

Tuesday, 27 October 2015 Avensys, Fleming Way, RH10 9JY

MANAGEMENT GROUP MEETING NOTES & ACTIONS

In attendance: Steve Sawyer (MRBD Ltd), Joanne Rogers (Prowse), Jeremy Taylor (Gatwick Diamond Business) Jon Maile (Grant Thornton), Sam Murray (MRBD Ltd), Eddie Finch, (Auditel), Brett North (Elekta), Jeremy Day (Doosan), Rachel Thomas (B&CE) , Oliver Ellingham (Lok'nStore), Markus Wood (Avensys)

Apologies: Trevor Williams (Thales UK) (Chair), Keith Pordum (Bon Appetit) (Vice Chair), Michael Deacon-Jackson (FTD Johns), Chris Primett (Welland Medical), Zoe Wright (BandCE), Clem Smith (Crawley Borough Council), Cllr Peter Smith (Crawley Borough Council), Marie Ovenden (West Sussex County Council), John Peel (Coast-to-Capital LEP), , Mel Mehmet (easit), Paul Searle (P&H Motorcycles), Sarah Godfrey (Virgin Atlantic), William Perks (Peter Perks Limited), Tony Maynard (CGG), Mark Curtis (Split Image)

Meeting outcome		Action / outcomes
1	<p>Welcome</p> <p>Steve Sawyer welcomed the Management Team and apologies were announced. SS indicated the main focus of the meeting being to agree the Forward Plan.</p>	
2	<p>Approval of minutes</p> <ul style="list-style-type: none"> - Broadband – There is now 100% coverage across Manor Royal. Some businesses served by Fibre to the Premises (FttP) solutions were experiencing some difficulties but all businesses should now be able to access faster broadband. Management to feedback any issues encountered for resolution. - Gateway 3 and Wayfinding – Planning has been approved for both projects. A tender process is in place for Wayfinding in two parts. Local companies had been approached to supply the banners. Part two will involve local and wider companies to quote for the rest of the signage. Gateway 3 construction work commences end of year 2015, beginning of 2016. - Winter gritting – The original provider is unable to undertake the work so a new provider is being sourced. EFP being mentioned as an option. - Zone 1 representation – JT and SS to liaise regarding approaching contacts to represent Zone 1 (County Oak). - Minutes of Wed 23 July approved 	<p>All</p> <p>SS to source provider</p> <p>JT, SS</p>
3	<p>Executive Director Update</p>	
i	<p>Finance and Budget</p> <ul style="list-style-type: none"> - Levy collection rates are good. Outstanding income is connected to project grants. Main spend will take place now that planning for two Capital projects has been approved. - CCTV/ANPR is likely to generate an underspend. - Gatwick Footbridge investigations are incomplete. WSCC are looking at whether services near the foundations can be moved. If the services are too expensive to move a replacement bridge will not be viable. - An end of year surplus of circa £83k is anticipated. This does not include the sum set aside for renewal. - Training Programme, currently running as a three month pilot, is running well. BID Levy payers receive the best rate, with a competitive discounted Manor Royal price for others. JD commented that the quality of training has been high. RT indicated that Central Sussex College (CSC) has been flexible in approach. A full review will take place on 26 November to assess the scheme and shape future bespoke BID training during 2016. 	<p>Training Steering group - SS, SM, JD, ZW, MC as to meet with CSC to review the scheme.</p>
4	<p>Manor Royal Forward Plan</p> <p>SS outlined proposed future projects over the next two and a half years, leading through to the BID renewal, and asked for comment on whether the priorities identified were right, whether there are specific areas of importance, or areas of work that are missing from the plan.</p>	

<ul style="list-style-type: none"> - Core Functions and Services - It was agreed that this area of work had the right focus. SS invited continued, ongoing feedback from management should there be any concerns or ideas for improvement. - Transport – JT indicated the importance of addressing parking issues. SS, JT and ZW have discussed growing concerns for some local businesses. SS highlighted that one of 5 pieces of research proposed to undertake in year 4 is a Travel and Transport Audit, to look at the whole area and all concerns, to determine where the issues lie and the best methods of resolution. BN flagged that for the credibility to make a difference and to put weight behind the planning, or to pitch our case to make it successful, the BID needs to appoint professionals to undertake the audit. There was discussion surrounding the change in business use within the business district, increasing charges for rentable parking space, Interactive space finding Apps and a priority in tackling this issue for businesses. Globe BID has undertaken a similar audit but results have not yet been released. <u>It was agreed that this is an important area of work and to be brought forward on the plan.</u> - Green Infrastructure & Maintenance Audit (green vegetation and general tidiness) and Grey Infrastructure Audit (pavements, roads, curbs) – SS proposed audits to determine the scale and nature of the problems, how to resolve the issues, and by whom. There was discussion over the quality of pavements and roads and what level of disrepair determines WSCC focus, noting that some areas are becoming dangerous to walk. It has been observed how popular Manor Royal business district is during weekends, utilised by cyclists and pedestrians. SS confirmed that there are base line agreements in place with County and Borough councils (and Sussex Police) for services, but that an audit may determine what can be achieved to improve on the agreed service levels. JR suggested that there is a good opportunity to research further opinion via Levy payers, ahead of the mid-term survey, to be part of the overall audit work. - Warden (out of hours) Investigations – There are incidents of theft, car cruising and vandalism in the business district. Gauging support from businesses for a dedicated warden/security service provided by the BID would be necessary. There was discussion surrounding the type of service that the business district would require. OE suggested that the audit explores what levy payers are already paying for mobile service and that if the BID had a service it would need to be good - as nobody would want to be paying twice or replacing a service for one that is less effective. SS indicated that other BIDs such as Brighton BID and Riverside BID have delivered a dedicated security service to tackle their issues - which is costly. SS flagged that the right service could also potentially offer enforcement services which would shape future resolutions to overnight parking issues A dedicated service, paid for by the BID would allow more flexibility and suit the business needs more directly. <u>An audit was agreed but with a cautious approach to agreeing any outcomes.</u> <p>Business Watch - JD queried whether we still have the security network group in place. SS confirmed that Manor Royal Business Watch is managed for the BID by the Crawley & Gatwick Business Watch Manager and that we are encouraging increased membership across all Manor Royal businesses to gather intelligence of crime via the incident report. SS, SM and Karen Methven have met with police recently. All management were asked to check that their businesses are members of the scheme. JR suggested more promotion of the scheme during the Manor Royal Matters event.</p> <ul style="list-style-type: none"> - Manor Royal Corner Pocket Park – RT asked about the progress on the project. SS has set a brief for Allen Scott to undertake the design work and gain necessary permissions. RT indicated that B&CE cannot clean their windows due to overhanging trees and would benefit directly from the improvement project. 	<p>All</p> <p>JT to lead on a Transport Steering group.</p> <p>BN to offer SS contact used by Elekta.</p> <p>SS to shape brief for Transport Audit and bring project forward on the plan.</p> <p>SS to speak to Globe BID when consultants release results.</p> <p>SS to shape briefs for Green Infrastructure & Maintenance Audit and Grey Infrastructure Audit.</p> <p>SS to check the baseline agreement with the Borough Council for schedules for Civil Enforcement Officers.</p> <p>SS to set questions in time for the February Showcase event.</p> <p>SM to encourage increased sign up of Business Watch.</p> <p>JR to coordinate photo call at Manor Royal Matters</p> <p>SS to liaise with Allen Scott to agree design brief.</p>
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	<ul style="list-style-type: none"> - County Oak Corner Pocket Park – Complex ownership has been problematic to the project and it is unable to start without full commitment and permissions. There is one landlord who has not yet committed. . <p>A map was presented which showed a clear indication on the sites for the proposed Pocket Parks. There was discussion over ownership and possible transport / business hub sites.</p> <p><u>SS asked the management team for their overall satisfaction of the Forward Plan projects proposals with a show of hands. There was a unanimous show of support.</u></p> <p>JR thanked SS for the volume of work in place to present the Forward Plan proposals for management discussion.</p>	SS to approach the one remaining landlord to gain permission.
5	<p>Future Projects</p> <ul style="list-style-type: none"> - Business Hub – The BID has formally supported Crawley Borough Council’s Expression of Interest to the Coast to Capital LEP for funding to create a Business / Skills Hub. - Sustainable Energy – a submission for EU Funds has been applied for. Led by Green Growth Platform. The BID has formally supported this submission. JD expressed interest on behalf of Doosan. - Town Centre BID – An idea to develop a Town Centre BID has possible tie ups with Manor Royal BID for a positive partnership. SS to report on developments. - Renewal Process – SS showed the milestone plan commencing in April 2017 should the team agree to pursue a renewal for a second term. - Christmas Lights – Blue Elephant, local business, (working with CBC, Brighton BID) has offered a variety of options for Christmas Lights, the most cost effective for full site coverage being for 45 lamppost motifs over four main roads (Gatwick Road, Manor Royal, London Road and Fleming Way) at £78,300 over two years (for hire, installation, maintenance and storage) amounting to 12% of the levy total in year 1, and 8% of the levy in year two – at approximately £1,000 per lamppost year 1, £660 per lamppost in year 2. <u>The general consensus was that, while the principle was supported, the costs were too high to take forward this year. If the costs could be reduced i.e. by sponsorship it might become feasible for a future year or BID2.</u> 	<p>SS to meet with CBC and WSCC to discuss further.</p> <p>SS and JD to discuss further for appropriate business contacts.</p> <p>SM will liaise with Blue Elephant in 2016 for further quotes over a longer hire period to consider within BID 2.</p> <p>SM to get a separate quote for lighting Gateway 3 once sculpture is complete in 2016.</p>
6	<p>AOB</p> <ul style="list-style-type: none"> - Manor Royal Matters – 11 November – JR indicated that numbers are good and encouraged attendance from Management Team. - British BIDS – SM flagged that TW, SS, JP and SM are attending the British BIDs conference next week, where Crawter’s Brook has been shortlisted for a ‘Proud Project’ award and that Community Clean are showcasing ‘Woolborough Lane Subway’ projects as part of their presentation on Operations. - Christmas Evening with Manor Royal BID – SM has booked the evening of Wed 9 Dec, at Avensys, with Olivers Beer & Wine and Jaspers Online supplying services free of charge to the BID, to give BID Board, Management and BID members and Levy payers an opportunity to meet each other informally. - Reigate and Banstead District Council Proposal – JT highlighted a proposal for a 174acre Business Park in Horley on Green Belt land. Work is scheduled to commence in 2017. The documents are online to view and plans are not dependent on airport expansion plans. The potential impact on Manor Royal was discussed. 	<p>All</p> <p>SM will circulate an email to Board and Management with more information.</p>

All business having been completed the meeting was CLOSED at 11.15am.

DATES FOR THE DIARY

- Wed 11 November – Manor Royal Matters, Sandman Signature Hotel (9am - 1pm)
- Wed 9 December – Manor Royal BID Christmas Evening (6pm – 8pm), Avensys
- Friday 11 December - Board meeting, Thales (8.30am – 11am)
- Wed 27 January – Management Meeting, Elekta (8.30am – 11am)