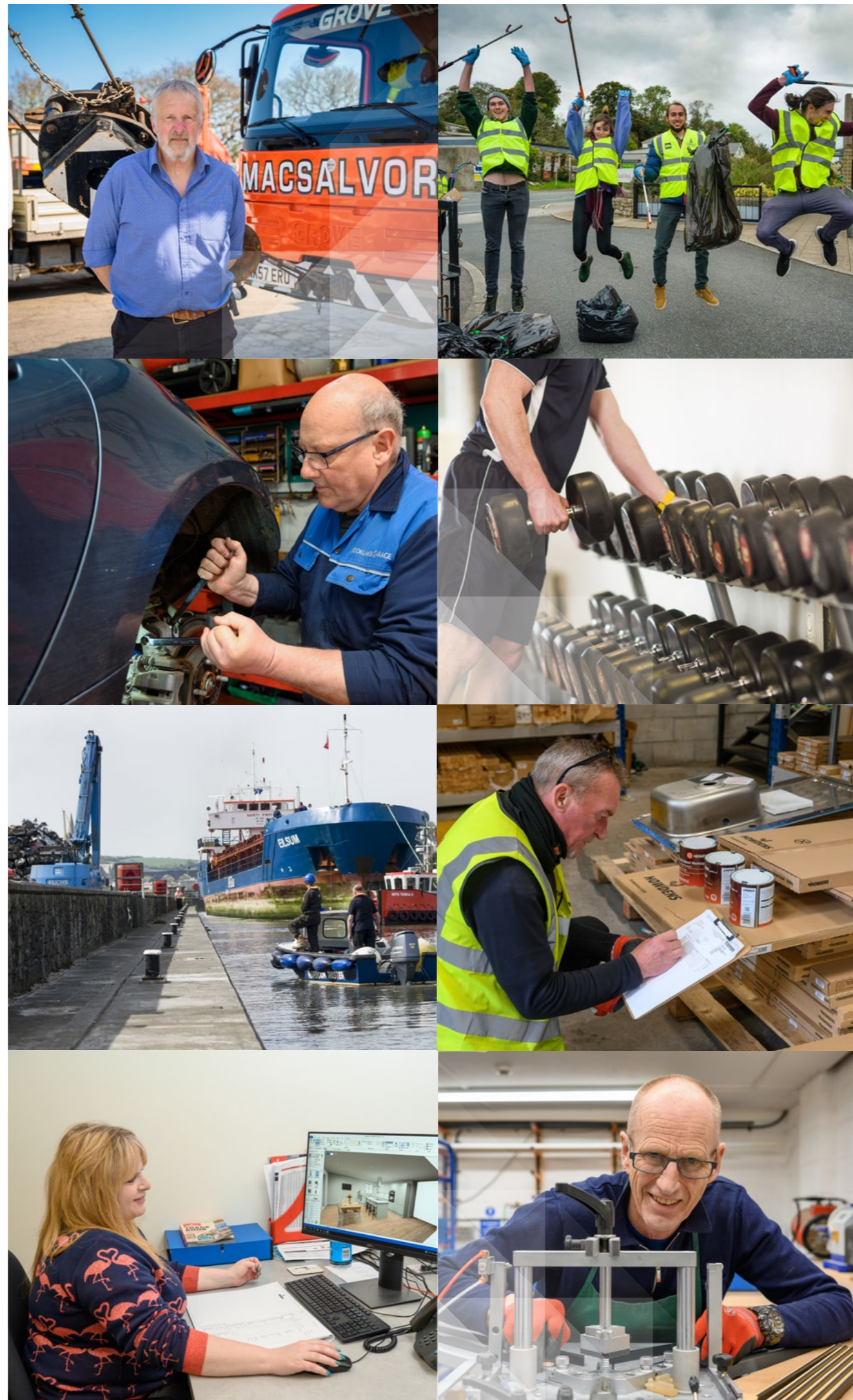
*"As a new business, it's reassuring to know that Mel and the team at Newham BID are there, often going above and beyond to support each of us. We're blessed to have the BID working with us to help this industrial estate thrive."*  
**Robert Dabb, RPD Tyres, Edhen Park, Harvey Road**

- Over 1,200 employees
- 95 acre site that has investment potential and is highly sought after as a business location
- Cumulative rateable value similar to some town centres in Cornwall

*"Newham BID has been really good at getting us all working together to take a pride in the area. Lots of our cadets came out to help in the recent litter pick held in Newham. Our young volunteers had a great time and managed to collect up quite a bit of rubbish. It's events like this that make all of the businesses and organisations across Newham feel like they are part of a community."*  
**Freya Peachey, City of Truro Sea Cadets, Heron Way**

- Riverside location on the edge of Truro City Centre, Cornwall's capital City
- Businesses trading locally, nationally and internationally

**#FINDITIN  
NEWHAM**



- 180+ individually rated business premises
- Thousands of vehicle movements each day, many using HGV's, artics, cranes, buses and lorries; vehicle widths of 3.2M and lengths of up to 15M

*"Since its formation, Newham Bid has had a tremendous impact on the vitality of Newham as a business quarter. Newham BID has been responsible for developing a vibrant and extremely strong business community."*  
**Russell Dodge, BLS Estates, Heron Way**

- Represented on industry bodies – British BIDs



- A business community that wants to be 'green' where practical and realistic whilst prioritising safe access for all

*"Mel has, in all matters, been most helpful and has secured my company a number of tenants when we have had vacant premises. Newham as an industrial estate is first class. I also own Tresillian Business Park so fully appreciate the complexity of multiple tenant occupation which the BID handles in a very professional manner. The Estate would be much the poorer without the BID. Newham BID has been the rallying point for opposition to the ludicrous road narrowing scheme, which would have gone completely unchallenged if it were not for the BID and especially Mel."*  
**Gary Morse, Landlord of property on Heron Way**

- £Multi-Million cumulative turnover
- Serviced the community of Truro and Cornwall throughout the pandemic – delivering essential services such as public transport, emergency operations, care services, waste disposal, sewage treatment, food and postal services and many more



# Newham Road Narrowing

In February 2023, Newham BID learnt of proposals by Cornwall Council to narrow Newham Road from the entrance to the industrial estate up to the beginning of the pinch point at Gas Hill. The proposals were being funded through a £1.6M European grant that had to be spent within a short timeframe.



"Newham BID plays a vital role in looking after the interests of all businesses and users of Newham, keeping everyone informed about a range of issues, most recently, the proposed road works and the ongoing campaign against them."  
**Holly Dowland, Copper Rock Financial Planning, Heron Way**

The works, under the Truro Loops Scheme, entailed widening the current footpath to create a shared cycle/footpath for walkers and cyclists. In Newham BID's perspective, these proposals were at the expense of creating a safe vehicular route for large vehicles. They would result in a 6.5M road width, in line with a 'residential distributor road' according to the Council's own guidelines.

A short consultation period followed including a face-to-face meeting with around 20 businesses

where our objections were voiced.

On 20th March 2023, Newham BID were notified that the works were due to commence on 3rd April 2023, noting that Newham Road was a 'minor industrial road'.

The full story is lodged at this link and a summary is below - [www.newhamtruro.co.uk/newham-bid/lobbying-on-behalf-of-newham-businesses](http://www.newhamtruro.co.uk/newham-bid/lobbying-on-behalf-of-newham-businesses)

"We were contacted by CORMAC regarding overhanging trees receiving a very officious letter. Mel advised on the right course of action and helped with the organisation. It is great having the BID and Mel's support especially. I know how to run a furniture business, but Newham BID knows all the contacts when something goes wrong, who to approach and how to do it. It would take me hours to find out otherwise, time I just don't have."  
**Matthew Hurst, Three Rivers Furniture, Heron Way**



## Timeline

- Meeting on site with the Cabinet Member for Transport and a Council representative. Newham BID instructed solicitors, Stephens Scown – 31st March 2023
- Various Press articles, a Radio interview and an ITV West Country news story.
- Scheme was 'paused' by Cornwall Council pending a formal road safety assessment; this was later published by CORMAC – 3rd April 2023
- Newham BID posed a question at the Full Council meeting held on 18th April 2023. We challenged the safety of the scheme based on known vehicle sizes and movements
- Newham BID wrote to all Cornwall Councillors voicing their concerns on safety and economic grounds and including details of known vehicle movements – 21st April 2023
- Newham BID commissioned their own Technical Saety Note including swept path analysis undertaken by leading London transport consultants, TPA, whom shared the same concerns as Newham BID regarding the safety of the proposal – results were shared with Cornwall Council on 21st April 2023
- On 24th April 2023, Newham BID prepared a map showing that of all businesses on the estate, 3 in 4 is categorised as B2 or B8 class use requiring a 7.3M highway according to Cornwall Council's own policy guidelines – see map in this document

"Mel and Newham BID have been great at keeping us all informed about the latest developments on the narrowing of Newham Road. If it proceeded, it would make the road unsafe for motorists, cyclists and walkers and impossible for HGV deliveries to reverse into our yard. Without the BID, we wouldn't have known what was going on nor had the opportunity to challenge it"  
**Janet Martin, Tilewise, Newham Road**

- FOI request highlighted that the consultation had received 25 objections and 9 supporting letters by the end of February 2023
- Letters of objection from Newham businesses exceeded 45 as of the end of April 2023
- Cornwall Council confirmed their intention to continue from 2nd May 2023
- Newham BID requested various documentation to evidence the safety of the scheme including requesting detailed drawings and a swept path analysis on 11th May 2023
- On Thursday 11th May 2023, Newham BID through Totally Truro Ltd instructed their solicitors to appoint a barrister from Francis Taylor Building to seek an interim injunction to prevent the works from continuing, pending the outcome of the judicial review application to the court.
- Cornwall Council issued an operational decision on 25th May 2023 to halt the Newham Scheme; the Council and Newham BID are currently working together in an attempt to reach a resolution that does not involve court intervention and generally in respect of any future plans affecting the Newham Estate."



"The BID gives Newham a voice – without it we would all be silent and nothing would have happened to represent the business voice which supports and generates wealth and prosperity for our community. A recent example is challenging Cornwall Council's ill-conceived road narrowing proposals. Newham BID arranged meetings with the council, produced a unilateral and co-ordinated response. The degree of enthusiasm and the depth of knowledge of the BID staff is unparalleled. Without this any attempt at protest would undoubtedly have fundered. One of the big advantages is Newham BID has the knowledge of local and national government procedures and who to contact when."  
**Cameron MacQuarrie, Macsalvors Crane Hire, Newham Road**

"I have run Howdens in Truro for 25 years. What I like about the BID is the fact that someone cares about our quirky industrial estate. My customers used to struggle to find us but the signage on the estate has improved so much that my customers no longer get lost, which is brilliant. We are a very busy depot with many large deliveries and a large amount of local builders in and out all day. My concern is that the council seem to have forgotten about us and are making it more difficult to enter the estate, rather than supporting the amazing local businesses. Newham BID galvanised businesses and took proactive action to challenge the road narrowing that would have severely impeded our access"  
**Paul Nash, Howdens, Lighterage Hill**





# Enhance The Environment

## Highlights From Our Second Term



### We Said:

- We would lobby for road and path improvements.
- We would keep Newham & The Port of Truro clean and tidy.
- We would ensure customers can find your business.
- We would make Newham more visually attractive.

### We Have Done:

- Facilitated numerous discussions with statutory partners regarding safe access between Lighterage Hill and Gas Hill and across Newham overall following proposals associated with Truro Town Deal and Truro Loops. See [www.newhamtruro.co.uk/newham-bid/lobbying-on-behalf-of-newham-businesses](http://www.newhamtruro.co.uk/newham-bid/lobbying-on-behalf-of-newham-businesses)
- Facilitated discussions between South West Water and CORMAC to ensure drains are cleansed; an outfall was repaired to prevent flooding on Newham Road.
- Influenced CORMAC to:
  - A:** Put road markings on Heron Way to improve safety at the junction
  - B:** Lobbied for Lighterage Hill to be resurfaced.
  - C:** Installed a new litter bin near the Gas Hill car park.
- Resolved loading issues on Newham Road through discussions with Cornwall Council and our MP.
- Maintained communal areas of the estate between April and November each year.

- Maintained a good working relationship with Biffa who swiftly deal with any issues of fly tipping or debris.
- Worked with Truro BID to organise litter picks involving employees of Newham's levy paying businesses.
- Installed Newham BID signs, repairing, cleaning and maintaining them and ensuring slats are updated when businesses change. Signs promote Newham's website where every business has an entry.
- Installed new signs during the pandemic including a banner sign welcoming people back to work and slats advising businesses to 'stay safe and social distance' on existing signs.
- Commissioned landscape architects to work with Newham BID on a series of planting schemes including the grassy bank at the entrance to Newham deterring tent encampments.

*"We are working with Newham BID on landscaping around the Volunteer Cornwall building, which is contributing to our work to understand and manage our impact and influence in terms of the climate and ecological crises. We're delighted to receive the planting improvements and seating which will increase habitat, pollinator resource and staff wellbeing around the building - and encourage other businesses to take similar action."*  
**Manda Brookman, Volunteer Cornwall, Heron Way**



# Safe & Secure

## Highlights From Our Second Term



### We Said:

- We would maintain the CCTV system to deter and detect crime.
- We would liaise between the police and other agencies.
- We would provide security patrols.

### We Have Done:

- Installed and maintained 32 cameras including 3 ANPR and infra-red cameras to provide facial recognition in poor lighting. Cameras used to detect crime and are reviewed on receipt of a request.
- Provided suitable footage to enable convictions and provided evidence for business insurance claims.
- Liaised regularly between the Police and Statutory Authorities in relation to anti-social behaviour, tent encampments, fly tipping etc.
- Gained a commitment from Devon and Cornwall Police to make intermittent patrols of Newham.
- Provided 12 security patrols per week with access to a 24-hour control room for levy payers needing urgent support. Our security patrols have provided a visible presence and the team have reported back to Newham BID on various issues as well as providing reassurance to levy payers who feel threatened.
- Increased patrols during the pandemic with the rear of premises being checked to provide additional peace of mind for our levy payers.

*"Newham BID has helped our company with the articles on both social media and through the newspaper. This has been a great advertisement and we are able to showcase the latest news. The security patrols organised by the BID have also been so beneficial. I have used them when I needed assistance to check our compound when our alarm has been going off at 3am. We are proud to be a part of Newham BID."*  
**Emily Carter, Cornwall Garage Door Centre, Higher Newham Lane**

*"Looking around Newham since the inception of the BID, we now have security cameras and patrols, attractive signs and the whole place is much tidier and cleaner creating an immediate good impression to all customers and visitors. Newham is fortunate to have enjoyed this facility and this must continue."*  
**Cameron MacQuarrie, Macsalvors Crane Hire, Newham Road**

**32** Security Cameras installed

**12** Security Patrols a week

**3** ANPR & infrared cameras





# Place & Business Promotion

## Highlights From Our Second Term

### We Said:

- We would run newspaper articles profiling Newham & its business community.
- We would promote our businesses via social media.
- We would populate our external facing website – [newhamtruro.co.uk](http://newhamtruro.co.uk).
- We would publish a hard copy of our Newham BID Map/Directory.
- We would produce high quality promotional videos.



### We Have Done:

- Profiled Newham and our businesses through editorial content every month in the West Briton using the 'Find it on Newham' tag line, prepared by our PR Company. The lead story also features on Cornwall Live - [www.newhamtruro.co.uk/news](http://www.newhamtruro.co.uk/news)
- Promoted businesses via social media with 1,173 Facebook followers on current available statistics and 277,713 twitter impressions. Social media analytics show good story over last five years and have held up well during pandemic via Facebook and Twitter.
- Populated external facing website with a page for every levy payer. 109,099 website views on current statistics, with 60,732 website users. Individual business listings are viewed almost 100 times per year on average.

- Supported the letting of vacant units through Newham BID promotions and advertised vacancies at Newham BID businesses.
- Published two editions of the pocket side Newham BID Map/Directory with thousands of copies circulated across Newham and to other outlets such as Truro Tourist Information Centre.
- Produced a wide range of videos for Newham businesses with 617,144 views over the past five years on Facebook and Twitter – [www.facebook.com/newhambid/videos/](http://www.facebook.com/newhambid/videos/)

*"We've been really happy with the PR support we've received through Newham BID. We've had several articles in the West Briton which were only made possible through the BID and we even had a video produced for us by the BID team. The team also regularly share our social media posts, helping us to reach more local businesses."*  
**Jodie Strick, iSight Cornwall, Heron Way**

**109K** Website views  
**617K** Views on dedicated videos for Newham businesses  
**278K** Twitter impressions

# Creating Connections

## Highlights From Our Second Term

### We Said:

- We would represent business interests.
- We would make cost savings for businesses.
- We would facilitate networking opportunities for mutual business and social benefit.



### We Have Done:

- Supported with issues outlined under other themes including fly tipping, parking, planning, road resurfacing, drains, flooding etc.
- Hosted visit by Cherilyn Mackrory MP in summer 2021, raising issues of concern to businesses.
- Challenged residential application for houses at the top of Higher Newham Lane through working with businesses in that location who foresaw tensions arising if residents moved into an industrial area – planning application successfully overturned by councillors despite being recommended for approval by officers.
- Supported businesses during the pandemic to secure their grants and raising the plight of small businesses with Government through our MP.
- Liaised between businesses and Western Power who replaced a sub-station on Heron Way with extensive disruption for businesses in terms of electricity outages and access to their premises. Newham BID communicated and mediated between businesses, Western Power and contractors, CGS.
- Worked with St Johns Ambulance to fit a defibrillator outside their offices on Heron Way to complement (geographically) the other two defibs outside Cornish Mutual and Macsalvors.

- Provided businesses with branded sanitizer for use in reception areas of offices/garages. Branded with newhamtruro 'keeping safe at work on Newham'. Delivered direct to premises.
- Saved some businesses money on their utilities by using a company who successfully renegotiated utility costs.
- Hosted meetings to discuss subjects and issues such as Superfast Broadband, grant funding, rates assessments, climate literacy training and road issues.
- Promoted First Aid training being organised via Truro BID for Newham businesses.
- Promoted discount schemes that Newham businesses have offered.

*"Newham BID has been successful in many ways, from simple things like improved signage and CCTV and far more complicated achievements, such as bringing businesses on the estate together. This has been done through training courses, such as the climate training and also litter picking days. A lot of businesses who would never have spoken in normal day-to-day business have met each other and friendships have been forged. I was sceptical at first, but I am now a strong supporter. The BID has made me realise that there is a vast wealth of knowledge on many different subjects on the estate. And all of the people I have dealt with are easy to approach and will help out."*  
**Dirk Goodman, Fresh From Cornwall Ltd, Newham Road**



# Our Third Term Consultation

## What You Said

Our first survey in November 2022 was critical to ensure that there was an appetite amongst our levy paying businesses to continue with a third term of Newham BID.

## Early Survey Key Feedback

100%

Said that Newham BID has benefitted Newham.

100%

Happy with engagement through Newham BID

70%

Said that the BID has made a positive difference to their own business.

100%

Satisfied with the support Newham BID provided through the pandemic



# Main Survey Key Feedback

During March/April 2023, Newham BID undertook a comprehensive consultation process with the circulation of their third term draft proposal and questionnaire sent as a hard copy to circa 150 businesses locally and to head office addresses where appropriate.

The purpose of the main consultation was to share with levy payers the likely project themes and content, invite their feedback and ask for any new ideas for projects and services. Newham BID also explored which of the four project themes were most important. Finally, the survey confirmed important data in relation to where ballot

papers need to be sent to allow levy payers their democratic right to vote.

Levy payers were given the opportunity to complete the survey in hard copy format or virtually via Smart Survey. Email reminders were also sent both locally and nationally throughout the consultation phase and businesses were contacted individually for their responses via:

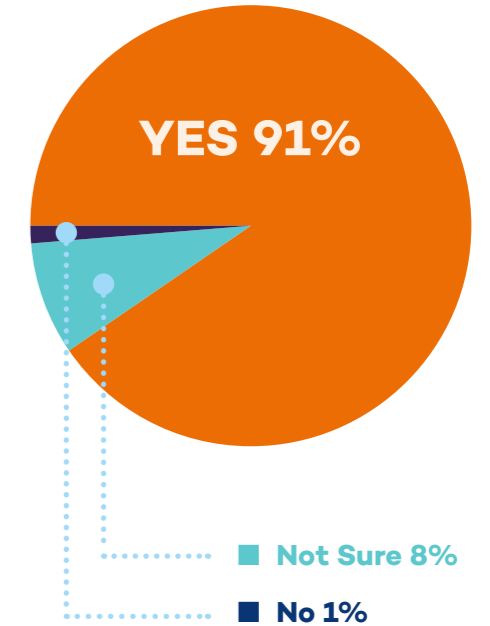
- One-to-one meetings with business owners and managers
- Phone calls and emails with businesses both locally and with national estate managers

## The Results

59% (75) of levy payers actively engaged with the BID consultation process giving valuable information about how the levy income should be spent. Engaged businesses comprised a good cross section of business sizes and types from across the BID boundary to include trade counters, garages, offices, storage and distribution services, leisure providers, charities and the public sector including those who pay the least and most levy contributions.

We also asked people to confirm details of who the voter would be for their business.

Of those who completed our survey, 91% said they would vote 'yes' to a third term of Newham BID



## Key Feedback

- 91% of respondents said they would vote 'yes'.
- 81% of respondents said that they were either 'very satisfied' or 'satisfied' with Newham BID
- Maintaining safe access and enhancing our environment along with our safe and secure projects ranked as the most important themes
- Benefits mentioned by the majority included raised profile of Newham, increased opportunities for engagement, more attractive, cleaner, safer and secure environment. Some businesses had received new client leads on the back of PR undertaken.
- 100% of respondents ranked 'Lobbying for safe and effective access' and 'Keeping Newham clean and tidy' as 'essential or important'

"Mel is always really proactive and thinks laterally for the benefit of the area. She has a really cohesive approach and get the balance right for the benefit of all of the varied businesses throughout Newham."  
Michelle Pearce, RRL, Newham Road

"Newham BID plays an important role in supporting and uniting the Newham business community. This has been proven recently as they have taken on a vital part in coordinating views and putting the businesses interests first. Their support also enables businesses to mix, improve security in the area and support safe business, especially during the COVID pandemic. Newham BID have also been a great help in promoting our PR stories locally. The team are always proactive in approaching us for any articles and maximising on local campaigns. Their help is gratefully received!"  
Kathryn Dymond, Bishop Fleming, Newham Road

"Newham Bid is important to our business with their frequent communication about new and existing projects and vital works happening on the industrial estate. Mel has shown a great interest in keeping the industrial estate functional and well maintained so that it looks well-kept and professional. It's important for us to know what is going on in the area and what might affect our business"  
Roman Drew, Truro Recycling Centre, Newham Road

"Being able to come to work in a nice location is one of the advantages about being based here in Newham. Mel and her team have managed to organise landscaping work at the start of the estate which makes a real difference to how the place looks and feels. We're keen to work together with Newham BID on their green and sustainability projects and have already taken part in a climate training session, organised for businesses this year."  
Katie Harland, Cornish Mutual, Newham Road





## What Will Be Key To The Third Term?

- Standing up for Newham & the Port of Truro – ensuring that we have the information and resources to protect and enhance our future. We will continue to lobby for better access, a basic need for a busy industrial estate. We also appreciate that parking is an issue for many businesses and will support you in trying to find long term solutions
- Security was an important theme for the majority of businesses. We will improve and expand on our CCTV to make sure this is a reliable and effective service as well as adding other security projects to help protect your business and the estate as a whole
- Creating an attractive environment will remain core to what Newham BID delivers ensuring that we deliver on projects that keeps our estate looking attractive and well cared for benefitting your employees and your clients
- Working together is integral to everything we will do. We plan to arrange more opportunities to network and collaborate for mutual benefit
- Levering in other funding will enable us to do more for Newham. We will be looking at how we can increase our income through applying for grants. The first of these will be to fund some exploration into how we can be 'greener' in our businesses where it is practical and realistic to do so
- Raising our profile will continue to be a key priority. Promoting your businesses and Newham as a great place to trade and invest is paramount to the success of our estate.

*Your feedback has shaped this final business plan and the projects and services Newham BID plans to deliver in its third term.*



## Our Vision, Aims And Objectives

### Our Vision was supported by 95% of respondents

The vision has been tweaked for the third term to strengthen the need for Newham BID to stand up for our status as an important and vibrant industrial estate in Cornwall's capital City.

*'To improve and raise the profile of Newham & Port of Truro through standing up for our industrial estate, celebrating our vibrant businesses, delivering projects and services to make Newham safer, more accessible, more attractive and better promoted.'*

*"Newham BID have been really helpful to us as a small business. They have arranged an article in the local newspaper and helped us find tenants for our vacant offices. There is a great atmosphere amongst the business owners here thanks to the networking they have done."*  
**Tanya Blackman, Kartha, Higher Newham Lane**

### BID Aims and Objectives for the third term.

- 1 To create a safe, accessible and attractive place to do business by standing up for the needs of all our businesses through lobbying as well as maintaining our communal areas, landscaping and signage – **Through theme One, 'Maintain, Improve & Promote Safe Access & Enhance the Environment'**
- 2 To create a safe and secure commercial area through investing in and maintaining CCTV surveillance, continuing security patrols and working closely with other agencies to solve issues – **Through theme Two, 'Safe & Secure'**
- 3 To enhance the profile of Newham & The Port of Truro and promote individual businesses to drive footfall and sales through concerted PR and Marketing campaigns – **Through theme Three, 'Business & Place Promotion'**
- 4 To support Newham's businesses through representing their interests, organising networking and information sessions and lobbying on issues that matter to our levy payers or impede their ability to trade to their full potential. This includes protecting and future proofing our industrial estate – **Through theme Four, 'Creating Connections & Investing for the Future'**



## Maintain, Improve & Promote Safe Access & Enhance The Environment

To create a safe, accessible and attractive place to do business by standing up for the needs of all our businesses through lobbying as well as maintaining our communal areas, landscaping and signage.

### Your Feedback

All our respondents support our actions to maintain safe and accessible routes to our estate lobbying against any proposals to narrow our roads. Indeed, you told us that the road width should be improved not minimised catering for the businesses we have at Newham and the heavy use of the estate by HGVs, artics, lorries, cranes, buses and car transporters.

We remain committed to lobbying for wider roads including the stretch between Gas Hill and Lighterage Hill which has been earmarked by Cornwall Council for widening since 2016 and lodged on their transport plan ever since awaiting suitable funding. Whilst welcoming visitors to Newham, you have told us to lobby for footpaths and cycle routes to be safe, well away from vehicles.

During the current term, we have put businesses in touch with each other to arrange parking; in the next term we will step this up and explore where there may be options to create more formal agreements or identify sites that could be used.

Creating an attractive environment to work in is clearly important to our businesses and we have heard that keeping our estate clean, tidy and well signed is a priority for you. For office based businesses, who are integral to our offer, we recognise the importance of creating a good impression and working in an estate that is cared for, for the benefit of both employees and clients.

**‘100% of survey respondents said that these were the right priorities for this theme’**

### We Will:

- 1 **Lobby for Safe Roads and Footpaths for our businesses**  
Work with you to lobby and influence the best outcome for businesses with regard to safe and effective vehicular, pedestrian and cycle access across the Estate with Newham’s commercial focus at the heart of our negotiations.
- 2 **Keep Newham clean and tidy**  
A) Maintain the communal areas of Newham by trimming hedges, grass, clearing foliage that affects visibility and planting wild flowers to support biodiversity.  
  
B) Address fly tipping and litter issues through working with partners. Community litter picks at least once a year.
- 3 **Signage**  
Ensure that Newham businesses are clearly signed on the BID owned sign boards and slats are changed when businesses alter. Signs will be maintained and cleaned.
- 4 **Landscaping**  
Continue with our landscaping programme to improve the attractiveness of Newham by planting out areas, creating areas for employees to enjoy the outdoors, cultivate fruit and vegetables and create some striking sculptures or artwork/murals that reflect our industrial heritage.
- 5 **Doing our bit towards Net Zero and Saving Costs**  
Support businesses on Newham to be ‘greener’ where it is practical, realistic and cost effective to do so given that we are an industrial estate – e.g. supporting businesses to carrying out energy audits and come up with realistic action plans as well as creating a more sustainable industrial estate overall (this project will only proceed with grant funding currently being sought). **‘NEW’**
- 6 **Parking**  
Support businesses to find parking solutions through facilitating discussions with businesses who have surplus parking and exploring new sites where parking could be provided.

## Safe & Secure

To create a safe and secure commercial area through investing in and maintaining CCTV surveillance, continuing security patrols and working closely with other agencies to solve issues.

### Your Feedback

It’s clear from your feedback that you value our CCTV and security patrols.

Our 32 cameras including ANPR have encouraged some businesses to choose Newham as a place to invest in preference to other sites.

We intend to carry out an audit of our CCTV and invest further in the latest technology that protects our estate. We also recognise the need to keep our cameras maintained and the importance of fast downloads when criminal activity occurs.

Our security service has been recognised by levy payers as an efficient and reassuring presence.

We had a good response to our new ideas to invest in a forensic marking service and to explore a rapid text alert service so this will be part of our third term offer.

**‘100% of survey respondents said that these were the right priorities for this theme’**

### We Will:

- 1 **CCTV – Carry out an audit of our CCTV with a view to:**  
A) Invest in the latest CCTV camera technology, improving our offer and adding ANPR where needed. As part of this audit, we will consider the use of cameras that are ‘smart’ and have the ability to provide other intelligence e.g. vehicle movement data.  
  
B) Ensure our CCTV is maintained and that footage can be downloaded quickly and reliably within a short time period following a legitimate request.
- 2 **Security Patrols**  
Continue with our popular security patrols using a professional security team who provide a visible presence to deter and detect criminal activity.
- 3 **Liaison between businesses, Police and other agencies**  
Facilitate discussions between multi-agencies that deal with anti-social behaviour issues, tackling and minimising issues that could blight our estate.
- 4 **Forensic Marking Service**  
Provide a forensic marking service such as Selectadna.co.uk which can be used to protect property and promoted outside business premises deterring theft. **‘NEW’**
- 5 **Salt Bins**  
Keep Newham salt bins regularly topped up in locations across Newham allowing businesses to keep their private car parks and paths safer when there are freezing temperatures.
- 6 **Rapid Text Service**  
Explore introducing a rapid text service to allow organisations to transfer ‘real time’ information, warnings and messages to key employees across Newham Industrial Estate, 24 hours a day, 7 days a week, 365 days a year. **‘NEW’**



## Business & Place Promotion

To enhance the profile of Newham & The Port of Truro and promote individual businesses to drive footfall and sales through concerted PR and Marketing campaigns.

### Your Feedback

Promoting your business and Newham remains a priority for most of our levy payers and many businesses have complemented Newham BID on the high standard of PR through our videos, social media and printed articles.

Our reach continues to increase and you have told us that our articles and videos have resulted in new business leads generating sales or new contracts as well as an enhanced profile.

We will continue with our current activities which are yielding results as well as encouraging more people to use our wide range of businesses.

**‘86% of survey respondents said that these were the right priorities for this theme’**

### We Will:

- 1 **West Briton Articles**  
Promote your business through our monthly West Briton articles with the main story being posted on Cornwall Live.
- 2 **Social Media and Digital**  
Promote your business through our social media channels such as Facebook and Twitter and via google ad campaigns.
- 3 **Newham Website**  
Populate our external facing website with a page for every levy paying business [www.newhamtruro.co.uk](http://www.newhamtruro.co.uk)
- 4 **Map/Directory**  
Publish updated version of our popular hard copy Newham BID map/directory and circulate these across Newham and to other venues.
- 5 **Videos**  
Produce high quality promotional videos that promote Newham Industrial Estate as well as individual businesses.
- 6 **Job Recruitment**  
Advertise jobs available at Newham businesses via our website, e-alerts and social media.
- 7 **Open Events**  
Encourage the public to visit Newham, see behind the scenes of some of our businesses, raise awareness of the charities on Newham and the valuable work they undertake. **NEW**

*“All the time I have been part of the Newham BID I have always felt welcomed and they have helped me in many ways. The BID has helped me to produce a video to advertise my business along with social posts. I’ve also had two posts in the West Briton not only for my own business but also a challenge I did for charity. Thanks to the BID, I’m always well informed of any issues occurring around the industrial area.”*

*Adrian Tubb, Trusted Tech, Heron Way*

## Creating Connections And Investing For The Future

To support Newham’s businesses through representing their interests, organising networking and information sessions and lobbying on issues that matter to our levy payers or impede their ability to trade to their full potential. This includes protecting and future proofing our industrial estate.

### Your Feedback

Collaboration has proved to be key during the second term. Newham has a dedicated business community with shared interests which means we are stronger as a collective than individually.

This theme is about being there for you when you need support, advice and a helping hand.

You have told us how important standing up for Newham is and how our lobbying has been appreciated by all of our businesses regardless of what business they are in. We realise that we need more information on our industrial estate in order to protect our interests and plan for the future, hence we intend to invest in this and will need your help with collating data going forward.

Our business networking sessions introduced during the last year, have proved popular and have provided an opportunity to learn as well as meet each other. We would also like to explore how we can add value for all employees of Newham by negotiating some discounts on local services, looking to businesses on our estate in the first instance.

We also heard that you are keen that we invest a small amount of funds in providing access to training so this will also be part of our third term.

**‘86% of survey respondents said that these were the right priorities for this theme’**

### We Will:

- 1 **Lobbying**  
Support levy payers on key issues concerning access, fly tipping, grot spots, graffiti, parking, overflowing drains, highways issues, broadband, broken public infrastructure etc.
- 2 **Networking**  
Facilitate business networking and social opportunities such as business breakfasts using businesses on the estate to host sessions of interest to others and providing an opportunity for business networking.
- 3 **Training for all employees**  
Facilitate training sessions, either virtual or physical for businesses on Newham such as first aid, fire, health and safety, mental health awareness and marketing. **NEW**
- 4 **Investing**  
Raise the profile of Newham as a place to invest and work – advertise units to let whilst also responding to regular requests to relocate to Newham.
- 5 **Business Savings**  
Work with businesses to identify opportunities to make savings through collaborations or joint procurement.
- 6 **Research Project**  
Undertake research into the economic baseline of Newham looking at employees, turnover, vehicle movements, investment opportunities whilst analysing issues that need a resolution including those associated with suitable access etc. This project will give Newham BID sufficient data to evidence the need for future projects or investments in the future. **NEW**
- 7 **Employee Incentive Scheme**  
Explore discounts that Newham employees could access on services including those within Newham and further afield. **NEW**



# Newham Industrial Estate Business Occupiers & BID Boundary

Newham BID operates within the definitive boundary shown on the map which includes the following streets, either in whole or in part. Please note that the street list is not exhaustive and should be considered alongside the boundary map which shows the parameters of the BID boundary:

Edhen Park	Higher Newham Lane	Lower Quay
Gas Hill	Lighterage Hill	Newham Road
Harvey Road	Lighterage Quay	Uneedus Park
Heron Way	Lower Newham	

## BI, B2+B8 categories within Newham Industrial Estate

- |                                 |  |
|---------------------------------|--|
| 1 MOR INTERIORS                 | 27 CITY PLUMBING                       |
| 2 MARK WATKINS HAULAGE          | 28 CONWAY BAILEY TRANSPORT             |
| 3 CORNWALL WOODBURNERS          | /PRIMROSE HERD                         |
| 4 CALOR GAS                     | 29 BROOKLANDS GARAGE/TRURO BID         |
| 5 MOTOR PARTS DIRECT            | 30 ROSELAND FURNITURE - INDY HOUSE     |
| 6 DB BODYWORKS                  | 31 JEWSONS                             |
| 7 PORT LAND/TRURO BOAT SERVICES | 32 BIFFA                               |
| 8 RIVERSIDE GARAGE              | 33 SCREWFIX                            |
| 9 PABRAHAM GARAGE               | 34 ATS                                 |
| 10 ROYAL MAIL                   | 35 CITY MOT                            |
| 11 RPD TYRES - EDHEN PARK       | 36 COAST TO COAST MOTORHOMES           |
| 12 TILEWISE                     | 37 ENTERPRISE RENT A CAR               |
| 13 CORNWALL GARAGE              | 38 EUROPCAR                            |
| 14 SKINNERS BREWERY             | 39 R&L FRAMING                         |
| 15 TIMBABUILD                   | 40 ST JOHNS AMBULANCE                  |
| 16 SWW SEWAGE PLANT             | 41 SPOTLESS CLEANING                   |
| 17 FUEL SPECIALIST SERVICES     | 42 TRUSTED TECH                        |
| 18 SHIELD                       | 43 CORNWALL HIGH PERFORMANCE           |
| 19 MACSALVORS                   | 44 WE BUY ANY CAR                      |
| 20 TRURO RECYCLING              | 45 FALMOUTH PILOT CUTTER BOATYARD      |
| 21 PORT OF TRURO                | 46 HARBOUR STORES                      |
| 22 FRESH FROM CORNWALL          | 47 THREE RIVERS FURNITURE              |
| 23 HOWDENS                      | 48 VOLUNTEER CORNWALL                  |
| 24 FIRST BUSES                  | 49 BLUE WING HOUSE                     |
| 25 VOSPERS                      | 50 MERIDAN HOUSE                       |
| 26 WOLSELEY                     | 51 STAR INTERNATIONAL                  |
|                                 | 52 INSPIRED LIVING                     |
|                                 | 53 CALENICK HOUSE                      |
|                                 | 54 ST PIRAN HOUSE - FIRST STEP HOUSE   |
|                                 | 55 RIVERSIDE HOUSE                     |
|                                 | 56 ABSOLUTE INTERIORS                  |
|                                 | 57 ROUTE NOTE                          |
|                                 | 58 CMA HOUSE                           |
|                                 | 59 MORLAIX HOUSE - CHY JENNER          |
|                                 | 60 PEAT HOUSE                          |
|                                 | 61 QUAYSIDE/HERON HOUSE                |
|                                 | 62 WALSINGHAM HOUSE                    |
|                                 | 63 CHY NYVEROW HOUSE                   |
|                                 | 64 VIVIAN HOUSE                        |
|                                 | 65 CRUSADER HOUSE                      |
|                                 | 66 KARTHA                              |
|                                 | 67 UNITS 2-6 HIGHER NEWHAM LANE        |
|                                 | 68 ROSS CARE                           |
|                                 | 69 QUARRY (POTENTIAL DEVELOPMENT LAND) |
|                                 | 70 POTENTIAL DEVELOPMENT LAND          |
|                                 | 71 AMPLE STORAGE                       |



Cumulative rateable value based on 2023 ratings list. Note: Of the 71 properties/sites shown many have multiple businesses within them. There are 180 businesses on the NNDR list.

# Newham 2023-2028 Indicative Budget

Newham BID Income	2023-24	2024-25	2025-26	2026-27	2027-28	2028-29	Total
	5 Months	12 Months	12 Months	12 Months	12 Months	7 Months	
<b>BID levy at 2.5% (98% collection rate) 0% inflation</b>	£35,700	£85,750	£85,750	£85,750	£85,750	£50,000	£428,700
<b>Total Income</b>	£35,700	£85,750	£85,750	£85,750	£85,750	£50,000	£428,700
<b>Ependiture</b>							
<b>Theme 1 - Maintain, Improve &amp; Promote Safe Access &amp; Enhance the Environment</b>	£5,800	£14,000	£14,000	£14,000	£14,000	£8,150	£69,950
<b>Theme 2 - Safe &amp; Secure</b>	£7,500	£18,000	£18,000	£18,000	£18,000	£10,500	£90,000
<b>Theme 3 - Business &amp; Place Promotion</b>	£13,750	£33,000	£33,000	£33,000	£33,000	£19,250	£165,000
<b>Theme 4 - Creating Connections &amp; Investing for the Future</b>	£6,250	£15,000	£15,000	£15,000	£15,000	£8,750	£75,000
<b>Sub Total BID Project Expenditure</b>	£33,300	£80,000	£80,000	£80,000	£80,000	£46,650	£399,950
<b>Delivery and Running Costs</b>							
<b>BID Team Core Costs (not project related)</b>	£2,100	£5,000	£5,000	£5,000	£5,000	£2,900	£25,000
<b>Insurance, levy collection, professional fees</b>	£1,600	£4,000	£4,000	£4,000	£4,000	£2,300	£19,900
<b>Contingency/Ballot/Reserves</b>	£1,400	£3,400	£3,400	£3,400	£3,400	£2,000	£17,000
<b>Sub Total Delivery and Running Costs</b>	£5,100	£12,400	£12,400	£12,400	£12,400	£7,200	£61,900
<b>Total Expenditure per Annum</b>	£38,400	£92,400	£92,400	£92,400	£92,400	£53,850	£461,850
<b>Sub Total (plus or minus)</b>	£-2,700	£-6,650	£-6,650	£-6,650	£-6,650	£-3,850	£-33,150
<b>Carry forward from previous term</b>	£45,000	£42,300	£35,650	£29,000	£22,350	£15,700	£45,000
<b>Balance</b>	£42,300	£35,650	£29,000	£22,350	£15,700	£11,850	£11,850

## BID Delivery and Running Costs

BID Management costs are split between the project themes according to the estimated resource required for each theme and acknowledging that none of the projects or services can be delivered without a management resource. A proportion of the BID Management time is also apportioned to delivery and running costs. This will cover the time spent on running the BID Company and good governance such as communications, performance monitoring and financial management. Any reserves at the end of August 2028 will be carried forward into the next term. Newham BID is part of Totally Truro Ltd, a not-for-profit company. Working with Totally Truro minimises professional fees and insurance through the efficiencies of sharing these costs with Truro BID.

## Alterations Policy

The BID projects, costs, timescales and budgets can be altered subject to Committee/Board approval providing the changes fall within the income of the BID and meet BID objectives. This enables the BID to operate flexibly to respond to changing demands of levy payers, the economic landscape and potential opportunities. Any change to the BID boundary shown in this business plan or to the levy rate would require an alteration ballot. Newham BID will adhere to the 2023 ratings list throughout the five-year term to the end of August 2028.

## Levering in Additional Income

Newham BID will work proactively with statutory partners and other stakeholders to pool resources, secure grant funding, sponsorship and other income to maximise the impacts that can be delivered across all four project themes throughout the five-year term



# Governance & Management Of Newham Bid

## The BID Proposer

The BID proposer is Newham BID, part of Totally Truro Ltd, a not-for-profit company limited by guarantee set up in 2007 (registered in England and Wales company number 06070111) to oversee Newham BID and Truro BID schemes. Newham BID will deliver the renewed business plan should the BID be voted in for a third term.

Newham BID has submitted its proposals including this business plan to Cornwall Council in line with the BID legislation. Cornwall Council has acknowledged receipt of these proposals. The Secretary of State for Leveling Up, Housing & Communities (DLUHC) was formally notified of Newham BID's intention to hold a ballot on 12th December 2022. In accordance with BID regulations, on 19th April 2023 a further letter was sent to Cornwall Council, formally requesting the BID proposals to be put to a ballot.

Totally Truro has positions on its Board for up to 12 elected Directors who voluntarily support Newham BID and Truro BID; there are currently 8 Directors drawn from organisations within both BID areas. Totally Truro delegates decisions on operational delivery to the Newham BID Committee which is made up of businesses and organisations who pay the BID levy. Newham BID is always interested in hearing from businesses who wish to join the committee.

## What Is The Cost To Your Business & How Will We Spend Your Money?

'Newham BID is projected to raise circa £89k per annum based on 2.5% of the rateable value of all premises with a rateable value of £3,000 or over; approximately 142 levy payers.

The chart below shows some typical contributions based on a 2.5% levy:

Rateable Value of Property	Annual Levy	Weekly Cost
£3,000	£75	£1.44
£5,000	£125	£2.40
£10,000	£250	£4.81
£25,000	£625	£12.02
£50,000	£1,250	£24.04
£100,000	£2,500	£48.08
£300,000	£7,500	£144.23

Newham BID engages a management resource who reports to the Board and committee and who will deliver the projects in this business plan. Newham BID operates under the terms of Totally Truro's Articles of Association.

The BID is business-led for business benefit and all levy contributors are automatically members of the company. All members are invited to Annual General Meetings where past and prospective BID activities are presented. Accounts together with an annual report are independently prepared each year and copies are available on request.

## Communications

Newham BID is your voice at the table. You can contact the BID Manager by email, phone or request a visit and both the Newham BID Committee and Totally Truro Board members are always open to hearing your feedback or ideas.

We will host regular networking meetings where we will report our performance to you and give an indication of our forward plans. We want to hear what you think and welcome you alerting us to any problems that could disrupt the smooth running of our industrial estate.

We will also issue regular newsletters and email updates to keep you informed of projects and services and will communicate via social media including Facebook and Twitter.

Annually, with your bill, you will receive information on how your levy has been spent.

## Performance and Monitoring

We want to measure the impact of everything we do to make sure that the money we spend is making an impact in the areas that matter to you; all money raised in Newham will be spent in Newham for the benefit of our levy paying businesses. We want you to see a return on your investment. As well as supporting on the ground improvements, being part of the BID also gives our local businesses a stronger voice and more influence.

Most importantly, we will be asking you how we are doing and welcome your feedback. Intermittent survey of BID levy-payers will take place to invite your feedback and to ensure that businesses feel they are getting value for money. Newham BID will also undertake a mid-term review of its delivery against the business plan.

The current Newham BID term comes to an end on 31st August 2023.

Voting 'Yes' means that this business plan can be delivered and together we can achieve our vision for Newham over the next five years.

## Key Performance Indicators

- Attractiveness and tidiness of Newham measured by levy payer feedback
- 'Before' and 'after' pictures of overgrown areas or grot spots
- Number, quality and maintenance of signs installed within the BID boundary
- New infrastructure installed on Newham
- Number and quality of areas landscaped
- 'Green' measures undertaken
- Parking solutions brokered
- Vehicle counts and other relevant information on users of Newham
- Number of direct security interactions and police incident reports
- Feedback from the Police on crime/anti-social behaviour incident reports
- Requests to Newham BID to view CCTV footage
- Media coverage
- Levy payer feedback on how the PR and marketing is working
- Number of maps/directories distributed
- Website and social media analytics on views and social reach
- Number of articles published and their impact
- Number of videos filmed and their impact
- Number of networking events supported and the outcome on businesses
- Number of levy payers attending meetings and giving feedback
- Levy payer feedback via surveys and/or testimonials
- Number of business representations made and their impact
- Economic baseline completed
- Value of grant funding or sponsorship
- Take up of training





# What you need to know

## The BID Levy

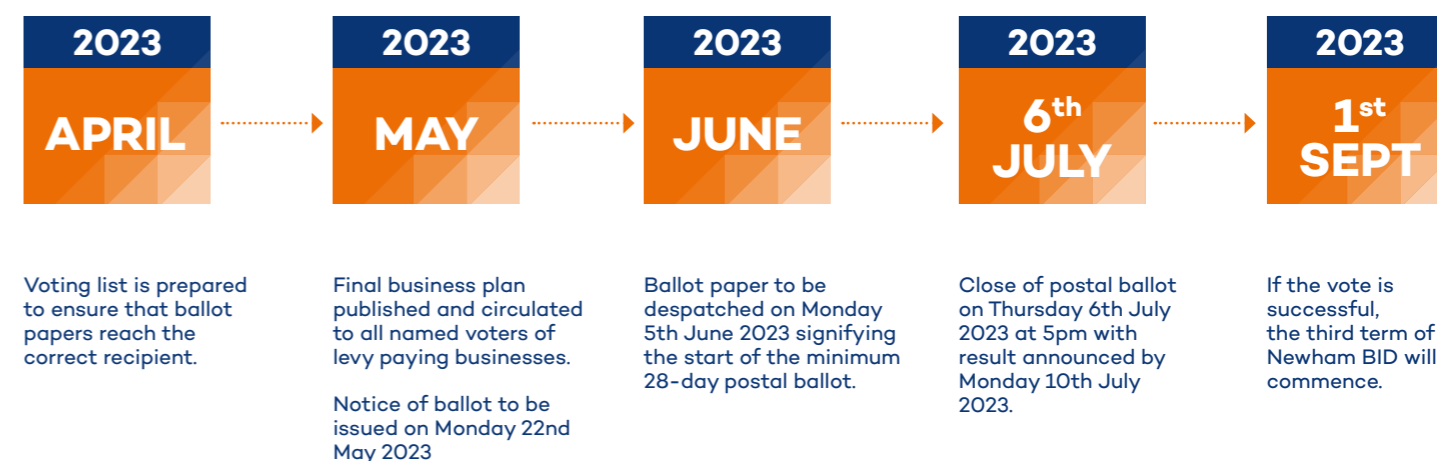
1. The levy rate to be paid by each hereditament or rateable premises with a rateable value of £3,000 or more will be calculated at 2.5% of its rateable value p.a. using the 2023 non-domestic ratings list throughout the BID's third term. The first BID levy under the third term will be due on 1st September 2023 with subsequent levies due each year until 31st August 2028. There will be no inflation charged on the levy. If you would like to know the rateable value of your premises, please refer to your rates bill or check [www.voa.gov.uk](http://www.voa.gov.uk)
2. Under the BID regulations, Cornwall Council will be responsible for collection of the levy on behalf of Newham BID and as with the previous two terms, these arrangements will be formalised in an operating agreement signed by both parties. The levy income will be collected in a single instalment, kept in a separate ring-fenced account and transferred to Newham BID on a regular basis. Cornwall Council will charge a collection fee for this service of 1.3% of the total levy due. Newham BID is also charged summons and liabilities costs that are incurred when chasing non-payers. This is included in the outline budget.
3. Collection of the BID levy carries the same enforcement weight as collection of the non-domestic rates as per Part 3 of and Schedules 2 to 4 of the Non-Domestic Rating (collection and enforcement) (Local Lists) Regulations 1989 and the BID (England) Regulations 2004 clause 9.
4. Where a hereditament is untenanted, tenanted, part-occupied or vacant and is undergoing refurbishment or being demolished and it has a rateable value on Cornwall Council's ratings list, the property owner or person responsible for payment of the non-domestic rates will be entitled to vote and is obliged to pay the BID levy with no void period. Hereditaments that are let for non-commercial purposes are also liable for the levy whilst they remain listed on the non-domestic ratings list.
5. Premises occupied by charities or organisations who receive charitable relief will be liable to pay 50% of the levy based on the full rateable value; the discretionary relief that charities can apply for aligned to their non-domestic rates payment will not apply.
6. The BID levy will not be affected by the small business rate relief scheme and businesses who already pay service charges to landlords will not receive any discount.
7. Exemptions, reliefs or discounts prescribed in the Non-Domestic Rating (Collection and Enforcement) (Local Lists) Regulations 1989 made under the Local Government Act 1988, will not apply.
8. The BID levy will be calculated using the 2023 Non-Domestic Ratings list for the duration of the BID. The exception to this will be any change of use or physical change to a property including new construction, merger, sub-division, extensions and refurbishment where the hereditament has no entry in the 2023 list but enters a subsequent ratings list during the BID term.
9. The BID levy will have to be paid by a new ratepayer occupying an existing or new rateable property within the BID area up until the end of the five-year term on 31st August 2028, even if they did not vote on the business plan. Likewise, any new rateable property created during the lifetime of the BID will be obliged to pay the levy.
10. The ratings list will be updated for any changes in ratepayer, appeals, additions or removals and liability will be adjusted accordingly. There will be no refunds given for retrospective years as a result of successful rateable value appeals but changes in values will be reflected by a corresponding change to the levy for the year in which notification is received and for subsequent years.
11. If a business ratepayer occupies premises for less than one year, the amount of BID levy payable will be calculated on the number of days they occupy the property known as 'daily charging'.
12. Services provided by statutory organisations within Newham that have a correlation to the projects that the BID will deliver have been documented and can be seen at <https://www.newhamtruro.co.uk/newham-bid/our-third-term>. The purpose of this is to ensure that Newham BID is adding value to current service provision and supporting businesses rather than replacing or duplicating existing services. An agreement in principle, subject to a successful 'Yes' vote, has been reached with Cornwall Council and Devon and Cornwall Police that these baselines will be reviewed each year. Any issues associated with local baselines will be reported through the localism team at Cornwall Council or Inspector of Police as appropriate and as and when they occur.

# What you need to know

## The BID Ballot

1. The person, organisation or registered company that is listed on the non-domestic ratings list as being responsible for payment of the rates of a property (also referred to in BID regulations as a hereditament) within the BID boundary on the day of the notice of the ballot (22nd May 2023) will receive a ballot paper and ballot letter and will be entitled to vote in a secret ballot.
2. For the BID to be approved, two tests need to be met:
  - a) More than 50% of those voting must vote in favour.
  - b) Of the 'yes' votes, they must represent more than 50% of the total rateable value of all votes cast.
3. Under the legislation, if these conditions are fulfilled, payment of a levy of 2.5% of rateable value each year for five years until 31st August 2028 becomes mandatory for all eligible businesses of £3,000 rateable value or over within the BID boundary regardless of how they voted.
4. The ballot will be conducted independently by Cornwall Council and will be a minimum twenty-eight day confidential postal vote. Voters will have until 5pm on the close of the ballot (Thursday 6th July 2023) to return their ballot paper. A proxy vote is available, if needed and details will be sent out with the ballot papers. If a business has more than one rateable property it will receive a ballot paper for each property. Each returned paper counts as one vote.
5. If the BID is approved through both tests being met, it will operate for five years from 1st September 2023 to 31st August 2028, delivering the projects outlined in this business plan.
6. The number of hereditaments liable for the levy is 142 (at the time of writing – April 2023).
7. The results of the ballot will be announced by Monday 10th July 2023

## What Happens Next?







## What Happens If I Vote Yes?

A 'yes' vote means that Newham BID can continue delivering services and projects that businesses have said are important to them and introduce new projects that businesses have indicated are a priority.

### That means:

- |                                     |  |                                     |   |
|-------------------------------------|--|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Working with you to represent the interests of your business and Newham now and in the future                      | <input checked="" type="checkbox"/> | Providing the tools to create a safe and secure industrial estate deterring and detecting crime |
| <input checked="" type="checkbox"/> | Maintaining Newham as an attractive, tidy and well-maintained industrial estate                                    | <input checked="" type="checkbox"/> | Finding solutions to issues whether that be around access, parking or something else            |
| <input checked="" type="checkbox"/> | Promoting your business through a range of methods including articles, social media, website and printed materials | <input checked="" type="checkbox"/> | Going the extra mile to support levy payers through networking, training and lobbying           |

## What Happens If I Vote No?

A 'no' vote means that none of the projects outlined in the business plan will be delivered and Newham BID will cease to exist from 31st August 2023.

### That means:

- |                          |  |                          |  |
|--------------------------|--|--------------------------|--|
| <input type="checkbox"/> | No organisation to represent your interests or fight your corner | <input type="checkbox"/> | No managed CCTV or security patrols to counter crime and anti-social behaviour |
| <input type="checkbox"/> | No marketing or PR for your business or Newham                   | <input type="checkbox"/> | No works to improve the environment of Newham, keep it tidy or well signed     |

Don't make the mistake of thinking another organisation will pick up the shortfall.



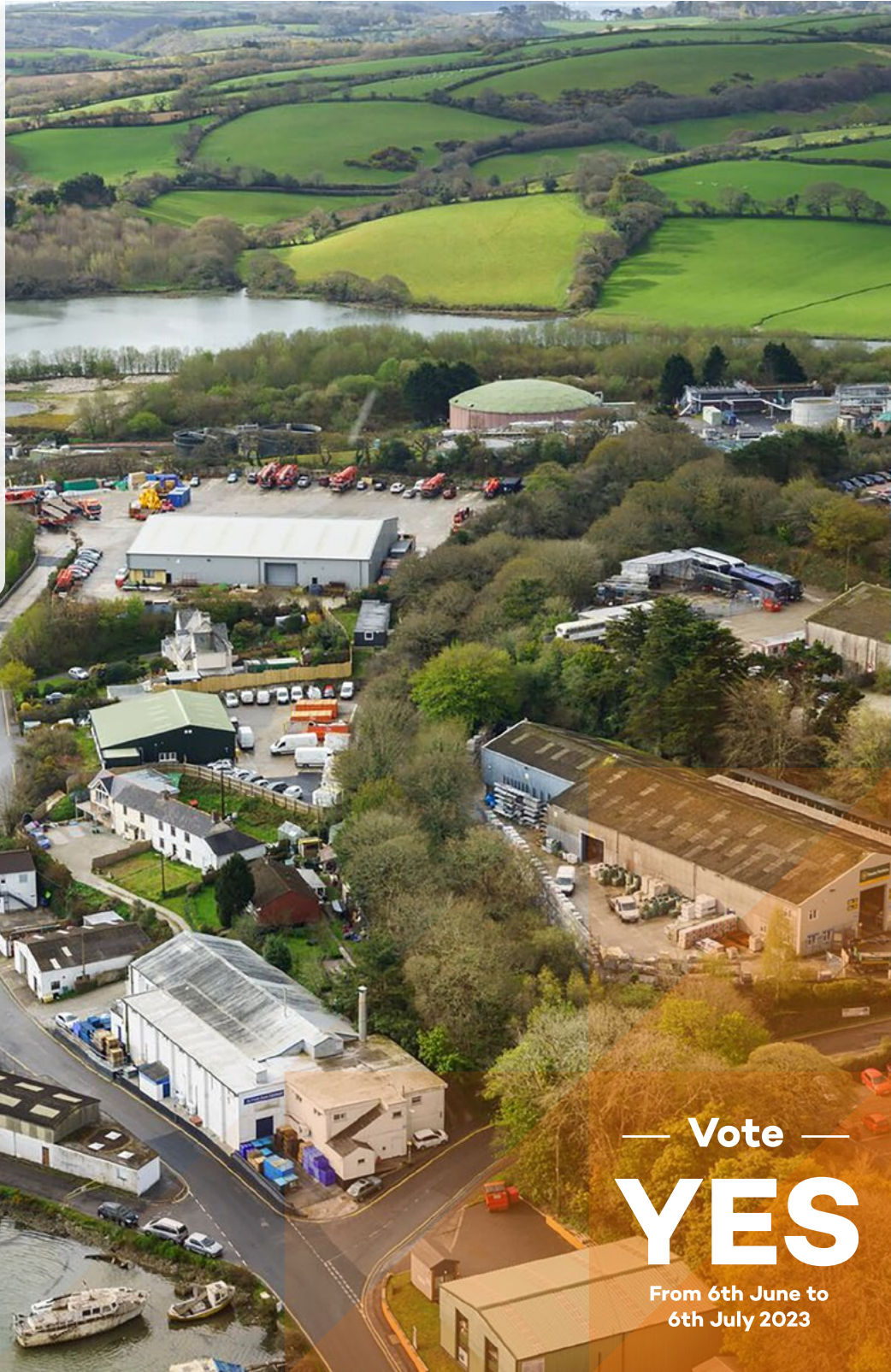
### Get in Touch

Mel Richardson  
Newham BID Manager  
C/O BLS Estates  
1 Riverside House, Heron Way  
Newham, Truro, TR1 2XN

Tel: 07968 508295  
Email: [mel@newhambid.co.uk](mailto:mel@newhambid.co.uk)  
[www.newhamtruro.co.uk/  
newham-bid/our-third-term](http://www.newhamtruro.co.uk/newham-bid/our-third-term)

Twitter @newham\_truro  
Facebook @newhambid

**Remember, look out for your  
ballot paper arriving on or  
around 6th June 2023**



— Vote —  
**YES**  
From 6th June to  
6th July 2023

# Newham Business Improvement District Third Term Business Plan 2023 - 2028