



Minutes of Board Meeting - online

Thursday 26th February 2026

Meeting commenced at 2:00pm

ITEM	ACTION	BY WHOM
<p><u>1</u></p>	<p><u>PRESENT, APOLOGIES, MINUTES, MATTERS ARISING</u></p> <p>Present: Carolyn Custerson (CC) ERBID Chief Executive; Anthony Payne-Neale (APN) Vice-Chair ERBID, Owner of Court Prior Boutique B&B; Andy Banner-Price (ABP) Hotel Manager Cary Arms & Spa; Martin Brook (MB) prev. Owner of Pilgrims Rest; Alan Denby (AD), Director of Pride in Place, Torbay Council; Jason Garside (JG) Managing Director, TLH; Kelly Widley (KW) Food and Drink Hospitality Consultant; Alison Bayliss (AB) ERBID – minutes</p> <p>Apologies: Chris Hart (CH) ERBID Chair, Chief Executive Wollens; Claire Flower (CF) Director, Beverley Holidays; Tim Godfrey (TG) Partner, Bishop Fleming; Jim Parker (JP) Editor, Torbay Weekly; Richard Cuming (RC) Owner of Bygones</p> <p>Chair: In the absence of Chris Hart (annual leave), the meeting was chaired by Anthony Payne-Neale.</p> <p>Approval of Minutes: The minutes of the January 2026 meeting were approved.</p> <p><u>Matters Arising</u> Following consultation between CC and Mosaic regarding the potential inclusion of an Alternative BID option in the ERBID3 Business Plan, the board discussed and agreed not to include it, in order to maintain focus on the Plan.</p> <p>The link to the Government’s tourism tax survey has been shared with levy payers.</p>	
<p><u>2</u></p>	<p><u>FINANCE AND GOVERNANCE (CC)</u></p> <p><u>Management Accounts</u></p> <p>Levy Collection Collection is down on this time last year but is likely due to the issue with delayed, then corrected, BID invoices by Torbay Council. The Council advanced £75k in January to support cash flow which will be deducted from levy collections in February.</p>	

<p>6</p>	<p><u>EVENTS (CC)</u></p> <p>SUP World Cup Regular marketing coordination meetings are now being held with stakeholders including Paddle UK, Torbay Council and the event organisers. ‘100 days to go’ press release is being prepared by Four Marketing.</p> <p>Pirate Festival CC has arranged for the SW Data Hub team to conduct an Economic Impact Study for the Pirate Festival.</p> <p>Sardine Festival CC advised that the organisers of this year’s Sardine Festival will collect postcode data.</p>	
	<p><u>EXTERNAL COMMUNICATIONS (CC)</u></p> <p>CC and KW were guest speakers at a Torbay Hospitality Workshop arranged by Charles Darrow.</p> <p>An annual HR review was undertaken by SSG, with no issues to report.</p> <p>CC to meet and update South Devon Accommodation Group to provide updates on ERBID activity and ERBID3 planning.</p>	
	<p><u>AOB</u></p> <p>The board discussed the proposals for a new conference and events space in Paignton. While supportive of growth, they agreed that board policy does not allow involvement in planning decisions. Action: CC to confirm with CH on his return.</p> <p>The next meeting (Thursday 26th March) will be held in person.</p>	<p>CC</p>

Meeting closed at 4pm