

Wednesday, 22 June 2016 Grant Thornton, Fleming Way, RH10 9GT

## MANAGEMENT GROUP MEETING NOTES & ACTIONS

**In attendance:** Trevor Williams (Thales UK) (Chair), Steve Sawyer (MRBD Ltd), Joanne Rogers (Prowse), Jeremy Taylor (Gatwick Diamond Business), Jon Maile (Grant Thornton), John Peel (Coast-to-Capital LEP), Sam Murray (MRBD Ltd), Eddie Finch, (Auditel), Markus Wood (Avensys), Clem Smith (Crawley Borough Council), Cllr Peter Smith (Crawley Borough Council), Michael Low (Cruiseway), Mark Curtis (Split Image), Zoe Wright (B&CE), William Perks (Peter Perks Limited), Steve Pullen (Varian Medical), Marie Ovenden (West Sussex County Council),

**Apologies:** Rachel Thomas (B&CE), Stephanie George (Basepoint), Keith Pordum (Bon Appetit) (Vice Chair), Tony Maynard (CGG), Jeremy Day (Doosan), Mel Mehmet (easit), Brett North (Elekta), Michael Deacon-Jackson (FTD Johns), Oliver Ellingham (Lok'nStore), Paul Searle (P&H Motorcycles), Kevin Pitts (Redcare), Sarah Godfrey (Virgin Atlantic), Chris Primett (Welland Medical), Duncan Barratt (West Sussex County Council),

Meeting outcome	Action / outcomes
<p><b>1 Arrival &amp; Welcome</b></p> <ul style="list-style-type: none"> <li>- Trevor Williams welcomed the Management Team and welcomed Michael Low, Cruiseway, and Steve Pullen, Varian Medical to the Management team. Kevin Pitts, Redcare and Stephanie George, Basepoint have also joined the team. Apologies were noted.</li> </ul>	
<p><b>2 Approval of minutes</b></p> <ul style="list-style-type: none"> <li>- Minutes of 27 January were approved</li> </ul>	
<p><b>3 Executive Director Update</b></p>	
<p><b>Latest Budget Position and project overview</b></p> <ul style="list-style-type: none"> <li>- <b>Levy collection rates are good and up on the same point compared to last year.</b> WSCC funding draw down for Gateway 3 and Wayfinding had been organised. Available in year funds is expected to be £511,729. At the current level of commitment there is an anticipated £281,788 deficit if external funding is not sourced. SS explained the available third party funding options and ways to adjust project delivery should additional funding not be secured.</li> <li>- The cost breakdown shown in Table 1 (Objective 3: Improve the infrastructure) included revised figures for projects, indicated as 'R', with detail on each project.</li> <li>- SS presented the Project update list, noting that <b>Wayfinding &amp; Signage</b> has been completed with the exception of Advanced Directional Signage (ADS) which is now being procured. <b>Gateway 3</b> phase 2 is planned for 11<sup>th</sup> July, for completion by August – dependent on WSCC Street Works schedule.</li> <li>- JR presented a summary report for <b>PR &amp; Communications</b>, indicating that <b>Manor Royal News</b> summer issue will include a double page on several significant business district developments throughout, located on the zonal map. A jpeg is available for anyone wanting to communicate these changes to colleagues. <b>Know Your Neighbour</b> event hosted 65 exhibitors, with over 300 local business people attending, offering excellent feedback. <b>Website</b> analytics are up. <b>HR People Forum</b> is planned for 5<sup>th</sup> July and <b>Manor Royal Matters</b> is scheduled for 9<sup>th</sup> November.</li> <li>- <b>Procurement Hub</b> – EF gave an overview, indicating that £89,000 savings have been made for Manor Royal businesses through the scheme. The <b>Business Rates Service</b> has been launched together with a service to monitor and assist savings on <b>Commercial Waste and Recycling</b>. Where Commercial Waste contracts can be difficult to come out of, it was suggested that businesses are encouraged to log contract end dates.</li> <li>- <b>Transport Study</b> - SS gave an overview of the aims of the strategic approach to transport issues across the business district. A working group, being led by JT, has recommended Board approval for the appointment of Steer Davies Gleave (SDG) to undertake the Transport Study. The appointment and inception meeting planned in early July.</li> </ul>	<p>SS to investigate funding options and report to the Board before spending commitments are made.</p> <p>Management Group agreed budget for approval by the Board.</p> <p>MO to contact WSCC Street works team for schedule</p> <p>SM to send mtg request for diaries</p> <p>Management noted the decision to proceed with the Travel and Transport Study.</p>

	<ul style="list-style-type: none"> <li>- <b>BISEPS Sustainable On-Site Energy Generation Project</b> - In partnership with Your Energy Sussex (WSCC) and CBC, successful in securing £500k European funding to undertake a four year feasibility project, Manor Royal Business District is one of only four sites to receive this project focus with no costs to the BID which requires business engagement and support. . Anticipated start date in September. SS called for expressions of interest to engage and form a working group. JR noted the positive PR benefits. SM noted initial interest.</li> </ul>	<p>All Management to consider expression of interest in the project to SM.</p> <p>JR to shape PR.</p>
4	<p><b>Manor Royal BID Survey</b></p> <ul style="list-style-type: none"> <li>- <b>BID Survey</b> – SS presented initial results. 160 responses received. (Approx 30%) Survey deadline extended to 24<sup>th</sup> June. From 104 responses, satisfaction levels are good (97%), most feeling that Manor Royal has improved over the last year (63%), most feel that the BID has helped (77%). Top 10 priorities indicated areas of work that the BID concentrate on being Street Scene; ease of getting around; quality of facilities; maintenance and landscaping; signage; condition of roads; appearance of buildings; condition of footpaths; vacant buildings; night-time security. JR flagged that the survey results will indicate areas where the levy payer’s view is different to the employees.</li> </ul>	
5	<p><b>The Present: Latest on current activities and projects</b></p> <ul style="list-style-type: none"> <li>- SS presented slides highlighting how promoters of new business parks view Facilities Management (FM) and increasingly Place Management (PM) as important factors in their masterplan to attract businesses. As future competition, particularly for office occupiers, SS reiterated the value of the BID and the challenge of retro-fitting FM and PM into an established area.</li> <li>- <b>Gateway 1</b> – SS presented the preferred design treatment which has been agreed and costed for the busiest entrance to the business district. Two focus groups sessions were undertaken at an easit meeting, and at Varian, with neighbouring businesses, with a view to submit the planning application in July. If was clarified that WSCC is paying for the bridge repairs. Comments were made regarding planning permission specifically surrounding the practicality of planter locations, paving and maintenance costs. The wider issues of traffic flow, traffic light actions, slip road and adjoining road flows, would not be covered in the scheme with a separate conversation to be had with WSCC over future plans linked to new developments in the area. MO will ask about WSCC plans, to see where work can be dovetailed into improvement planning. SS to review cost areas and make these details available on request.</li> <li>- <b>Manor Royal Pocket Park</b> – SS presented the preferred design treatment which has been agreed and costed subject to more seating. Planning application is anticipated for July. Comments made were regarding more seating, rubbish bins, land checks and land drains for all weather use, mature trees to remain, and use of the table tennis table - for which external funding will be pursued.</li> <li>- <b>Green and Grey Audits</b> – Both audits have been completed with recommendations shared with the subgroup, highlighting that surfaces and maintenance levels are generally sub-standard. Results to be discussed with WSCC and CBC teams to check responsibilities before firming recommendations. <b>Gatwick Road</b> roadworks to commence 30<sup>th</sup> July for 12 nights. SS met with WSCC regarding maintenance programme beyond Gatwick Road, and there are no further works planned, with safety issues being is the only factor for repairs. There was discussion surrounding the quality and longevity of repairs.</li> <li>- The role of the BID is to lobby for repair, argue the economic value of Manor Royal Business District, and to ensure Manor Royal is properly represented at a strategic level e.g. within the Place Plan.</li> <li>- The BID will only fund additional works and improvements not carried out by the local authorities and at the discretion of the Board and Management Group.</li> <li>- Baseline agreements are in place with WSCC, CBC and the Police for this purpose. The audits identified four specific locations needing specific attention with a number of area-wide issues. Following meetings with WSCC and CBC, the audit reports will be finalised with recommendations and decisions will need to be made about how to action those recommendations.</li> </ul>	<p>MO to give SS specific contact at WSCC regarding planning permission concerns.</p> <p>MO will ask WSCC about planned works.</p> <p>Final comments on Gateway 1 to SS by 8<sup>th</sup> July.</p> <p>Final comments on Pocket Park to SS by 8<sup>th</sup> July.</p> <p>SS to circulate costs indicated in the audits that are required to bring up to standard. Only available for the Grey Audit.</p> <p>MO to circulate information on intervention levels</p>

6	<p><b>The Future: Future activities</b></p> <ul style="list-style-type: none"> <li>- <b>Early thoughts on BID 2</b>- SS highlighted initial thoughts on the focus on BID 2 based on initial survey results, although much more detailed work is required with BID Management to decide final content. Thoughts on how the BID can respond to issues raised by the BID Survey to be presented at Manor Royal Matters as a forerunner to BID2 Business Plan launch.</li> <li>- <b>Promoting BID 2</b> – Additional publicity surrounding the achievements of the BID could include a dedicated BID page in Crawley Live residents’ magazine, and formalised advertisement space throughout the business district. Signage phase 2 is currently looking at the feasibility of suitable locations for digital displays. It is important that improvements to the business district are properly attributed to the BID by business owners.</li> <li>- <b>Benchmark BIDS</b> - The question was raised whether there are benchmark BIDS / Business Parks to compare with. SS to investigate.</li> </ul>	<p>SS to circulate the slides</p> <p>SS to organised visit.</p>
7	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>- There was no further business</li> </ul>	

**All business having been completed the meeting was CLOSED at 11.10am.**

**Next MANAGEMENT Meeting:**

**Wed 14 September, Welland Medical, Hydehurst Lane, RH10 9AS (8.30am – 11am)**

**DATES FOR THE DIARY**

- Tuesday 5 July – HR People Forum, Doosan, (12 noon-2pm)
- Friday 29 July – Next BID Board Mtg, Avensys, (8.30am-11am)
- Thursday 29 September – Annual General Meeting, Premier Inn, (5pm)
- Wednesday 9 November – Manor Royal Matters, Sandman Signature, (9am-2pm)