

BOARD MEETING**3 DECEMBER 2020 (virtual meeting)****MEETING NOTES**

	Action															
<p>1. Welcome, introductions, Apologies and Declarations of Interest Attendees: Neil Cooper (NCo), Luke Longley (LL), Peter Rainier (PR), Nicki Cheek (NCh), Doug Howell (DH), Simon Cuckow (SC), Matthew Tyson (MT), Duncan Crow (DC), Peter Smith (PS), Irene Castillo (IC) Guests: Lynn Hainge – Crawley BC (LH), Chris Barnard - Savills (CB)</p> <p>NCo formally welcomed Irene Castillo, store manager of Decathlon (Crawley), to the meeting as a new member of the Town Centre BID Board.</p> <p>The following standard Declarations of Interest were noted:</p> <ul style="list-style-type: none"> • Peter Smith – Director of the Manor Royal BID • Matt Tyson - Executive Member of Gatwick Diamond Business; Richard Place Dobson (MT’s employer) are auditors for the Manor Royal BID. 																
<p>2. Minutes of the last meeting (5 November 2020) The minutes were formally accepted.</p>																
<p>3. BID Management Contract NCo to circulate latest response from CB to the Board, for comment, with a view to agreeing the Contract by the end of next week.</p>	NCo/All															
<p>4. Three Month Plan Initiatives Update</p> <p>a) Street Ambassadors – NCo referred to his recent email and confirmed that the Street Ambassadors are now in place in the town centre, through a jointly funded initiative with Crawley BC. The contract with ‘Resolve’ runs from 2 December 2020 until 26 January 2021 and will provide:</p> <table border="0" style="margin-left: 40px;"> <tr> <td>Mondays and Tuesdays</td> <td>2 Operatives</td> <td>1230 hours – 1800 hours</td> </tr> <tr> <td>Wednesday and Thursdays</td> <td>2 Operatives</td> <td>1230 hours – 1800 hours</td> </tr> <tr> <td>Fridays</td> <td>4 Operatives</td> <td>1200 hours – 2000 hours</td> </tr> <tr> <td>Saturdays</td> <td>4 operatives</td> <td>1100 hours – 2000 hours</td> </tr> <tr> <td>Sundays</td> <td>2 Operatives</td> <td>1100 hours – 1700 hours</td> </tr> </table> <p>SC has met the team and issued them with a CGBW radio. Ambassadors are wearing high-vis vests with the TC BID logo on the back. NCh reported she had not seen the ambassadors yet – NCo to feed this back to the contract manager at Crawley BC.</p> <p>NCo referred to the government’s recent announcement on extended shopping hours during the festive period and whether this would impact on the Street Ambassador hours. Currently it would appear that retailers are not extending their hours however the BID will keep this under review between now and Christmas and respond accordingly.</p> <p>b) Creative Crawley / Micro-festival – SC referred to his recent email and response from Louise Blackwell to the BID’s previous questions. The draft schedule includes</p>	Mondays and Tuesdays	2 Operatives	1230 hours – 1800 hours	Wednesday and Thursdays	2 Operatives	1230 hours – 1800 hours	Fridays	4 Operatives	1200 hours – 2000 hours	Saturdays	4 operatives	1100 hours – 2000 hours	Sundays	2 Operatives	1100 hours – 1700 hours	<p style="text-align: center;">NCo</p> <p style="text-align: center;">All</p>
Mondays and Tuesdays	2 Operatives	1230 hours – 1800 hours														
Wednesday and Thursdays	2 Operatives	1230 hours – 1800 hours														
Fridays	4 Operatives	1200 hours – 2000 hours														
Saturdays	4 operatives	1100 hours – 2000 hours														
Sundays	2 Operatives	1100 hours – 1700 hours														

<p>a number of elements located within the town centre that would be funded by the BID. This includes activities and events in County Mall, the High Street, Queens Square and Crawley Museum. The Board agreed that the festival will help to drive footfall in the town centre and agreed to contribute £4,000 towards the town centre based activities (as set out in the schedule). SC to feedback to LB. The Board agreed the need to maximise PR for the festival from early January. SC to speak to Chris Oxlade (CO).</p> <p>c) Crawley & Gatwick Business Watch (CGBW) – SC is progressing the scheme to give all BID members free access to CGBW however, in order to adhere to GDPR regulations, the BID requires its own email database to communicate the benefits and enable inclusive sign up. Comms to go out mid-December.</p> <p>LL asked whether the Ambassadors could be asked to obtain email addresses as part of their current remit – NCo to check with the contract manager. Suggestion to add a link to sign-up to CGBW through the BID website – SC to follow up with CO.</p> <p>d) Marketing & Communications – LL reported that CO now has access to the software used to produce newsletters, however we need an email database to support this (see previous item). New box has been added to the BID website (top of home page) inviting businesses to sign up for e-news. Turtle Bay have donated a £50 voucher to the BID – to be used as an incentive to encourage businesses to sign-up. NCh offered to source further incentives, in order to assist the BID and promote hospitality venues. NCh to speak to High Street businesses and encourage them to sign-up. Crawley BC is planning a series of events in the town centre during 2021 and welcomes the BID's involvement. LL suggested the BID may wish to have a stand at some events, once a BID Manager is in place.</p>	<p>SC SC</p> <p>SC</p> <p>NCo SC</p> <p>LL/CO NCh NCh</p>
<p>5. Decision on Accountant NCo to circulate two responses received to the Board (excluding MT), in order to make a decision by the end of next week.</p>	<p>NCo</p>
<p>6. BID Manager Recruitment NCo to send email to CB requesting the role is advertised through British Bids asap. LH to liaise with LoveLocalJobs. The Board agreed to advertise throughout December and interview during the second week of January.</p>	<p>NCo/CB LH</p>
<p>7. Levy Billing LH confirmed that, as at 30 November, the local authority had received £121,485 in levy payments. The original target for 2020/21 was £162,123 so this represents a 75% collection rate to date.</p> <p>NCo referred to a number of businesses who have contacted the BID to say that they are unable to pay the levy, as a result of business being closed during lockdown.</p> <p>LH confirmed that, in accordance with the Operating Agreement, Crawley BC is required to issue the levy bills, followed by two separate reminders and finally, notification of court action to recover costs. No reminders have been sent out this year to date.</p>	

<p>The Board agreed that it would be unfair to those businesses who <i>have</i> paid, not to send reminders to those who have not and failure to do so could set an undesirable precedent for future years.</p> <p>The Board agreed to instruct Crawley BC to send out a first reminder as soon as possible, before the end of this month, to those businesses who have not yet paid their levy bill. LH to confirm this on behalf of the BID.</p> <p>It was agreed that the BID Board will review the status of the levy collection in the new year, with a view to considering payment plan options, if required.</p> <p>NCo confirmed that an invoice has been received from Crawley BC in respect of their levy collection fees for 2020/21. This is in accordance with both the Operating Agreement and the budget.</p>	LH
<p>8. Budget CB to send latest budget to NCo who will circulate to the Board for comment and adoption.</p>	CB/NCo
<p>9. Marketing and Communications <i>Covered under item 4d</i></p> <p>LH to check with the Business Rates team whether the reminder letters can include reference to the BID website and encouraging businesses to sign up for e-news.</p>	LH
<p>10. Operating Agreement NCo / CB to finalise and send to Crawley BC for signing.</p>	NCo / CB
<p>11. Any Other Business</p> <p>BID Insurance – the direct debit mandate has been signed and returned and the BID is now insured.</p> <p>Crawley Live Q&A – NCo attended this event on 13 November on behalf of the BID and it can now be watched here.</p> <p>BID Budget – PR suggested that it would be helpful to have a better understanding of the income and expenditure for the BID. CB confirmed that, once under contract, Savills will develop a cash flow spreadsheet for the BID.</p> <p>Sussex Police – NCo reported that Sussex Police would like to attend a future meeting of the BID and he will follow this request up.</p> <p>Street Ambassadors - NCo to liaise with Crawley BC with regard to the BID extending the Street Ambassador contract beyond 26 January 2021, on the basis of the current arrangements. NCo will draft tender document to share with the BID Board.</p>	<p>CB</p> <p>NCo</p> <p>NCo</p>
<p>12. Date of the next meeting 7 January 2021 at 3pm</p>	