

Please give us your views



**NEWHAM
& THE PORT
OF TRURO**
Truro's Business Quarter

Please respond by Friday 14th April 2023 and tell us what you think. Complete this questionnaire or fill out online at - www.smartsurvey.co.uk/s/NewhamBIDThirdTerm/

YOUR DETAILS

NAME: POSITION:

COMPANY NAME:

COMPANY ADDRESS:

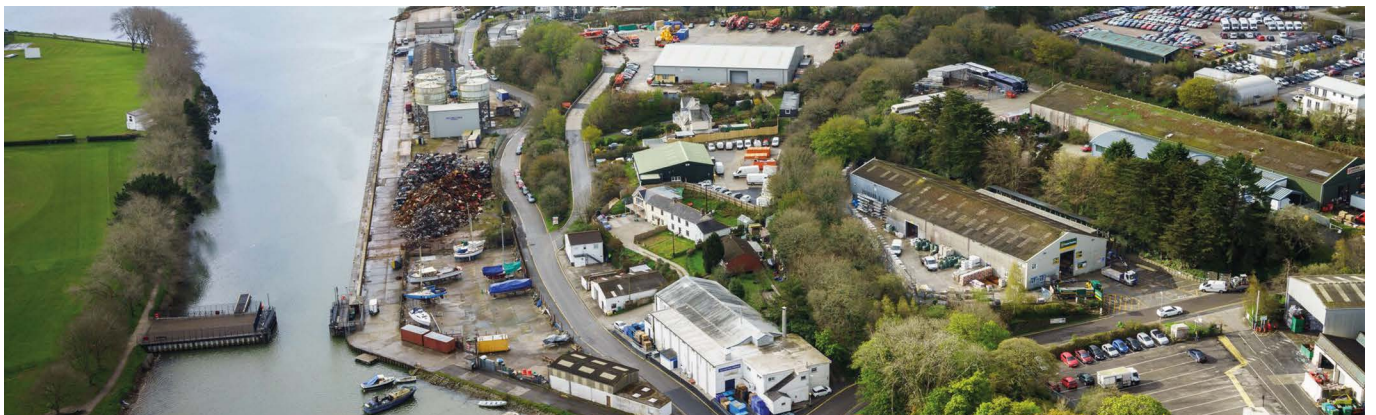
POSTCODE: TELEPHONE NUMBER:

EMAIL:

How We Will Use Your Data

Please note that the information you provide will be kept confidential and individual responses will remain anonymous unless you tell us we can publish a testimonial from you. Feedback will be summarised and used for the purpose of preparing the Newham BID third term business

plan. Giving your business name allows us to understand the view of levy payers from different sectors, business sizes and areas within the BID boundary as well as ensuring we have the correct contact details so you have the right to vote later in the year.



OUR VISION FOR NEWHAM BID 2023 - 2028

'To improve and raise the profile of Newham & Port of Truro through making it more attractive, accessible, safer and better promoted.'

Your feedback on our vision

1. Do you agree with this vision? Yes No

If 'No' please give an alternative vision below:

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PROPOSED BID PROJECTS AND SERVICES FOR THE THIRD TERM



Theme 1 - Enhance The Environment

AIM: To create a Newham & Port of Truro that is an accessible and attractive place to do business by maintaining and landscaping communal areas and signage and lobbying for improvements to roads and footpaths for the benefit of our levy payers.

Project idea	Essential	Important	Not Essential
Roads and Footpaths - Working 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping Newham clean and tidy - a) Maintaining the communal areas of Newham by trimming hedges, grass, spraying weeds, clearing scrub etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Addressing fly tipping and litter issues through working with partners. Community litter picks at least once a year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Signage - Ensuring 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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Landscaping - Continuing with our landscaping programme to improve the attractiveness of Newham by planting out areas, creating spaces for employees to enjoy the outdoors, cultivate fruit and vegetables and some striking sculptures or artwork.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doing our bit towards Net Zero and Saving Costs - Supporting businesses on Newham to be 'greener' through measures to reduce carbon emissions where it is practical to do so - e.g. supporting businesses to carry 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).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your feedback on Enhance the Environment projects

1. Are these the right priorities for Enhance the Environment projects? Yes No

2. What other ideas do you have?

3. Which is the **most** important project idea?

4. Any other comments?



Theme 2 - Safe & Secure

AIM: 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.

Project idea	Essential	Important	Not Essential
CCTV -			
a) Invest in the latest CCTV camera technology, increasing and improving our 32 cameras, adding ANPR where needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Ensuring our CCTV is maintained and that footage can be downloaded quickly and reliably within a short time period following a legitimate request.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security patrols - Continue with our security patrols using a professional security team who provide a visible presence to deter and detect criminal activity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your feedback on Safe & Secure projects

1. Are these the right priorities for Safe and Secure projects? Yes No

2. What other ideas do you have?

3. Which is the **most** important project idea?

4. Any other comments?



Theme 3 - Place & Business Promotion

AIM: 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.

Project idea	Essential	Important	Not Essential
West Briton Articles - Promote your business through our monthly West Briton articles with the main story being posted on Cornwall Live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media and Digital - Promote your business through our social media channels such as Facebook, Twitter and Instagram and via google ad campaigns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Newham Website - Populate our external facing website with a page for every levy paying business - www.newhamtruro.co.uk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Map/Directory - Publish updated version of our popular hard copy Newham BID map/directory and circulate these across Newham and to other venues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videos - Produce high quality promotional videos that promote Newham Industrial Estate as well as individual businesses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your feedback on Place & Business Promotion projects

1. Are these the right priorities for Place & Business Promotion projects? Yes No

2. What other ideas do you have?

3. Which is the **most** important project idea?

4. Any other comments?



Theme 4 - Creating Connections

AIM: To support Newham's businesses through representing their interests, organising networking and information sessions and lobbying on issues that matter to them or impede their ability to trade to their full potential.

Project idea	Essential	Important	Not Essential
Lobbying - Supporting levy payers on key issues concerning access, fly tipping, grot spots, graffiti, parking, overflowing drains, highways issues, broadband, broken public infrastructure etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Networking - Greater business networking opportunities such as business breakfasts using businesses on the estate to host sessions of interest to others and providing an opportunity for business networking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Networking - Social events to bring employees together such as occasional walks, river trips etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training for all employees - Training sessions, either virtual or physical for businesses on Newham such as first aid, fire, health and safety, mental health awareness and marketing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Investing - Raising the profile of Newham as a place to invest and work - advertising units to let and job vacancies whilst also responding to regular requests to relocate to Newham.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Savings - Working with businesses to identify opportunities to make savings through collaborations or joint procurement.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your feedback on Creating Connections projects

- Are these the right priorities for Creating Connections projects? **Yes** **No**
- What other ideas do you have?

- Which is the **most** important project idea?

- Any other comments?



YOUR MAIN PRIORITIES AND HOW WE CAN HELP YOU

1. In your opinion how important are the themes below (rank them in order with 1 being the most important and 4 being the least important). This will help Newham BID focus their resources where businesses need it most.

Enhance the Environment

Place & Business Promotion

Safe & Secure

Creating Connections

2. What can Newham BID do to specifically support your business?

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YOUR REACTION

1. How satisfied have you been with Newham BID?

Very satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

2. Do you think Newham BID provides good value for money?

Yes No Don't know

3. Based on what you have read and your priorities, would you vote 'yes' for Newham BID to continue for a third term?

Yes No Don't know Not my decision

Please use space below to add any further comments

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TESTIMONIALS

Would you be prepared to give Newham BID a positive testimonial for use on our website and in our business plan?

Yes No

If yes, thank you. We will be in touch shortly.

HOW TO GIVE YOUR FEEDBACK

Please respond by Friday 14th April 2023

You can respond in a number of ways:

1. Complete this survey as a hard copy returning it to Mel Richardson, BID Manager, c/o BLS Estates, 1 Riverside House, Heron Way, Truro, TR1 2XN.
2. Complete the survey answers online at smart survey www.smartsurvey.co.uk/s/NewhamBIDThirdTerm/
3. Telephone Mel Richardson on **07968 508295** or email mel@newhambid.co.uk to give your feedback over the phone, by email or arrange a face-to-face visit.

Thank you for contributing your time and expertise.



WHAT HAPPENS WHEN - THE THIRD TERM TIMETABLE



November 2022

Early survey to gather initial views and feedback and to make sure we have the correct contact information for you.



December 2022

Notice to the Secretary of State notifying Newham BID's intention to go to ballot for a third term.



March 2023

Wider consultation sharing our draft proposals taking on board early feedback and sent to circa 150 levy paying businesses (this questionnaire).

Formal letter to Cornwall Council to hold the Newham BID ballot.

April 2023

Consultation results analysed and business plan written and designed for the third term of Newham BID.

May 2023

Business plan available to all levy payers.

Notice of ballot published on 22nd May 2023.

5th June 2023

Ballot papers sent out signifying start of minimum 28-day postal ballot

6th July 2023

Close of ballot at 5pm with results available on Friday 7th July 2023.

1st September 2023

If the vote is successful, the third term of Newham BID begins.