



4th Term Consultation Questionnaire 2027-2032

Thank you to every business in Camborne for their contributions towards our town and for offering the fantastic range of products and services that locals and visitors value our town for. With your support, BID Camborne has been operating successfully for almost 15 years, delivering projects and services that increase footfall, raise our town's profile, improve our trading environment and support our great selection of member businesses.

BID Camborne's third term finishes on 31st March 2027, but can continue for a fourth five-year term subject to a new business plan being published and a ballot held where every levy paying business has a vote. Ahead of this process, we want to hear from you. Camborne is your town and importantly, it is where you have chosen to invest your business; this survey is your chance to tell us what you would like to see delivered from 2027 to 2032.

Your feedback and ideas will inform a new business plan to be published in October 2026 ahead of a ballot in November/December 2026, where you will have the chance to vote 'yes' or 'no' for the continuation of the BID. For the BID to proceed to a fourth term, there must be a majority voting in favour by number and by rateable value of premises.

Feedback from businesses so far indicates that there is a strong appetite for the BID to continue; without a BID, everything that BID Camborne delivers will finish on 31st March 2027 and there is no other organisation that will step in to deliver the projects that businesses tell us are needed.

We have used what we have heard so far to shape the projects and services outlined in this survey. Please tell us if we have got this right. Remember it is your BID scheme and it is vital that it reflects your business needs, which in turn supports Camborne's future prosperity.



By working together with you and local partners as we have done so in the current term, we can pool our resources and expertise to address issues of concern and grasp new opportunities to improve and promote Camborne, driving footfall and new investment.

Anna Pascoe, BID Camborne Manager

Reminder About BIDS

- BID Camborne is one of 352 BIDs that operate across the British Isles in towns, cities and industrial areas; 8 BIDs operate in Cornwall.
- BIDs are business-led initiatives supported by Government legislation, which gives businesses the power to raise funds locally, to be spent locally - every penny from the levy is spent in Camborne on the priorities identified by you through consultation.
- A BID only proceeds following a formal independent ballot where a majority of business ratepayers vote in favour.
- BIDs across the British Isles contribute over £169 million each year to their business communities and represent more than 133,000 businesses.
For more information, go to www.britishbids.info

What we have heard so far

In April this year, we consulted with a cross-section of levy payers from across Camborne with the following results:

- Three quarters of all the respondents felt that BID Camborne had benefited our town, rating the BID as 'excellent' or 'good' in this regard.
- 69% of respondents rated the BID as 'excellent' or 'good' in terms of the direct and quantifiable benefit to their business.
- Benefits mentioned included increased footfall and sales, support with accessing improvement grants and initiatives to tackle anti-social behaviour.
- 84% of respondents were broadly in support of BID Camborne.

We now want to hear if these views are shared by all levy paying businesses and to understand what your business needs from BID Camborne. We want to ensure that Camborne businesses of every size, across the BID boundary and from every sector benefit from the BID.

Some of our achievements in the last five years

Theme 1:

Special Events & Innovative Ideas for Camborne Town

- Organised Fun Fridays – 52 summer activities to bring children and families into the town
- Funded and managed 738 metres of Christmas lights
- Funded and managed 5 Christmas trees
- Organised Christmas Lights Switch-On Day Entertainments which attracted thousands of attendees over the 5 years
- Delivered Project Locomotive, an art installation of colourful Cyclesauruses in partnership with Tesco to mark the Tour of Britain coming to Camborne

Theme 2:

Marketing & Promotion of Camborne Town

- Delivered 23 attractive new branded flags, maps, banners and signage around the town
- Delivered Camborne Town website including a business directory and received 1,800,127 hits
- Maintained Camborne What's On guide
- Delivered Camborne Town social media accounts with 14,209,500 million reach
- Designed and published Camborne Town Guide with 90,000 distributed
- Delivered 102 Tales of Camborne Town podcasts and blogs
- Promoted Camborne Town businesses in local newspapers, online and radio with 250 releases
- Funded and delivered Camborne Town Loyalty Card with 64,100 cards in circulation

Theme 3:

Supporting Camborne Town Businesses

- Delivered a second phase of Project A-Void business improvement grants - 100 businesses supported with over £375,000 of grants
- Delivered graffiti removal (dealt with 22 grot spots) to help improve the appearance of the town
- Administered Camborne Pubwatch - 14 premises/organisations working together to make the pubs of the town safer and more welcoming
- Created templates and training sessions for 300 member businesses to use
- Published and circulated over 100 regular email newsletters
- Organised 9 shop window competitions, town trails and treasure hunts
- Carried out sustainability audits for levy payers

Theme 4:

Flying the flag for Camborne Town

- Lobbied on issues important to Camborne Town such as campaigning against pedestrianisation and multiple road closures
- Helped shape delivery of Camborne's Town Deal award from the Government by accessing over £510,000 of grant funding paid directly to businesses and local suppliers for improvement works to their premises
- Worked with local partners to benefit the town and deliver value for money such as introducing the BID:BIS DISC scheme to help combat anti-social behaviour, crime and nuisance behaviour, promoting Fairtrade and Plastic Free Camborne
- Sought and applied for funding opportunities to benefit Camborne Town - over £90,000 raised and used to benefit business support projects such as DISC, community artwork at the train station and events in the town



How much levy payers will contribute

The proposed levy rate for the fourth term will be 2.5% of rateable value for premises over £5,000 rateable value. Those premises under £5,000 rateable value will contribute £125 annually. The 2026 ratings list will be used throughout the five-year term. BID Camborne will generate circa £122,000 per year for five years from approximately 290 levy payers. There will be no inflation applied on annual payments. On top of the levy income, the BID will lever in additional funds as it has done so successfully during the third term.

Consultation is currently taking place with regard to an extended boundary to include Formal Industrial Park; those businesses will receive a copy of this consultation document.

Section One - Our Vision for Camborne

The Vision for BID Camborne 2027-2032

‘Continuing to improve Camborne Town by making it a welcoming, well-promoted, attractive destination for visitors and local customers.’

Do you agree with this vision? Yes ☐ No ☐

If No, please give an alternative suggestion below

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Section Two - Proposed BID Projects & Services

Theme 1 - Special Events & Innovative Ideas for Camborne Town

To create a vibrant town to attract more visitors and residents into Camborne to increase spend.

For each of the options below, please tick to indicate whether you think this is Essential, Important, or Less Important:

Number	Project Idea	Essential ✓	Important ✓	Less Important ✓
1	Fun Fridays – Summer activities to bring children and families into the town			
2	Funding and managing the Christmas lights			
3	Funding and managing the Christmas tree			
4	Christmas Lights Switch-On day entertainments			
5	Project Locomotive - events & art trail			

Are any of the project ideas above not important at all and why?

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Which is the **most** important idea?

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If you have any new ideas or other comments, please list them below:

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Theme 2 - Marketing & Promotion of Camborne Town

To raise the profile of Camborne as a place to visit, stay and locate your business.

For each of the options below, please tick to indicate whether you think this is Essential, Important, or Less Important:

Number	Project	Essential ✓	Important ✓	Less Important ✓
1	Street dressing, maps and signage			
2	Camborne Town website including business directory and What's On guide			
3	Camborne Town social media accounts			
4	Design and produce Camborne Town guide			
5	Design and produce Christmas in Camborne guide			
6	Tales of Camborne Town podcast			
7	Tales of Camborne Town business blog			
8	Promoting Camborne Town businesses in local newspapers, online and radio			
9	Camborne Town Loyalty Card scheme (New)			

Are any of the project ideas above not important at all and why?

.....

Which is the **most** important idea?

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If you have any new ideas or other comments, please list them below:

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Theme 3 - Supporting Camborne Town Businesses

To support levy paying businesses to promote their products and services.

For each of the options below, please tick to indicate whether you think this is Essential, Important, or Less Important:

Number	Project	Essential ✓	Important ✓	Less Important ✓
1	Graffiti removal & improving appearance of the town			
2	Administering Camborne Pubwatch			
3	Creating templates & training sessions for businesses			
4	Regular email newsletters			

Number	Project	Essential ✓	Important ✓	Less Important ✓
5	Hard copy information packs on current business issues and latest projects			
6	Making your business sustainable by conducting audits for levy payers			
7	Dealing with anti-social behaviour - BID:BIS scheme & DISC (New)			

Are any of the project ideas above not important at all and why?

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Which is the **most** important idea?

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If you have any new ideas or other comments, please list them below:

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Theme 4 - Flying the flag for Camborne Town

To secure funds for Camborne ensuring opportunities are grasped that benefit our businesses and working closely with partners to secure new investment.

For each of the options below, please tick to indicate whether you think this is Essential, Important, or Less Important:

Number	Project	Essential ✓	Important ✓	Less Important ✓
1	Lobbying on issues important to Camborne Town			
2	Working with local partners to benefit the town and deliver value for money			
3	Seeking and applying for funding opportunities to benefit Camborne Town			

Are any of the project ideas above not important at all and why?

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Which is the **most** important idea?

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If you have any new ideas or other comments, please list them below:

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Section Three - Your Main Priorities & How We Can Help

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

Theme 1 - Special Events & Innovative Ideas for Camborne Town

Theme 2 - Marketing & Promotion of Camborne Town

Theme 3 - Supporting Camborne Town Businesses

Theme 4 - Flying the Flag for Camborne Town

Section Four - Your Support

Do you think that BID Camborne provides good value for money for your business?

Yes ☐ No ☐ Don't Know ☐

Based on what you have read and your priorities, would you vote 'yes' for BID Camborne to continue for a fourth term?

Yes ☐ No ☐ I Need Convincing ☐ Not My Decision ☐

Please use space below to add any further comments.

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Would you be prepared to give BID Camborne a positive testimonial for use on our website and in our business plan? If yes, thank you. We will be in touch shortly.

Yes ☐ No ☐

Your Details

Name: Position:

Company Name:

Company Address:

Postcode: Telephone Number:

Voter

Will you be the person voting in the BID Camborne ballot? Yes ☐ No ☐

If **No**, please provide the contact details for the person who will vote below:

Name: Position:

Company Name:

Company Address:

Postcode: Telephone Number:

Email:

TIMETABLE



April 2026 →

Consultation with a cross-section of levy paying businesses to find out business views on the current BID

Main consultation survey (this document) issued to all 290 levy payers within the BID Camborne boundary

← July 2026



August 2026 →

Friday 14th August 2026 – closing date for all questionnaires

Analysis of your feedback and final business plan drafted in response to your views.

← August to September 2026



October 2026 →

Final business plan published and circulated to all levy paying businesses. Notice of ballot issued on or around Monday 26th October 2026.

BID ballot papers issued and voting starts (28-day postal ballot) on or around Monday 9th November 2026

← November 2026



10th December 2026 →

Close of postal ballot on Thursday 10th December 2026 at 5pm with result announced on Friday 11th December 2026

If the vote is successful, the fourth term of BID Camborne will commence. If the vote is unsuccessful, BID Camborne ends with no alternative delivery model in place.

← 1st April 2027



How To Return Your Form



Please return this form by Friday 14th August 2026. You can respond in a number of ways:

1. Complete this questionnaire and return it to BID Camborne at the BID Office at Suite 11, Camborne Business Centre, College Street, Camborne TR14 7DB or contact smile@cambornetown.com to arrange collection
2. Contact Anna Pascoe, BID Camborne Manager and arrange to discuss your feedback face to face or over the phone. Email smile@cambornetown.com or call 07445 366412
3. Complete the form online at smart survey
<https://www.smartsurvey.co.uk/s/BIDCamborne4thTerm/>



Or scan the QR Code

Thank you for contributing your time and expertise

If you have any questions or comments about BID Camborne and our proposed fourth term please contact smile@cambornetown.com or 07445 366412 and we can arrange to pop round.

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 BID Camborne fourth 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 for you so you receive a ballot paper later in the year.

Testimonials about BID Camborne



I am not on the main High Street but still feel very well supported by BID Camborne.

Trish Bawden, Chapel Street Boutique, Chapel Street



The grant was amazing when I first opened the salon, opening a new business isn't easy. BID helped me with the painting for the salon which made the street and the salon look so much better and professional.

Danika Trenoweth, No.40 Hair and Beauty, Cross Street



All of the projects and events that the BID have organised are bringing life back into the town and a sense of community. Long may it continue.

Kath's Plaice, Church Street



The BID Camborne social media accounts have definitely helped our young business get known within the town. Thank you.

Sharon Merchant, Rising Sun TCG, Trelowarren Street