

Wednesday 10 January 2018 at Premier Inn, Fleming Way

RETAILERS MEETING NOTES & ACTIONS

In attendance: Steve Sawyer (Manor Royal BID /MRBD Limited), Sam Murray (Manor Royal BID /MRBD Limited) Danny MacLeod (Business Ranger), Jordan Cave (Argos), Adam Knightly (B&M), Karen Methven (Crawley & Gatwick / Manor Royal Business Watch), Teresa McLean (Currys), Sue Olly (Hobbycraft), Sgt Anthony Bentham (Sussex Police), PCSO Brian Vacher (Sussex Police), PCSO Katie Knight (Sussex Police), Brian Inglis (TK Maxx)

Apologies: Ryan Coombes (Aldi), John Taylor (Boots), Ewa Sierdinska (Costa Coffee), Carl Potts (Halfords), Tasha Ridler (Marks & Spencer), Sam Beckinsale (Next), Dan Peacock (Pets at Home), Glen Thein (Smyths Toys), Ryan Short (Tesco Express), Cameron Tyrell (Wickes).

Copies also to: Sam Baker (TX Maxx), Victoria Aveline (Argos), Stacey Jeffries (B&M), Rob Kaminski (Smyths Toys)

Meeting outcome	Action / outcomes
<p>1 Welcome Steve Sawyer welcomed the group and introductions were made.</p>	
<p>2 Background to the Manor Royal BID SS gave a short presentation on the overview of Manor Royal BID, covering the background and formation of the BID, improvements made and services provided, including the introduction of the Business Ranger Service (Danny MacLeod - daytime and Keith Walker - night time). SS explained how the BID has developed to include the new retailers within County Oak (zone1) in BID2, to join existing BID retailers based in Acorn Retail Park (zone1) and Trade Counters and retailers in other zonal areas of the BID. SS explained the context of the BID Renewal process and ensured that everyone had seen copies of new Business Plan. SS summarised that the BID is run “by businesses working together to get things done that otherwise would not be done” and that the BID has attracted external funding to support the levy, generating over £1million in external funding during the first (five years) term of the BID. SS flagged the date of the renewal ballot on 2nd February and that all local managers and Head Office will receive a copy of the Business Plan and be entitled to vote in the BID Renewal Ballot. In many cases, the retailer vote is taken at Head Office whilst local issues are tackled by Store Managers.</p>	<p>ALL – contact the BID office to find out where your ballot paper will be sent.</p>
<p>3 Roundtable discussions of issues and opportunities There was question raised on how much landlords become involved in BID activity as some issues faced can only be resolved with their support and co-operation – such as the introduction of new CCTV on site, roofs in need of repair, car park security and general upkeep of the site to include car park improved line marking. SS explained that the main relationship a BID has is with the tenant who is the levy payer. This is the same for all UK BIDs. Landlords have no obligation to work with BIDs however by working as a collective, businesses can exert more influence. A good example of where this worked in Manor Royal is where businesses came together to lobby for improved broadband. By using their collective influence through the BID we were able to achieve 100% superfast fibre upgrades across the entire area. Experience shows some landlords are better than others. Other issues discussed / covered:</p> <ul style="list-style-type: none"> • Concerns over security and crime, particularly shoplifting, • Interest in a version of Shopwatch for Manor Royal retailers, possibly linked to town centre businesses and police 	

	<ul style="list-style-type: none"> • The possibility of introducing a radio system to support the above – again linked to the police. It was noted that a critical mass of retailers would have to commit to using any radio system for it to work and that some have policies in place that might prevent that. • The use of Business Watch (freely available to all retailers through the BID) for reporting and information sharing. There are plans being worked on to incorporate this into the Crawley & Gatwick Business Watch Scheme to improve the ability to share information, issue alerts and introduce banning orders (subject to certain criteria) KM encouraged all retailers to subscribe to Manor Royal Business by way of email request to: info@cgbw.org.uk • A gallery has been set up for un-identified individuals to help identify suspects/offenders. Alerts are posted regarding incidents, trends or problems. • SS highlighted that there are now approximately 25 x security cameras in place across the business district via the BID covering gateways to and from the business district. A new camera has been installed to cover Metcalf Way. • There was discussion over whether an increased police patrol is planned for the area to support retailers. PSCO Brain Vacher encouraged all retailers to register more reports which is essential in increasing police patrols. • Congestion was raised as a factor impacting the speed of response for emergency services. SS indicated that ‘Travel and Transport’s is a key area being tackled by the BID, and one of the hardest. External funding approved is now enabling plans to improve the road layout around County Oak as part of a wider programme of improvements. • Regular meeting of retailers with the police regarded as useful. <p>SS highlighted other areas of work including a ‘Road Space Audit’ (in partnership with West Sussex Highways) assessing parking and road use throughout Manor Royal.</p> <p>Group reminded that the ability to deliver much of the above would be dependent on businesses voting to renew the Manor Royal BID in February, as it is the vehicle for tackling these issues and implementing new projects and solutions. Notice of Ballots would be received by 17th January.</p>	<p>ALL - encouraged to register for Business Watch (a free service provided by the BID to all businesses).</p> <p>ALL - encouraged to report crime and attempted crime to give a true indication of criminal activity in the area.</p> <p>ALL - If anyone needs to know where their Ballot (voting) paper is being sent, contact the BID Office.</p>
4	<p>Next steps - Agreed actions</p> <ul style="list-style-type: none"> • Business Watch Scheme – SS and KM to continue development work to improve the scheme to better serve businesses within Manor Royal BID. • Shopwatch / Radios – to investigate feasibility of introducing a radio system in Manor Royal. Need an idea of demand from retailers i.e. who would use them. • Future meetings – to organise a programme of regular meetings. Need to decide when and how often. • Landlord issues – Keep on the agenda with a view to collating a list of issues where a “collective voice” could be useful where individual approaches have failed. 	

All business having been completed the meeting was CLOSED at 16:20.

DATES FOR THE DIARY

Thursday 1st February - Manor Royal Showcase, Virgin The Base – [Book online](#)

Future retailers meetings: To be arranged