

## MANAGEMENT GROUP MEETING NOTES & ACTIONS

**In attendance:** Trevor Williams (Thales UK) (Chair), Steve Sawyer (MRBD Ltd), Jeremy Taylor (Gatwick Diamond Business), John Peel (Coast-to-Capital LEP), Sam Murray (MRBD Ltd), Eddie Finch, (Auditel), Markus Wood (Avensys), Zoe Wright (B&CE), Steve Pullen (Varian Medical), Marie Ovenden (West Sussex County Council), Rachel Thomas (B&CE), Chris Primett (Welland Medical), Kevin Pitts (Redcare), Oliver Ellingham (Lok'nStore), Mel Mehmet (easit), Joanne Rogers (Prowse)

**Apologies:** Stephanie George (Basepoint), Keith Pordum (Bon Appetit) (Vice Chair), Tony Maynard (CGG), Jeremy Day (Doosan), Brett North (Elekta), Michael Deacon-Jackson (FTD Johns), Paul Searle (P&H Motorcycles), Sarah Godfrey (Virgin Atlantic), Duncan Barratt (West Sussex County Council), William Perks (Peter Perks Limited), Mark Curtis (Split Image), Jon Maile (Grant Thornton), John Hancock (Ezehaul), Clem Smith (Crawley Borough Council), Cllr Peter Smith (Crawley Borough Council), Michael Low (Cruiseway),

Meeting outcome	Action / outcomes
<p><b>1 Arrival &amp; Welcome</b> Trevor Williams welcomed all to the meeting with apologies that he would need to leave at 9.30am.</p>	
<p><b>2 Approval of minutes</b></p> <ul style="list-style-type: none"> <li>- Minutes of 26 October were approved.</li> <li>- Minutes of the Exceptional Board meeting of 13 January were approved.</li> </ul>	
<p><b>3 Executive Director Update</b></p> <p><b>Latest Budget Position and project overview</b> SS announced a busy time for the BID, with plans for year 5 and looking forward to plans for BID 2. There were a number of additional papers circulated to reflect this. Income is at a good level with just one outstanding bill regarding a ratings issue. With regard to current projects, all third party invoices have been raised - no issues arising.</p> <p>Key outstanding issues on expenditure relate to projects. Gateway 1 has been rephased with the main construction work taking place in year 5. The pocket park 'The Terrace' has secured funding and construction is underway. The overall effect on the year is a £35k surplus, to roll over to year 5.</p> <p>SS circulated '<b>Board Recommendations (draft).</b>' Audits on maintenance, security and transport have been undertaken over the past months and are all now completed. The outcomes are forming the basis of projects and initiatives to take forward in Year 5 and informing part of the business plan for BID 2. Decisions now are only dependent on will and finance.</p> <p>SS outlined proposals for each service area with recommendations for comment from the Management Group, in order to present proposals to the Board to progress.</p> <p><b>Business Wardens/Rangers</b> The outcomes of recent audits refer to the need for a proactive approach to site management delivered via a dedicated service designed specifically for Manor Royal in addition and complimentary to services provided by others.</p> <p>TW indicated a preference to see the service in place and working before BID 2. Questions were raised regarding the scope and detail of the service.</p> <p>SS indicated that he would like to see a working group of members of the management team to approve the brief which is being drawn up. MO indicated preference of seeing a representative of West Sussex on the group.</p>	<p><b>SS proposed that going forward, less large group management meetings are held - and instead, members of the group express interest in specific project areas, forming smaller working groups.</b></p> <p>All management to express areas of interest for working groups to SS.</p> <p><b>There was Management Group support of the development of the service.</b></p> <p>SS to set a meeting date for a small group to respond to a refine brief.</p>

<p><b>Green Audit Additional Maintenance</b> The findings from the recent audit of public realm and maintenance, combined with visits to other business parks confirmed that Manor Royal maintenances standards need to rise.</p> <p><b>SS recommended that action is taken immediately to execute one-off tasks as quoted.</b> Work is on-going to establish higher standards on an on-going basis.</p> <p>KPi asked that private landlords are approached to ensure their work is carried out. SS explained that this is a more difficult conversation and that tenants need to liaise with landlords. There is a possibility that the BID maintenance service could assist in some capacity, and at a cost, should landlords require assistance to resolve issues.</p> <p>OE advised caution in respect of employment law and insurances.</p> <p>The question of enforcement for private landlords not maintaining their land was raised. MO explained that West Sussex can issue enforcement letters. SS also explained that while this was an option it was a blunt tool and often only used as a last resort. The BID could potentially offer a more practical and affordable solution.</p> <p><b>Grey Infrastructure</b> Watermans carried out the audit on behalf of the BID. They assessed the criteria of works required based on 'condition and visual impact'. Carriageways fared better than footpaths using this criterion. Maintenance of carriageways and footpaths is the responsibility of West Sussex Highways. However, reduced funding against a background of growing demand over a number of years has meant that West Sussex Highways assess requirements for works on a scale determined by 'safety'.</p> <p>SS made it clear that the Grey audit outcomes are the biggest, most expensive and most difficult of challenges and that even with a desire to prioritise this work, the BID cannot afford to pay for the recommendations from the audit - but the BID now has a basis of evidence to work with WS Highways to make improvements.</p> <p>JT outlined options for maximising the presence of large employers in Manor Royal for reinforcing to West Sussex County Council the importance of the condition of roads as a factor when choosing location.</p> <p>CP explained that staff do not use the bus to the office due to the condition of the pavements. ZW agreed and that it is important to have a continued maintenance agreement rather than one off repairs.</p> <p>SS reminded the group that the BID Chair, Deputy Chair and Executive Director were to meet with Head of West Sussex Highways in the next week.</p> <p><b>Outdoor Digital Signage</b> To provide digital signage at 5-6 locations throughout Manor Royal with the ability to control messaging to allow MRBD and partners to convey business relevant messages in a dynamic way. The BID had done a lot of work on this but needed co-operation from West Sussex to progress.</p> <p><b>Travel Audit Report</b> has been completed. Output from the study is being used in an application to the LEP to assist transport and travel in Manor Royal. MO indicated that the report is an important as part of the evidence base for the required business case.</p> <p>JR highlighted the <b>Gatwick Growth Board</b> and the importance for the BID to engage with it. <b><u>Report here.</u></b></p> <p>MO flagged that the <b>West Sussex District Deal</b> has been signed. There are 3 main objectives including a 'Manor Royal Improvement Programme'. The BID is very much involved and should provide leverage. An amicable partnership is key.</p> <p>SS concluded that Manor Royal is vital to the local economy. £8million sq ft of space, 30,000 employees, 25% of the rateable income for business rates for Crawley, 8% of the county business rates.</p>	<p><b>Recommendation was fully supported by Management Group to go to the Board for approval.</b></p> <p>TW, KP and SS will meet with Head of WS Highways, Matt Davey to look at outputs from the audit to help resolve issues.</p> <p><b>Management agreed to proceed with high level meeting, with a view that a level of additional lobbying should also be factored in to negotiations.</b></p> <p>SS will pursue and bring back to the group.</p> <p>SS called for interest from management on working groups and invited all management to comment one to one on any of the items raised.</p>
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4	<p><b>Year 5 Budget and Projects</b></p> <p>SS mentioned the importance of <b>Manor Royal Showcase on 16 February</b> in terms of presenting ideas for BID 2, along with the focus of the event introducing a selection of new businesses to the business district.</p> <p>SS referred to the paper with all projects outlined in Table 1 for Year 5. There is £220k budgeted to invest in new projects. The December Board meeting is the budget setting meeting where SS asked to invest in the ‘big ticket’ projects - Gateway 1, Business Rangers, Green audit outcomes, Grey audit outcomes in parts - and the Travel audit.</p>	
5	<p><b>Manor Royal BID 2</b></p> <p>What it will look like is based on survey results feedback and conversations from the Exceptional Board meeting of 15 January. SS outlined 4 objectives for BID 2 with the new theme <b>‘to manage and maintain’</b>.</p> <p>SS highlighted those areas that are in need of more work as we work towards publishing the BID 2 Business Plan, due to be in the public domain by October 2017.</p> <p>Promotion and communication was mentioned as key.</p> <p>SS outlined the proposals for new Levy threshold, caps and BID rules for BID 2 made at the Exceptional Board meeting in January all of which will be subject to testing, incorporating feedback from the management team.</p> <p><b>Levy charge</b> - to be kept at 1%.  <b>Threshold</b> - to raise to £12k, which is more in line with the business rates relief figure.  <b>Geography</b> - It was decided not to include City Place, but to include all of County Oak.  <b>Levy Cap</b> – An increase to £3,500 needs to be tested directly with companies that will be asked to pay the additional sum.</p> <p>SS provided a recap on the logic of the decision on City Place. Mention of writing to the companies to test their appetite and that some soft canvassing could satisfy any queries regarding boundaries.</p> <p>CP raised the question that for businesses with multiple business units, for which no allowance is currently made and is fairly common practice in BIDs elsewhere. This could be tested as part of the Business Plan development process.</p> <p>SS confirmed that there needs to be a feasibility phase before final decisions on rules for BID 2 are set firmly in place.</p>	<p><b>The management group agreed the themes and objectives were good.</b></p> <p><b>Management agreed with rules for BID2 in principal but subject to testing</b></p>
6.	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• JP steps down as BID Board Advisor from May 2017 and keen to discuss ideas for a suitable replacement so that the BID has a LEP Advisor to the Board.</li> <li>• JR gave a Comms Update: Showcase on 16 Feb with 85 confirmed to date. Know Your Neighbour planned for May, date to be set and the CRM Database is being tested.</li> <li>• SS flagged an additional event planned for Wed 22 March for Churchill Court to host HSBC guest speaker to present ‘BREXIT, The Budget and beyond’. Brett North will be guest speaker on behalf of Elekta - and representing Manor Royal BID.</li> </ul>	

**All business having been completed the meeting was CLOSED at 11.10am.**

**Next MANAGEMENT Meeting:  
Wednesday 26 July, Avensys, Fleming Way, (8.30am – 11am)**

**DATES FOR THE DIARY**

- Thursday 16 February – Manor Royal Showcase, Virgin, The Base (5pm-7pm)
- Wed 22 March – BREXIT, The Budget and Beyond, Churchill Court (8.30am – 10.30am)
- Tues 16 May – Know Your Neighbour, Crown Plaza, (9am-3pm)