

Manor Royal Business District (MRBD) Limited – MANAGEMENT GROUP Meeting

Friday, 24 January 2018, Welland Medical, Hydehurst Lane, RH10 9AS

MANAGEMENT GROUP MEETING NOTES & ACTIONS

In attendance: Trevor Williams (Thales UK) (Chair), Steve Sawyer (MRBD Ltd), Eddie Finch, (Auditel), Markus Wood (Avensys), Rachel Thomas (B&CE), Zoe Wright (B&CE), Cllr Peter Smith (Crawley Borough Council), Lynn Hainge on behalf of Clem Smith (Crawley Borough Council), Nicola Blake (Creative Funding Solutions), Michael Low (Cruiseaway), Jeremy Day (Doosan), Michael Deacon-Jackson (FTD Johns), Jeremy Taylor (Gatwick Diamond Business), Oliver Ellingham (Lok’n’Store), Sam Murray (MRBD Ltd), Joanne Rogers (Prowse), Mark Curtis (Split Image), Danny MacLeod, Business Ranger (SWL Security/MRBD Ltd) Martha Burnige (The Gatwick School), Paul Clement (CMS, BID Consultant), Lee Hill (Virgin Atlantic), Chris Primett (Welland Medical), Marie Ovenden (West Sussex County Council).

Apologies: Keith Pordum (Bon Appetit) (Vice Chair), Jack Bedell-Pearce (4D Data Centres), Clem Smith (Crawley Borough Council), Tony Maynard (CGG), Julie Kapsalis (Coast-to-Capital LEP), Mel Mehmet (easit), Archie Harwood (Harwoods), John Hancock (Eezehaul), Dee Mathieson (Elekta), William Perks (Peter Perks Limited), Paul Searle (P&H Motorcycles), Steve Pullen (Varian Medical), Stephanie George (Basepoint), Duncan Barratt (West Sussex County Council).

Meeting outcome	Action / outcomes
<p>1 Arrival & Welcome / Approval of the minutes from previous meeting Trevor welcomed the management group and introductions were made. Lee Hill (Virgin Atlantic) joins the group, replacing Sarah Godfrey. Danny MacLeod, BID Business Ranger joined the meeting. Lynn Hainge joined the meeting - on behalf of Clem Smith (Crawley Borough Council) The minutes of 4 October were approved.</p>	
<p>2 Executive Director Report (Section 1 Finance and Section 2 Project Update)</p> <p>Section 1: Finance Income is good. Write-Offs of £1,386.70 were approved by The Board. Extra costs of £11,000 have been incurred via the planning system, for Gateway 1 and Digital Signage Projects. There was question regarding a £14,000 overspend. SS clarified that this was manageable by offsetting against future income whether or not the BID is renewed.</p> <p>Section2: Projects Update</p> <p>Business Rangers – SS introduced Danny MacLeod, daytime Business Ranger and highlighted the work that she has undertaken since being in position. Over 300 companies have been visited and over 300 incident reports have been recorded – The service is receiving positive feedback from businesses. The Rangers and Maintenance services are working closely together delivering good results. Credit was given for the work achieved to date.</p> <p>Travel and Transport – SS recapped that £14.6m has been awarded to deliver a town-wide transport programme (Crawley Growth Programme), including Manor Royal. SS gave credit to the borough and county councils in driving this process. MO flagged that this was only possible due to the Transport Study commissioned by the BID. The delivery of works is planned between 2018 and 2021 and to expect significant roadworks - not only in but also around Manor Royal - that we have to manage our way through.</p> <p>Gateway 1 and flyover project – Expected decision date on the planning application is unknown. Planning has not indicated when we can expect a decision</p> <p>Digital Signage – The project is progressing well and now at tendering phase with generous deadlines for submissions. Planning consent decision is due in March.</p> <p>Manor Royal Jobs Board – The service carries approximately 15 jobs per month with a saving of £17,000 for companies. ZW offered a case study to track the progress and success of the service to aid marketing.</p> <p>Grey Audit – £400k footpath resurfacing work has commenced and expected to be completed by March 2018. It has cost the BID just £4,000 and this is specifically for the introduction of dropped kerbs. TW added that the BID has good partnership successes and</p>	<p>Management Team noted the budget position.</p> <p>SS to liaise with LoveLocalJobs on how best to increase Jobs Board use.</p>

	<p>constructive conversations to move important work forward throughout Manor Royal Business District.</p> <p>Economic Impact Study – This important piece of work, commissioned by the BID and jointly funded by CBC, updates the Manor Royal Masterplan (2010). The final report will be available to view on the BID website after the borough council has signed it off. The report offers recommendations on work, some that the BID can undertake and lead on, and some ‘larger than us’ projects that can only be undertaken through partnership working - such as the scope and development of a Business Hub. (See Item 4: BID2, YEAR1)</p> <p>Additional Security Cameras – Site visits for CCTV have been carried out. Installations are now taking place at Metcalf Way and Crompton Way, and currently looking at the technical installation for County Oak Way and Priestly Way.</p> <p>Travel and Transport - Crossings - MB highlighted that the next planning application for Gatwick School is due to be submitted within the next 4 weeks, and includes the installation of a Toucan Crossing on condition of permanent planning consent for the school. SS indicated that through the Crawley Growth Programme, business interest in a crossing in Manor Royal at Gateway 2 (from Thales to B&CE) has also been noted.</p>	<p>The Management Group noted progress on all projects.</p>
<p>3</p>	<p>BID2: Where we are, what we’re doing and when</p> <p>SS explained that all businesses would have received the ‘Notice of Ballot’ with indication of named voters. The Notice of Ballot gives the opportunity for the addressee to ask for the ballot paper to go to an alternative name. The Business Plan has been sent to all tenants, Head Offices and local contacts amounting to over 1000 deliveries - in addition to increased marketing work with a direct focus on the ballot paper.</p> <p>PC reiterated how important it is to be open and transparent in the process and praised the BID team for the thorough approach to the ballot system – with information disseminating via social media, letters, email and post. SS confirmed that everything has been transparent, and to include a dedicated page on the BID website under ‘Renewal’ explaining the process, containing letters, documents, questions and answers.</p> <p>The ballot paper will be distributed on 29th January. The Showcase event launching the ballot is on 1st February, with partners and suppliers attending.</p> <p>Confidence on the Renewal</p> <p>SS tabled a voting predictor to display an ultra-cautious approach to the ballot without assumption. BID1 received a 34% turnout. 70% were in favour of the BID. It is estimated that BID2 may receive a 40% turnout. The risk is more on number rather than on rateable value – and that every levy paying business counts, large and small businesses.</p> <p>A retailers meeting was held on 10th January, giving an opportunity to detail the objectives of the BID, and for the group to share issues for the BID to help with resolution. The BID Business Ranger is doing an exceptional job of engagement with retailers, but their vote is unknown. SS to feedback to TW an update on risk and unknown voters.</p> <p>The ballot outcome will be known on 2nd March.</p>	<p>All Management group are encouraged to raise the profile of the vote through word of mouth, to promote the vote.</p>
<p>4</p>	<p>BID2, YEAR1: Budget proposal and projects</p> <p>SS highlighted plans for Infrastructure projects, the Know Your Neighbour event and a new event, the Manor Royal Careers EXPO directly following KYN. Transport improvements and Digital Signage are the most important projects and SS is keen to have digital signs up as quickly as possible subject to renewal, with half the costs for the signs being met by WSCC. The Projects Pack has been published</p> <p>Economic Impact Study Outcomes – Challenges in Manor Royal Business District include physical limits to growth, giving the perception that Manor Royal is ‘full’. There is fragmented ownership across the district, and a shifting balance of uses, with the need to maintain diversity. Improving Manor Royal’s offer to attract the best occupiers and labour force to be a competitive marketplace for investment alongside the emergence of new competitors is key – and there will be a need to manage sites more efficiently.</p> <p>MDJ gave an overview of property leases throughout Manor Royal. Office space is not being let and there is no surplus land. 27% of offices are vacant, but with warehouse vacancies at less than 3%. Developers have bought the land in Crompton Way, so occupiers will need to relocate. Some industrial space is worth more than office space.</p> <p>The Key USP for Manor Royal is diversity. The lack of amenities is affecting business</p>	<p>The Management Group noted an agreement to discuss the outcomes of the Lichfield study, exploring the principle of the Business HUB to plug the amenities gap. The Board is committed to</p>

	<p>decisions to relocate – with some vacant properties being too far from facilities and retailers. Congestion and parking is affecting current and potential occupiers. Public realm upkeep and improvements are also key, areas the BID can lobby for working with partners. SS gave an overview of a Business Hub proposal presented to the Board in December. The hub proposal includes a range of facilities ranging from work spaces, café and restaurant, nursery childcare, gym, support facilities and meeting spaces. There was discussion surrounding café redesigns, and potential facilities for the hub. OE asked for more detail.</p>	<p>exploring a feasibility study and how this might be delivered. SS to share the outline and possible locations with OE.</p>
<p>5</p>	<p>Marketing & Communications JR gave an overview of recent and forthcoming activities with tactical work and extensive promotion to ramp up the PR & Marketing surrounding the BID ballot campaign.</p> <p>BID2 Campaign update: Manor Royal News was printed and published in December. Created four animations on website and use at events & on social media along with video testimonials, filmed at Manor Royal Matters and used online. There is a new BID Renewal section on Manor Royal Website. Monthly Column in Crawley Observer together with a four-page wrap promoting BID achievements and the ballot is booked weekend Fri 26th Jan and next week's free paper. Full page feature article in Platinum Business Magazine January issue and website. Full page feature in Sussex Chambers of Commerce Magazine: Business Voice. Feature in gdb magazine: The Source. Business West Sussex website news feature. Coast to Capital website and e-bulletin news story. E-bulletin distributed in December and January. Working on Feb issue this week. Social Media schedule is prepared and shared with some partners. Written Notice of Ballot Papers web story.</p> <p>Events update: Manor Royal Showcase: Thurs 1 Feb - 123 attendees booked + 11 stands Manor Royal People Forum: 20 Feb - Theme is Older Workers Initiative with Susie Pipe from DWP with shout-outs from Run Gatwick Know your Neighbour: 16 May - Crowne Plaza. 85 people booked to date. Manor Royal Careers Expo: 17 May - Prowse & Co has proposed to run a new Careers Expo in May 2018 bringing together employers and training providers from businesses across Manor Royal with residents. "Find your future on Manor Royal" will be the strapline The event will be run on behalf of the BID as an extension to the existing 'Know Your Neighbour Expo' featuring an exhibition with seminars. This will be a significant outreach exercise for the BID to engage with local communities, gives MR businesses a platform to meet potential employees of all ages in an informal setting, and will provide residents with opportunities to discover more about local work, apprenticeships and how to access them.</p>	
<p>6</p>	<p>Other Matters / AOB / Updates from around the room BID2 Social Media: SS thanked SM for the increased BID2 Campaign social media content. BID Compliancy: PC reiterated that the BID team has done everything possible to ensure transparency in the BID ballot process and is utterly compliant on every level - commenting that BID Communications is outstanding. Run Gatwick: SS flagged a forthcoming event to be held on 13th May, organised by Run Gatwick who are liaising with Manor Royal BID to build publicity and business involvement. TW thanked Chris Primett of Welland Medical for hosting the meeting.</p>	

All business having been completed the meeting was CLOSED at 10.25am.

DATES FOR THE DIARY

- Thursday 1 February – Manor Royal Showcase, Virgin, The Base 5.30pm-7.30pm
- Wednesday 16th May - Know Your Neighbour Crowne Plaza Hotel, Langley Drive
- Thursday 17th May – KYN Careers EXPO Crowne Plaza Hotel, Langley Drive