

## BOARD MEETING NOTES & ACTIONS

**In attendance:** Steve Sawyer (MRBD Limited), Trevor Williams (Thales UK) (Chair), Keith Pordum (Bon Appetit), Michael Deacon-Jackson (FTD Johns), Paul Searle (P&H Motorcycles), Cllr Peter Smith (Crawley Borough Council), Duncan Barratt (West Sussex County Council), Paul Roe (Kreston Reeves Markus Wood (Avensys), Sam Murray (MRBD Limited), Joanne Rogers (Prowse), Clem Smith (Crawley Borough Council), Tony Maynard (CGG)

**Apologies:** Julie Kapsalis (Coast-to-Capital LEP/Chichester College Group), Zoe Wright (BandCE),

Meeting outcome	Action / outcomes
<p><b>1 Welcome and approval of the minutes</b> Trevor Williams welcomed everyone to the meeting. Referring to the minutes of 7<sup>th</sup> December, Steve will speak to Board Directors directly regarding their declaration of interest documentation (Governance and Housekeeping). The minutes of 7<sup>th</sup> December were approved.</p>	<p>Minutes approved SS to contact Board members.</p>
<p><b>2 Finance Update</b> The financial position is as expected - and better than expected from the last meeting. There are no outstanding debts. Crawley Growth Programme will be paid on Monday 11 March via WSCC. SS expressed thanks to DB who has moved things along quickly. £200k for Gateway 1. The deficit is reduced from £36,710 to £18,849 due to the Digital Signs. The contract is in place but awaiting a Purchase Order from WSCC to MRBD in order to raise an invoice. SS asked for approval to write-off the debt totalling £2,558.57 from companies – most of which had ceased trading. The BID has a contingency of £10k for bad debt. SS showed a preview of the Levy Leaflet due to go out week commencing 11 March. SS explained that the BID has a more prosperous outlook since the leaflet was printed.</p>	<p>The Board approved the Budget position.  The Board approved to write-off debt.</p>
<p><b>3 Budget Approval 2019-20 (Section 2a and 2b)</b> SS talked through the changes in the Budget from the 1<sup>st</sup> year against the next financial year. There is an income difference in the levy bill, with a £10k contingency. £20k income indicated from Digital Signs plus projected incomes of £4,500 (for sponsorship of the Careers EXPO) with no sum allowed for renewal. Manor Royal News costs £1000 more per annum to produce 4 x issues. £1,500 promotional items have been added in 'other' under 'Promote &amp; Influence' to update and renew publicity materials. The cost of events has increased from £28k to £32k - but with savings from removing HR Forums from the programme. This has been superseded by the Careers EXPO (April) and the introduction of a People Conference (October). Business Rangers budget factors in a 4% increase on wages as a maximum increase (with inflation currently at 2%) and is at the discretion of the Board. Recruitment costs are covered within the contract with SWL Security. Overall costs to the BID have increased. There was discussion around the value of the Rangers and that the BID is gaining a lot of intelligence from the Day Ranger. Under the 'Objective 3 Infrastructure and Facilities', there is a provision of £46,970 to fund 2 x new additional signs. SS proposed that these funds are released to take forward other projects. SS recommended to the Board to utilise £15k to revamp the website and produce a new Business Directory, to commission Community Clean to clean the chevrons of the Gateway 3 roundabout (approximately £2k) and to refresh and reprint the Welcome Pack including creation of a new digital version (circa £4k).</p>	<p>The Board agreed recommendations as set out in the report.  The Board agreed review of Rangers service and for SS to report back for approval.</p>
<p><b>4 Projects update (Section 3)</b> SS presented a table of projects for actions and decisions. <b>Business Rangers</b> – Keith Walker has handed in his resignation, with a month's notice, but will leave next week due to annual leave. As part of the contract, SWL Security will cover the shift and the BID will be recruiting a permanent replacement. A discussion took place concerning the best use of available hours and the "value for money" of the current arrangements / night cover. A view was expressed that there may be more</p>	<p>SS to meet with SWL Security to further explore the options</p>

	<p>benefit in amending the hours to provide an extended day / early evening cover offering the BID more of a public face across the district.</p> <p>PR suggested an overnight security forum of managers responsible for their night time security to discuss how businesses and the BID can work better together.</p> <p>Police connections had noticeably reduced. CllrPSmith agreed that this was a reflection of the service across the borough. There is dialogue between the BID and the police with a meeting planned between SS and Chris Neilson, Business Crime Lead. SS explained that all BIDs are moving in the direction of security and crime prevention.</p> <p><b>Additional Maintenance</b> – The team have an issue with the amount of litter and has indicated that an extra resource dedicated to litter clearance would be beneficial. There are hot spots, and with an increase in people moving about the district on foot, there will be an increase in litter. Bins are introduced where there’s a build up of litter but despite best efforts it is still a problem. PS commented that with the maintenance team in place, there is a noticeable difference throughout the district, and that it is a shame that the litter is ruining the look and feel of the place. SS commented that before the BID commits to providing additional litter picking a conversation with Council concerning service levels needs to be had.</p> <p><b>Digital signage</b> – It was noted that it is going live during March 2019. CS recommended that the BID apply for advertising consent for the two additional sign locations not progressed during phase 1.</p> <p><b>Parking Management Plan</b> – SS outlined the fact that it is a controversial plan. Feedback has been received through the initial consultation. Permits are limited and don’t guarantee you a space, but it does allow you to park on the roads. PR suggested limiting permits per company to prevent applications for excessive permits per business. PS suggested permits for specific areas for specific businesses rather than access to everyone in every area. CllrPSmith indicated that businesses will be upset and parking will be displaced to local neighbourhoods, running a big risk to push the problem out of the area.</p> <p>SS recapped that the objective of the plan is to control the parking as currently there are limited controls and inadequate enforcement. The permit scheme would help remedy this situation providing better regulation and enforcement.</p> <p>CllrPSmith indicated support of the Parking Management Scheme but to understand the real impact on neighbourhoods. CS endorsed the principal but agreeing that detail needed to be looked at – with the opportunity for a borough-wide road space audit. SS explained that it is a stepped process which we know to be a complicated problem that affects everyone. The BIDs job right now is to find out what we want as businesses in Manor Royal in order to tell CBC and WSCC what we want.</p> <p>SS asked the Board to indicate their support for the proposals. All agreed to move forward with the scheme acknowledging the complexities but that action was needed.</p> <p><b>Gateway 1</b> – The Press release and photo call has been completed for publicity.</p> <p><b>Services</b> – SS is currently reassessing the value of all services provided by the BID.</p> <p><b>Faster Broadband</b> – SS is exploring options and will report back.</p>	<p>and report back to the Board.</p> <p>SS to have a conversation with CBC about the Baseline agreement and costs required to increase the maintenance team for litter picking.</p> <p>SS to pursue planning consent on the additional sign locations.</p> <p>The Board agreed to progress with the Parking Management Plan</p> <p>The Board noted the progress on projects.</p>
	<b><i>At this point Sam Murray left the meeting.</i></b>	
5	<p><b>Marketing &amp; Communications (Joanne Rogers, Prowse &amp; Co)</b></p> <p>JR provided an update on marketing activities including: web updates, press release for Gateway 1, work to delivery Know Your Neighbour 2019 (14 May) and Manor Royal Careers EXPO (4 April). JR confirmed arrangements had been made for The People Conference and Manor Royal Matters at the Sandman Hotel. Regular work also included production of Manor Royal News and the Manor Royal eBulletin. JR also endorsed the need to refresh the website.</p>	<p>Board noted progress on marketing and comms.</p>
6	<p><b>Other Matters / AOB</b></p> <p><b>Skills Gap Study:</b> CS provided an update on this study that highlights the recruitment and skills gaps as it impacts on Crawley / Manor Royal businesses.</p>	

<p><b>Staff / Sam Murray:</b> SS informed the Board of the sad news that Sam Murray was resigning from the BID after four years. The personal reasons for her departure were discussed and that the BID regretted but understood her reasons for leaving. The Board thanked Sam for her excellent contribution to the Manor Royal BID. They wished her the very best in her future and would be open to her returning at a later date.</p>	
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**All business having been completed the meeting was CLOSED at 10.45am.**

**2019 DIARY DATES**

Tuesday, 2 <sup>nd</sup> April	Crawley Stemfest launch	Harwoods Landrover Jaguar
Thursday 4 <sup>th</sup> April	Manor Royal Careers EXPO	The Arora Hotel
Tuesday 14 <sup>th</sup> May	Know your Neighbour	The Crowne Plaza
Wednesday 22 <sup>nd</sup> May	Management Meeting	Avensys
Thursday 6 <sup>th</sup> June	MR 6-a-side football	K2 Crawley
Friday 26 <sup>th</sup> July	Board Meeting	Thales