

## Minutes of the VBID AGM – 21 June 2017 - 1100 hrs Cathedral View, The Passage, Carlisle Place, London SW1

Nigel Hughes, Chairman, welcomed everyone to the Victoria BID Annual General Meeting. A tour of the newly refurbished Passage was offered to attendees at the end of the AGM. He commented on the significant changes for Victoria and the new development of NOVA and the VSU in the plans to rebuild Victoria.

The Chairman thanked Ruth Duston, the Board and the executive team for their hard work and added that a Board Awayday has been planned for later the following week for the Board to discuss strategic issues.

### **Annual Report & BID Progress**

Ruth Duston, Chief Executive, noted key headline/achievements for the previous year. She thanked the team and commented that we are midway through our 2<sup>nd</sup> term and facing challenges, like all of the UK, with Brexit; the results of the General Election and the on-going security issues. The BID embraces the opportunities to work with all our partners both operationally and strategically.

As set out in our business plan we work to our key themes which are Safe & Secure, Clean & Green, Public Realm, Destination Victoria and Sustainability Prosperity. There are steering committees under each theme which drive the projects forward to delivery with high level spend being approved through the Board.

Safe & Secure – we have a security team who are a helping hand for those in need and those who are sleeping on the streets. They provide help in a sympathetic and not heavy-handed way working with WCC/Metropolitan Police and the outreach teams. We also have a Community Liaison Co-ordinator working with The Passage. There are 190 radios connecting the businesses and the BID has facilitated many business continuity events.

Clean & Green - our excellent cleaning teams supplement the baseline service provided by Westminster. We are aware of the challenges faced by WCC and we work in partnership to ensure there is added value and to lobby accordingly to ensure services are maintained.

Public Realm – the group is undertaking a challenging public realm agenda and there has been significant strategic activity, creating legacies. For example, the garden created for the Chelsea Flower Show was a great success and this has now been divided up into 3 “parklets” within the BID footprint. There is seating incorporated so the space can be enjoyed by all. We have an Air Quality pledge from a number of our business community and enjoy collective working to assist with improving the AQ in the area by a number of opportunities

including click & collect and consolidated deliveries. We are a steward in driving forward investment from the private sector for the redevelopment of Victoria Station. Our ever-popular tables and chairs are back on the Piazza for another season for the community as a whole.

Destination Victoria – our ambassador programme goes from strength to strength by providing an on-street concierge service with significant daily interactions. They are the eyes and ears of the area, reporting broken pathways and other issues directly into WCC with a great response rate to repairs being undertaken. They are very well informed and a great promotional tool not only for the BID but of course for Victoria as a whole. This theme also promoted activities for staff such as the football cup, silent disco and pop up cinema, all of which have been well received.

Sustainable Prosperity – we work with The Ahead Group and with local student by providing opportunities within the workplace; we have 33,000 privilege cards in circulation.

A copy of the annual report was available to attendees.

### **Election of Board Directors**

The Chairman noted that the following Directors have stepped down with effect from the AGM and thanked them for their service over the past year:

Ben Ridgwell – Landsecs

Robert Flinter – Park Plaza

Amanda Cheston – House of Fraser

Lady Lucy French – The Other Palace Theatre (formerly St James Theatre)

Ian Fletcher – Guoman/Grosvenor Hotel

The Chairman then proposed that we should vote in the Directors collectively; a paper was available to all setting out the Directors and their sector. The following Directors were proposed:

### **Corporate**

Justine Brown, DP World

Kathy Joyce, RBS/NatWest

Lorrie Dannecker, Telegraph Media Group

### **Energy**

Claudia Binkert, EDF Trading / Vice Chair

Ruth Hart-Leverton – DONG Energy

### **Retail**

Peter Terry, John Lewis

### Hospitality

Toby Garden, Guoman Hotels  
Michelle Wells, Park Plaza Victoria  
David Morgan-Hewitt, The Goring

### Leisure

Caroline Hanson, Victoria Palace Theatre

### Property Owners

Nigel Hughes, Grosvenor Britain & Ireland / Chairman\*  
Harry Foster, Land Securities

\*Not subject to re-election

Peter Terry was the proposer and was seconded by Ruth Hart Leverton – the motion was carried unanimously and the Directors voted in.

#### **Presentation by Will Bax, Executive Director London, Grosvenor Britain & Ireland**

Will Bax kindly presented to the group on the 2035 Grosvenor Vision and gave a brief overview on Grosvenor, a privately owned British property company focussing on Belgravia and Mayfair but having an additional 16 offices at home and abroad. He commented that London is undergoing a period of extensive change and Mayfair & Belgravia have to play their part. Their 20 year vision is available at [www.vision.grosvenorlondon.com](http://www.vision.grosvenorlondon.com).

This vision has 7 key outcomes; Active Neighbourhoods; Integrated Districts; Connected Communities; Better Streets; Greener Spaces; Enterprising Places and Architectural Excellence. The first 2 initiatives have been announced about installing an ultra fast broadband network across Mayfair and Belgravia and a call for ideas for how Grosvenor Square could be enhanced as a square for everyone in the 21<sup>st</sup> century.

Will also reiterated the Chairman's earlier comments that Victoria is the epi centre which is changing significantly and there is a need for collaborative working between both the private and public sectors for the station. Improvements to the station need to sit alongside public and private sector investment and plans for economic growth. The coach station is a further point for discussion along with further public realm projects.

The Chairman thanked The Passage for their hospitality.

The meeting closed at 12 noon.