

Wednesday, 30 January 2019, Avensys, Fleming Way, RH10 9JY

## MANAGEMENT GROUP MEETING NOTES & ACTIONS

**In attendance:** Keith Pordum (Bon Appetit) (Vice Chair), Steve Sawyer (MRBD Ltd), Anne Tickner (Thales UK), Markus Wood (Avensys), Oliver Ellingham (Lok'nStore), Eddie Finch, (Auditel), Jack Bedell-Pearce (4D Data Centres), Julie Kapsalis (Coast-to-Capital LEP), Karen Robins (L3 Commercial Aviation), Lise Sorensen on behalf of Clem Smith (Crawley Borough Council), Marie Ovenden (West Sussex County Council), Martha Burnige (The Gatwick School), Michael Deacon-Jackson (FTD Johns), Michael Low (Cruiseway), Rachel Thomas (B&CE), Sam Murray (MRBD Ltd), Paul Roe (Kreston Reeves), Cllr Peter Smith (Crawley Borough Council).

**Apologies:** Chris Primett (Welland Medical), Clem Smith (Crawley Borough Council), Duncan Barratt (West Sussex County Council), Nicola Blake (Creative Funding Solutions), Jeremy Day (Doosan), Jeremy Taylor (The Company Connector), Joanne Rogers (Prowse), John Hancock (Eezehaul), Lee Hill (Virgin Atlantic), Mark Curtis (Split Image), Mel Mehmet (easit), Mike Harris (Harwoods), Paul Searle (P&H Motorcycles), Sarah Goulder (Basepoint), Steve Pullen (Varian Medical), Stuart Walsh (Elekta), Tony Maynard (CGG), Trevor Williams (Thales UK) (Chair), William Perks (Peter Perks Limited), Zoe Wright (B&CE)

Meeting outcome	Action / outcomes
<p><b>1 Welcome / Approval of Minutes from previous meeting</b>                      Keith Pordum chaired the meeting. SS sent apologies on behalf of Trevor Williams. KP opened the meeting with thanks to Markus Wood for hosting the meeting at Avensys, and welcomed new members of the group, Karen Robins (L3 Commercial Aviation) and Anne Tickner (Thales UK). SS thanked Dee Mathieson (Elekta) in ensuring that Elekta is represented by Stuart Walsh who has joined the group as Dee steps down. Also leaving the group are John Webster (Xpress) and Joe Handman (Thales UK).</p>	<p><b>The minutes of 25<sup>th</sup> April 2018 were approved.</b></p>
<p><b>2 Governance / Housekeeping</b>                      SS gave an overview of the meeting schedule encouraging views and comments from the management group on items and projects on the agenda. KP introduced Paul Roe (Kreston Reeves) as Board Director, appointed during the AGM in September, replacing Jeremy Taylor who remains on the management group lead the Transport sub-group. Trevor Williams and Keith Pordum were reappointed as Chair and Vice Chair.</p> <p>Recapping on the Board meeting in December, there is a slight revision to the terms of reference, the Board agreed the budget and how to build the reserve. The Board also agreed and submitted a response to the Gatwick Master Plan which is <a href="#">online to view</a>. The Board did not agree to sign the letter of support being circulated to businesses, as there were nuances needed to be covered in a separate response.</p> <p>SS presented the structure of the management group to view, indicating that the broad purpose of the group was for scrutiny, challenge and check on the work of the Board, whilst pooling ideas and responses to projects and services. The group would meet three rather than six times a year so as not to impact on time, but that the BID has formed various working groups to tackle specific issues such as Talent and Training, Transport, Re-energise (Sustainable energy project), Digital Signage, Business Watch and Easit – each being led by different Chairs from Board and Management. Groups may be ongoing or short term (such as the success of the Grey Infrastructure and Business Ranger selection groups in securing funds and appointing contractors to deliver specific services).</p>	

<p>3</p>	<p><b>Budget Update (Section 1)</b></p> <p>SS presented the budget at 30 December with a deficit prediction as we carry unexpected costs related to Digital Signage and Gateway 1 projects. Managing that back is practical with the main overspend explained in more detail within the report circulated. For the Digital Signage, two of six sites were very expensive to undertake due to power to the sites. The Board therefore agreed to run with four signs within budget, coming back to the further two signs at a later date. The four sites agreed are at key entry points within the district and arguably at the better locations.</p> <p>The BID is leading on delivery of the Digital Signage and Gateway 1 but funding is coming from WSCC. There is therefore a risk with delayed payment to the BID for both projects. MO explained that the Digital Signage project is a first for the council and the process of agreements and new agreements to accommodate changes in the original plan have needed extra time to consider. Legal agreements need to be signed and purchase orders are lined up ready to action – so the risk is minimal. SS emphasised that timing is crucial for financial contribution from WSCC as further delay will have impact on BID cash flow.</p> <p>Question was raised on whether anything could have been done to mitigate the risk to which SS agreed that with the benefit of hindsight, engagement with UKPN at an earlier stage would have proved advantageous. MW agreed that with further sites, getting power to sites would be considered first, before confirming location of signs but that the process to this stage has enabled a far better communication at very senior levels.</p> <p>Casting forward on budget over the next four years there is £20k assumptions on revenue for Digital Signage. The budget does not assume any other additional income. There is an assumption on continuing services, all factored in over the next four years. SS stressed that this is a pessimistic budget to restore reserves and that the next two years require careful management. There is a £50k reserve by year 5 for BID term 3 to work towards the new BID term or indeed BID closure.</p>	<p>MO to chase funding at WSCC</p> <p>Management Group noted the budget position.</p>
<p>4</p>	<p><b>Projects and Events Update (Section 2, Tables 1 &amp; 2)</b></p> <p>SS highlighted local and wider challenges affecting Manor Royal.</p> <p><b>Broadband</b> - SS is researching ultra-fast Broadband and meeting providers. The BID area has superfast broadband. External funding would be required as this is not a project that the BID could finance alone.</p> <p><b>Facilities</b> – Regus has just taken a 15yr lease on Churchill Court. Freedom Works has moved into the Arora building. Discussions are being pursued to deliver other aspects of the “hub” and facilities required.</p> <p>The BID is engaged with the <b>Crawley Growth Programme</b> which will see some significant changes to the infrastructure of Manor Royal Consultation on highways schemes will start very soon (February) including the proposed one-way system at County Oak and the new bus lane scheme for Manor Royal Road. Up to 6 key locations have been identified as sites for “SuperHub bus stops” along Manor Royal, Fleming Way and Gatwick Road Parade. MB offered assistance to accommodate the Gatwick Road southbound bus stop. MB also stated the Gatwick School were waiting planning consent that would include a pedestrian crossing.</p> <p>SS presented some business feedback given during the Manor Royal Matters conference in November. Based on 70 delegates, only 10% were not happy with Manor Royal but nobody at the event would indicate their reasons for this. Transport was an issue affecting businesses with 67% indicating parking and congestion as ‘bad’ or ‘very bad’. Other areas that featured were the need for more facilities, improvements to maintenance and raising the profile of the area. ‘Connecting businesses’ and ‘Events’ received over 50% response.</p> <p>JBP raised the question on whether the BID will be improving the Business Directory. SS indicated that there are plans using the BID database ACT, but with no budget for the next year. JBP offered some interesting ideas to develop a directory through the BID.</p> <p><b>Digital Signage</b> – Four good locations will go live by March 2019 at Manor Royal, Fleming Way, Gatwick Road and County Oak. A ratecard has been agreed with a competitive package for Manor Royal businesses.</p>	<p>SS to liaise with MB regarding land at The Gatwick School that could be incorporated within the improvement plans for a SuperHub.</p> <p>SS and JBP to meet to discuss a future route for the Business Directory.</p>

**Gateway 1** – These improvements will be completed on time by 8<sup>th</sup> February and within budget. Positive feedback has been received from passers by and to the BID Office. SS flagged that initial surveys to businesses stressed that entry points were weak with no sense of place – and that the work to Gateway 1 has addressed these areas of concern, and is the busiest entrance to Manor Royal.

SS noted that all additional work from the Manor Royal / Gatwick Road roundabout to Nexus is being undertaken by Surrey County Council and is not a BID led project – but that the BID has been involved in development plans, including the aspiration to introduce the distinctive chevrons (introduced at Gateway 3) to develop this theme throughout all improvements across Manor Royal to increase the ‘sense of place’. The request has resulted in heavy discussions but MO indicated that WSCC may have a route forward with this.

There was discussion surrounding the improvement of lane filters at the roundabout left from Manor Royal to Gatwick Road. MO and SS indicated that all options have been explored and that agreement on works is imminent.

**Services** – SS highlighted the popular services that the BID is paying for vs services that are free but not so well used, with a view to review these areas. An additional service is being considered for ‘legal and business support’ to assist small businesses. SS is in discussion with a local provider to consider its value.

SS tabled performance charts for **Manor Royal Jobs Board, easit and Training** indicating that for every £1 investment from the BID, businesses are receiving £2.38 back in terms of business savings.

**The Maintenance Team** has received positive feedback but with only two staff for such a vast area to cover there could be further investment for a more effective service. There are litter hot spots including Acorn Retail Park and Gatwick Road Parade despite the introduction of litter bins in these areas. A further resource dedicated to daily litter picking would assist the team. Other areas such as build-up of debris on central reservations, leaves blown onto public areas by private contractors, services to retailers, business crime and cooperation from the police all require some improvements.

**Business Rangers** have made 882 business visits, 576 public realm reports, 35 incident reports, 17 alerts with a 33% increase in Business Watch membership and 95 new members.

**Police support** - There was discussion surrounding the level of police support offered in Manor Royal and across the wider area due to reduction of resources and an emphasis on some crime over others. SS indicated that nationwide, other BIDs are investing more in private security companies to tackle these issues. Cllr PS indicated that limited resource is affecting town-wide issues which he is taking up with Crawley MP and called from meetings with the police at the most senior level.

**PSPO** – The council has agreed for the town wide PSPO to be implemented in March which was driven by Manor Royal businesses requesting action to reduce car cruising and similar antisocial activity. There was discussion surround the enforcement process and issuing fixed penalty notices.

**Parking Permit scheme** – SS invited further feedback from the management group on their views on the introduction of a parking permit scheme across Manor Royal to tackle parking issues across the district. The permit would be per vehicle, the price has not been set and it is at initial business consultation stage. There was discussion surrounding the lack of resource at the council to enforce parking on current double yellow lines with a level of frustration from both the council and businesses affected by parking issues. There remains a view that Manor Royal requires more car parking space with suggestion of a dedicated car park to create more spaces. Discussion surrounded costs of land, granted planning permission and developers decisions not to pursue all indicate the complexity of the problems and difficulty in finding solutions. There is a view that a permit scheme would assist, with revenue from the permits feeding directly into the resource to enforce the scheme.

SS invited feedback from the group. Any business requiring detailed plans on the Parking Management Plan should contact SS.

	<p><b>Heritage and Wellbeing Trail</b> – A project is commencing to introduce 6 to 8 ‘pause points’ throughout Manor Royal incorporating the history of Manor Royal and the changes that the area has undertaken, to inform interpretations across all zones. It is hoped that the project will attract funding. Phase 1 would incorporate the research in capturing the history. Phase 2 would see the appointment of artists to bring the spaces alive, with the incorporation of street furniture, sculpture and technology. Cllr Peter Smith has agreed to chair the group.</p> <p><b>Re-energise Manor Royal</b> – the project is getting to a really interesting point now relating to the legal, financial and governance to support co-operative working between Manor Royal companies.</p> <p><b>Other Projects</b> – Revamping the Business Directory, introducing defibrillators in public areas, the Manor Royal Mile were discussed as future projects under discussion.</p> <p><b>Events</b> – SS highlighted the BID communication channels: website, social media, monthly ebulletin, quarterly newsletter, digital signage, Business Watch and additional brochures promoting the BID and services. In addition, there are key events in the BID calendar within a £30k spend attracting 1000 delegates at ‘closed events’ (those that are only accessible to Manor Royal businesses. The exceptions being the <b>STEMfest launch</b> and the <b>Manor Royal Careers EXPO</b> ‘open events’ promoting job opportunities and skills requirements to the wider community. The <b>People Conference</b> (an expansion of previous HR Forums to a half day event for HR Managers) was successful and remains in the BID calendar for 2019. The <b>Manor Royal Showcase</b> has been cancelled for 2019 but reintroduced in 2020 with a view to develop this to include ‘<b>recognition and rewards</b>’ for Manor Royal businesses. Dates have been set for many future events – including the <b>Christmas Evening</b> with a firm offer from L3 Commercial Aviation to host.</p>	<p>Expressions of interest to SS.</p> <p>SM will circulate an events calendar and send meeting requests to accept or decline to ensure each event and future meetings are in Management diaries.</p>
9	<p><b>A.O.B</b></p> <p><b>LEP Coast2Capital Strategic Priority 8</b> - JK noted that she is leading on the Coast to Capital Strategic Priority 8 around inward investment (a priority in the new Strategic Economic Plan). This will include looking at Foreign Direct Investment (FDI) and could include opportunities for the Manor Royal. JK noted that the approach will be collaborative working with public and private sector agencies to attract investment.</p> <p><b>Charity Golf Day</b> – MW highlighted the BIDs intention to host a charity golf day to embrace a ‘charity arm’ to the BID and support the charities that are in the BID area.</p> <p><b>St Catherine’s HeARTS</b> – MW flagged that Avensys is first to sponsor a heart in Manor Royal and encouraging Management businesses to do so. Full story in February ebulletin. SM supported the idea in that, the more businesses in Manor Royal that are on the map, the stronger the Manor Royal presence for ‘raising the profile of Manor Royal’</p> <p><b>Know Your Neighbour and Careers EXPO</b> – SM flagged the dates and encouraged the management group to book their businesses in before the stands are fully booked.</p>	<p>JK to meet with SS to explore opportunities for the Manor Royal</p>

**All business having been completed the meeting was CLOSED at 10am.**

**NEXT MANAGEMENT MEETING**

**Wed 22<sup>nd</sup> May – BID Management Meeting, Avensys, (8.30am-3pm)**

**DATES FOR THE DIARY**

**Tuesday 2<sup>nd</sup> April – Tuesday 2<sup>nd</sup> April – Harwoods Jaguar Land Rover**

**Thurs 4<sup>th</sup> April – Manor Royal Careers EXPO, Crowne Plaza Hotel, (3pm-8pm)**

**Tues 14<sup>th</sup> May – Know Your Neighbour, Crowne Plaza Hotel, (9am-3pm)**

**Thurs 6<sup>th</sup> June – Manor Royal Summer Football Tournament, K2 Crawley, (6pm–8pm)**