

Llandudno Business Forum Meeting 9th March 2023 – The Empire Hotel

Attendees

Jon Merrick (JM)	jon@mostynestates.co.uk	Mostyn Estates Ltd
Amanda Balance (AB)	amanda.ballance@conwy.gov.uk	CCBC (Conwy County Borough Council)
Heather Thomas (HT)	Heather.thomas@conwy.gov.uk	CCBC (Conwy County Borough Council)
Gaenor Loftus (GL)	Stay@no9.wales.uk	No 9 Holiday Apartments
Paul Levy (PL)	paul@livetech.co.uk	Livotech
Elyse Waddy (EW)	Sales@empirehotel.co.uk	Empire Hotel
Matthew Parry (MP)	Italian World	
David Paveley (DP)		North Wales Motor Company – Motorsport Lounge
Chris Williams (CW)	info@htcevents.co.uk	HTC Entertainment /Llandudno Extravaganza
Jason Pinnick (JP)	info@dudleyandgeorges.co.uk	Dudley & Georges
Edward Hiller (EH)	edward@mostynestates.co.uk	Mostyn Estates Ltd
Berin Jones (BJ)	chairman@llandudnoha.co.uk	Llandudno Hospitality Association
Lousie Emery (LE)	cllr.louise.emery@conwy.gov.uk	CCBC – County Councillor
Amy Jones (AM)	Amy.Jones@conwy.gov.uk	CCBC – Tourist Information Centre

Jon Merrick opened meeting and welcomed all.

Thank you to Elyse for so generously hosting the meeting.

Jon provided reminder of Portal and access to Meeting notes and documentation relating to the Forum within that Llandudno Business Forum - Llandudno.com

Review of actions from previous meeting

- No action points from previous meeting

Group discussion on current business performance and issues.

- EW – Business quiet at present. Large number of bookings are repeat bookings. Forward bookings seem to be made later and later. Have had to make a decision to keep cancellation policy to the day before to encourage bookings
- GL – Similar to EW forward bookings at present down as there seems to be a nervousness from guests about planning ahead. A lot of bookings are repeat customers but no many new enquiries being received Decision made to put a freeze on works they were going to carry out on premises with concerns around rising interest rates/energy costs. Still issues with regards to mobile signal at address - **LE indicated she would look at previous CCBC work relating to Craven Loop**
- PL – Busy but not too many new enquiries being received
- CCBC – Shared Prosperity Funding (SPF) request for first round applications now closed. Hope to have a Key Fund aimed to provide business grants – awaiting decision but will share once we know. Encouragingly still receiving enquiries for the small business development grant projects and from start-up businesses. Advised of two partnership workshops with Business Wales – one on HR regarding changes in Employment Law from April 2023 on 14/3/2023 and a second on Resource efficiency on 28/03/2023
- BJ – LHA had been working with WG on Tourism Tax policy and CCBC with regards to Planning policy

- EH - Nervousness around where things are going with regards to inflation/utilities costs/corporation tax. Would be interesting to see whether CCBC Rates team were starting to see issues with Rates payments as an indication of businesses feeling pinch. Positive – vacant unit (Prev Poundland) had 3 parties interested in it.

Parking changes raised regarding extension of Yellow lines in various areas and Permit system on Tudno Street. Several members of the group highlighted that headlines in press were misleading details show that majority are on corners of junctions – EW concern as Street used by staff working at Hotel. LE noted Permit scheme on Tudno St was a pilot and was initiated following request by 80% of residents

LE will take back issues to CCBC. Puts strength to need for 24-hour access to Victoria Centre multistorey car park.

LE advised would clarify situation with Cllr for Craig Y Don regarding one side of road opposite Lifeboat station and Permit scheme

- LE – work closely with LHA and disappointed to have lost battle in relation to HMO's. Levelling Up – potential for a 3rd Round. CCBC facing financial challenges.

With Town Council hat on Llandudno has now been entered into Britain in Bloom and very much want businesses and communities to be involved. Town Council has a budget to spend on this – there will be an Information Day held in the Victoria Centre on 30th March - Details to be shared via JM

- DP – Business going well to the point now running out of stock of vehicles. Looking to expand next year. Key to success has been second brand Kia.

Highlighted requirement of shift to Electric vehicles and raised concerns over the infrastructure

(On behalf SP) Motorsport Lounge very busy.

- CW – Magic Bar has a steady audience of tourists and locals. Bookings for entertainment at events down across North Wales.

Extravaganza now just over 7 weeks away – will be changes this year with the addition of a Fringe Festival to take the event into the nighttime economy. Info and ticketing in relation to fringe acts will be available next week and will send inf through. No parade at event in day due to rising cost in relation to manpower. 2024 will see a new idea for the Extravaganza. Also noted drop in volunteers

- MP – Quietest December/January but February had been the best sales he could recall. March once again quiet
- JP – Dudley & Georges fast approaching first 12 months and had done better than expected. Now looking at expansion project with possible second branch in Colwyn Bay. Also working with farmers regarding local provisions. Have found a local niche and now seeing tourist footfall pick up on weekends. Issues with lorries unloading continuously for businesses on Upper Mostyn Street. Re Night time economy this needs to be managed with mindfulness to issues caused to premises due to anti-social behaviour.

Others supported concerns over anti-social behaviour and particular extended licences into early hours of the morning

- AJ – TIC quiet Jan/Feb - Focus now getting ready for Easter
- JM – will be holding an event on cost savings in conjunction with Llandudno Bay in April – details to follow

Other issues raised

- Staffing – influx of overseas people enquiring about work linked to students attending Bangor Business School of Management – however issue with transport to and from Bangor
- Poor rail service from London impacts potential of visitors from there.

- Red Cross have been moving barriers regarding training sessions being translated to Ukraine/Russian for displaced Ukrainians
- **Was suggested that night-time economy be on the agenda for next meeting.**

Next Meeting date to be confirmed