

Wednesday, 27 January 2016 Elekta, Fleming Way, RH10 9RR

## MANAGEMENT GROUP MEETING NOTES & ACTIONS

**In attendance:** Trevor Williams (Thales UK) (Chair), Steve Sawyer (MRBD Ltd), Joanne Rogers (Prowse), Jeremy Taylor (Gatwick Diamond Business), Keith Pordum (Bon Appetit) (Vice Chair), Jon Maile (Grant Thornton), Sam Murray (MRBD Ltd), Eddie Finch, (Auditel), Brett North (Elekta), Rachel Thomas (B&CE), Markus Wood (Avensys), Chris Primett (Welland Medical), Clem Smith (Crawley Borough Council), Cllr Peter Smith (Crawley Borough Council), Tony Maynard (CGG), Mark Curtis (Split Image), Mel Mehmet (easit), Paul Searle (P&H Motorcycles), Zoe Wright (BandCE),

**Apologies:** John Peel (Coast-to-Capital LEP), Jeremy Day (Doosan), Oliver Ellingham (Lok'nStore), Michael Deacon-Jackson (FTD Johns), Sarah Godfrey (Virgin Atlantic), William Perks (Peter Perks Limited), Marie Ovenden (West Sussex County Council), Duncan Barratt (West Sussex County Council)

Meeting outcome		Action / outcomes
1	<p><b>Welcome</b> Trevor Williams welcomed the Management Team and apologies were announced.</p>	
2	<p><b>Approval of minutes</b></p> <ul style="list-style-type: none"> <li>- <b>Zone 1 representation</b> – SS and JT have approached Stephanie George of Basepoint who has agreed to join the BID Management team.</li> <li>- <b>Board meeting of 11 December</b> - SS noted that Trevor Williams was nominated as Chair, and Keith Pordum was nominated as Vice Chair.</li> <li>- <b>Minutes of October 27 were approved</b></li> </ul>	
3	<p><b>Executive Director Update</b></p>	
i.	<p><b>Finance and Budget</b></p> <ul style="list-style-type: none"> <li>- <b>Levy collection rates are very good.</b> Board agreed sign offs of £950 as reported at the meeting. Board members ZW and JT approved.</li> <li>- <b>Outstanding income</b> is connected to project grant funding from WSCC/LEP/CBC for two Capital projects: Gateway 3 and Wayfinding. The main spend will now take place as planning has been approved. The BID will now draw down money from the Design Stage of both projects. These projects will be delivered by the end of the financial year.</li> <li>- There will be a £120,000 surplus by the end of year to support future projects.</li> <li>- The budget for years 4 and 5 were presented based on continued delivery of “core services” and commitment to new projects as set out in the BID’s Forward Plan, discussed at previous Management Group and agreed by the Board.</li> <li>- New projects for Year 4 are confirmed as Gateway 1 improvements (£250,000), Manor Royal Pocket Park (£100,000), Green Lane Subway (£20,000), Audit work for Green and for Grey Infrastructures (£23,000), and Audit work for Travel &amp; Transport (£25,000). The costs and detail of each project were discussed.</li> </ul>	
4.	<p><b>Audit Work and Project Planning</b> SS had circulated, as part of the Management Papers, Invitations To Tender (ITT) document for Travel &amp; Transport and Business Warden / Security (Draft) brief for discussion, with an option to view “Grey” and “Green” Audit briefs on request. It is anticipated that the audit results will help inform possible future actions and highlight areas of poor maintenance in need of attention and intervention or lobbying. <b>The Management Team agreed that the Audit Work is essential as core work behind any possible actions to resolve issues evidenced.</b></p> <ul style="list-style-type: none"> <li>- <b>Grey Audit and Green Audit</b> - These are underway with Waterman appointed for Grey audit and Allen Scott appointed for Green audit. The outcome of each audit is expected by end of March, with recommendations.</li> </ul>	

	<ul style="list-style-type: none"> <li>- <b>Travel &amp; Transport Audit</b> – The Invitation to tender has been sent to 5 businesses, with responses due by 12<sup>th</sup> Feb for appointment by 1<sup>st</sup> March. £25,000 is a ballpark. JT is project lead. The audit is to be broad, so as not to assume anything, investigating all options, with feasibility of car parking sites, and open to the boarder debate of infrastructure. Manor Royal’s success in popularity is generating comments from residents in neighbouring roads affected by commuter overspill. MM commented that this was not just a Manor Royal issue and that it was right for the BID to look at ways it could be tackled. JR emphasised the importance of setting the study a positive context relating to Manor Royal’s popularity and success. CS suggested dialogue between the BID and Gatwick Airport with regard to the significant Gatwick Station investment taking place to ensure positive connectivity between Gatwick and Manor Royal.</li> <li>- <b>Security Audit (Manor Royal Warden / Ambassador Service)</b> – This piece of work is in development stage as the outline brief is complex. The possible outcomes and implementation would require significant funding as a potential new service area for the BID. The developing brief encompasses a day time and a night time service, each with different requirements. Work needs to be done to assess support and need for service. The forthcoming survey along with other intelligence is key. It is expected that the service would involve a range of functions and for the “wardens / ambassadors” to pick up problems and proactively help to resolve them. The nature of the person/s and business appointed, being of utmost importance as the conduit between local businesses, the BID, police and local authorities. They would need to be BID branded. The outcome may warrant a contracted company or employees of the BID, with a visible BID presence as branded ‘ambassadors’ being key.</li> <li>- SS emphasised that this BID service provision would be to enhance the level of service provided by local authorities, not to replace it.</li> </ul>	<p>SM to set up an audit ‘tender evaluation’ meeting with JT, SS, ZW, PS, CS, DB, MM and Patrick Warner</p> <p>JR to scope positive PR opportunities.</p> <p>SS to contact Gatwick to discuss connections.</p> <p>SS will look at costs and develop the Security audit.</p> <p>SS to liaise with Home Office regarding funding channels.</p>
<p><b>b.</b></p>	<p><b>Existing Projects and Delivery Programme</b> SS ran through the list of projects and presented the Projects Delivery Programme chart of all current and planned projects.</p> <p><b>Gateway 3</b> - Work on Gateway 3 to start imminently. Ed Burton is contracted to carry out the work. With significant improvements in this area due to development at Elekta, Retail Acorn there is an opportunity for positive redevelopment news.</p>	<p>JR to manage PR to neighbouring businesses.</p> <p>JT to inform Lowfield Heath businesses.</p>
<p><b>c.</b></p>	<p><b>Future Projects</b></p> <ul style="list-style-type: none"> <li>- <b>Funding future projects</b> – The question of whether there are gaps in funding was raised. SS indicated that the options available are sponsorship, 106 funding and grant funding but if this wasn’t achieved the project scope may need to be reviewed or delivery phased. Inevitably a lack of third party funds limits the ability of the BID. CP questioned the potential of Crowd Funding, particularly for community engagement projects.</li> <li>- PS indicated CLC West Sussex funding (a County Council committee) could be an option to assist the Green Lane subway project.</li> <li>- <b>Manor Royal Corner Pocket Park</b> – SS indicated that Allen Scott have been appointed to work up design proposals to planning stage. ZW indicated that B&amp;CE may be interested in putting funds towards the project.</li> <li>- <b>Gateway 1</b> – £250,000 is estimated for the project. The footbridge will not be a new build as there are services under foundations and too expensive to change. There was question from CP on the cost of the Gateway 1 project when the footbridge will not be replaced. SS confirmed that the estimate is based on the redesign of the wider street scene based on project proposals drawn up by Allen Scott as part of the initial Projects Prospectus drawn up at the start of the BID. These plans now need to be worked up to the next level that will drill down a more accurate cost. There was question on whether the BID still needs to contribute to the cost of the reconditioned bridge. SS confirmed that this is open to management decision based on the appetite to BID brand it in some way.</li> <li>- SS has scheduled a meeting between Kieran Dodds of W Sussex and Allen Scott JT</li> </ul>	<p>PS to give contact to SM for CLC funding.</p> <p>SS, ZW and JD to view designs for the Pocket Park</p> <p>SS to circulate design proposals for Gateway 1 to view.</p> <p>SS to investigate getting costs lower for Gateway 1 and Pocket Park.</p>

	<p>asked will Allen Scott liaise with West Sussex for clear communication on plans, to prevent duplication of work or extra expense.</p> <ul style="list-style-type: none"> <li>- <b>County Oak Corner</b> – Pets at Home are not interested. All other property owners and landlords are fine. Conversation with WSCC and CBC for a clear up. Suggestion was made to approach marketing team at Pets at Home. Need to formulate a plan to tackle improvement. Agencies pressure from surrounding development may assist in longer term.</li> </ul>	<p>CS to liaise with SS on powers available to encourage a formal clear up of the site.</p>
<p>5.</p>	<p><b>Business Engagement and BID Consultation (Mid-Term Survey)</b> JR highlighted the significant events, promotions and activities.</p> <ul style="list-style-type: none"> <li>- <b>MID-TERM SURVEY</b> – The launch of the BID Consultation will be at the MR Showcase event on 10<sup>th</sup> February. The survey is to be sent to every Manor Royal tenant and rate payer. The purpose is to assess business opinion of the work of the BID, gain an insight into current issues and to inform future activity and investment. Headline results to be fed back at the Know Your Neighbour event in May.</li> <li>- JR indicated that a full marketing campaign surrounds the survey with letters and a press release to papers planned. SS would like to attract a 40% response rate. It is ambitious.</li> <li>- <b>People Forum</b> – 26<sup>th</sup> January event was successful. 35 people attending the Legal Update at Avensys. Roffey Park is lined up for the next event on 12<sup>th</sup> April.</li> <li>- <b>Manor Royal Showcase</b> – 10<sup>th</sup> February – Celebrating 66<sup>th</sup> birthday of Manor Royal. Developers and businesses celebrating milestones have been invited to exhibit at the event in Virgin, The Base with 120 people confirmed to date.</li> <li>- <b>Buy Manor Royal Opportunity Morning</b> - 16<sup>th</sup> Feb at Premier Inn. Hearing from developers involved in the latest developments in the business district to encourage local business involvement. Speakers from CBC, Kier and Wilmott Dixon.</li> <li>- <b>Know Your Neighbour</b> – 74 people confirmed to date for 18<sup>th</sup> May. Calls for exhibitors to secure a stand.</li> <li>- <b>Manor Royal News, Levy Leaflet, Annual Review, Welcome Pack</b>, Press releases, media briefing, website, online updates all progressing.</li> <li>- <b>Database</b> - work underway to secure a provider of new system to manage BID data.</li> <li>- <b>Runway Radio</b> – JT flagged that there is a new local radio station to service Crawley and Gatwick with Chris Oxlade as the morning presenter. They are looking for content. Connections to be made with Manor Royal BID.</li> </ul>	<p>All Management to complete the BID survey when launched.</p> <p>JT to offer contact to JR for connections.</p>
<p>6</p>	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>- <b>Involvement of non-Manor Royal businesses</b> - JT raised the issue of the formal position of the BID on dealing with approaches from non-Manor Royal businesses. The point was made that there was no formally stated position but that this had to be handled carefully otherwise it might undermine the position of the BID if it was felt Manor Royal companies were subsidising non-Manor Royal companies. Generally unless an outside company could provide a real benefit or specific service that couldn't be provided on-site eg. CSC then as a general rule these approaches were declined. However this would be handled on a case by case basis and external companies could freely sign up to receive the eBulletin. A similar case-by-case approach would apply for sponsorship and other commercial deals. A review of the BID boundary could be taken for BID 2 to consider neighbouring areas if there was sufficient support from the businesses in those areas.</li> <li>- <b>Support to promoting local trade</b> – The group discussed further ideas for supporting this. It was flagged that the BID provided a bespoke directory (a development of which was under consideration possibly to include a members area), an offers page, publications, news section on the website and a number of B2B BID events organised. Suggestion was made to “package” this in some way to make it clearer. However, the Group reiterated that the BID should not be providing mailing lists. KP suggested that a development of this area could be a specific feature for BID 2. BN emphasised that there was an onus on local buyers to take advantage of resources to find local suppliers with local suppliers taking advantage of the BID help position their business.</li> </ul>	

	<ul style="list-style-type: none"><li>- <b>Procurement HUB</b>– Energy prices were now at a 10 year low and the deregulation of the water market is opening new avenues for companies to save. Auditel is helping a number of companies with usage savings of up to 30%. Suggestion made for EF and JR to discuss how the Procurement Hub could be promoted.</li><li>- SM informed the group that the new <b>BID Training programme</b> with Central Sussex College was now available and the <b>Volunteering Programme</b> with Sussex Wildlife Trust was being completed.</li></ul>	
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**All business having been completed the meeting was CLOSED at 11.15am.**

**Next MANAGEMENT Meeting:**

**Wed 22 June, Grant Thornton, Fleming Way (8.30am – 11am)**

**DATES FOR THE DIARY**

- Wed 10 February – Manor Royal Showcase, Virgin, The Base (4.30pm- 7.30pm)
- Tues 16 February – Buy Manor Royal, Premier Inn (8.45am- 12noon)
- Friday, 11<sup>th</sup> March (8.30am – 11am), BOARD MEETING, B&CE (8.30am-11am)
- Tues 12 April – HR People Forum, Avensys (12noon-2pm)
- Wed 18 May – Know Your Neighbour, Crowne Plaza, (9.30am- 2pm)