

**BOARD MEETING****14 JANUARY 2021 (virtual meeting)****MEETING NOTES**

	<b>Action</b>
<p><b>1. Welcome, introductions, Apologies and Declarations of Interest</b>  <b>Attendees:</b> Neil Cooper (NCo), Luke Longley (LL), Nicki Cheek (NCh), Doug Howell (DH), Simon Cuckow (SC), Matthew Tyson (MT), Duncan Crow (DC), Peter Smith (PS), Irene Castillo (IC)  <b>Apologies:</b> Peter Rainier (PR)  <b>Guests:</b> Lynn Hainge – Crawley BC (LH), Steve Sawyer – Manor Royal BID (SS)</p> <p>NCo welcomed Steve Sawyer to the meeting.</p> <p>The following standard <b>Declarations of Interest</b> were noted:</p> <ul style="list-style-type: none"> <li>• Peter Smith – Director of the Manor Royal BID</li> <li>• Matt Tyson - Executive Member of Gatwick Diamond Business; Richard Place Dobson (MT's employer) are auditors for the Manor Royal BID.</li> </ul>	
<p><b>2. Minutes of the last meeting (3 December 2020)</b>            The minutes were formally accepted.</p>	
<p><b>3. BID Management Contract</b>            NCo referred to previous Board discussions and subsequent consensus that the Board does not enter into a management contract with Savills but instead continues on its own, with structured support from Steve Sawyer. NCo has this week informed Chris Barnard of the Board's decision and will follow this up in writing. There are a number of outstanding commitments to be completed including the Operating Agreement with Crawley BC. DH stated the need to clarify the exit fee with Savills.</p> <p>In order to enable to BID to move forward, SS has developed a draft Operations Plan for establishing the BID and this was circulated before the meeting. NCo urged all Directors to read through the Plan, which will be discussed in more detail at the next Board meeting.</p>	<p><b>NCo</b></p> <p><b>ALL</b></p>
<p><b>4. Three Month Plan Initiatives Update</b></p> <p>a) <b>Street Ambassadors</b> – NCo reported that the agreement with Crawley BC is in place until 26<sup>th</sup> January 2021. Following announcement of the latest lockdown restrictions, NCo had queried if it was still appropriate to continue. The Council confirmed that there is still a relative amount of activity in the town centre and therefore, with a small variation to operating hours, the contract remains in place.</p> <p>NCo sought feedback from Board members on their experiences of the Street Ambassadors. SC felt they were not as effective as the previous provision and reported operatives lingering in groups within the Centre. NCh had been disappointed to see them on their phones a lot, scruffy in appearance, smoking and swearing leading to concern that this was not presenting a positive image of either the BID or the Council.</p>	

<p>NCo restated the BID's intent to procure its own Street Ambassador service on a longer term basis however there will be a gap between the current agreement ending and having the new contract in place. The Board felt this was not an issue.</p> <p>LL asked if the BID could employ an ambassador. Whilst it would be possible, SS would not recommend doing so, as it would pass liabilities to the Board. Based on his experience in Manor Royal, it should be possible to appoint a suitable third party. NCo &amp; SS to prepare a brief for the new procurement and share this with SC and NCh. SS suggested that the new CGBW Manager and a local police contact also be involved in the procurement.</p> <p>b) <b>Creative Crawley / Micro-festival</b> – SC reported that, following the announcement of new lockdown restrictions, the Creative Crawley team has adapted their programme to enable the Crawley micro-festival to go ahead over the weekend of 29-31 January. This will include art installations around Queens Square, DJ sets, guided walks using podcasts, light installations in County Mall – all of which will be in place beyond the festival weekend. LL/SC to liaise with Chris Oxlade on Comms/PR this month.</p> <p>c) <b>Crawley &amp; Gatwick Business Watch (CGBW)</b> – Paul Dowling has started work as the new CGBW Manager and has already started engaging with businesses that are able to open. The team is working behind the scenes in preparation for town centre re-opening, when Paul will be able to meet with more businesses and take them through CGBW training. Agreed to target BID comms on this during February.</p> <p style="text-align: right;"><i>SC left the meeting</i></p> <p>d) <b>Marketing &amp; Communications</b> – LL gave an update on the work Chris Oxlade has been doing on BID Comms. The Board agreed that the focus in January would be the Creative Crawley event and in February; the CGBW initiative. LL to follow up with Chris Oxlade regarding the £50 Turtle Bay vouchers. NCh to follow up with High Street retailers about what they can offer after lockdown.</p> <p style="text-align: right;"><i>DC joined the meeting</i></p>	<p><b>NCo / SS</b></p> <p><b>LL/SC</b></p> <p><b>LL</b></p> <p><b>LL NCh</b></p>
<p><b>5. Decision on Accountant</b> The Board agreed to move forward with RPD as the accountant. MT raised the issue of the VAT return due 6<sup>th</sup> February and will liaise with Steve Sawyer to ensure this is completed on time. MT and SS to meet and discuss after the meeting.</p>	<p><b>MT/SS</b></p>
<p><b>6. BID Manager Recruitment</b> The <a href="#">job advert</a> on Love Local Jobs is now live at a cost of £75. The Board agreed to wait and see what response there is to the advert before posting on other sites. SS suggested advertising the job for up to a month, with the option to close early if a high volume of applications is received. NCo to share information provided by SS on salary package for BID Manager.</p> <p>SS to explore advertising package with ACTM and report back.</p> <p>LH reported there have been 3 applications received to date. LH/SS to arrange for applications to be shared with the Board via a secure, shared folder.</p> <p>LL to speak to Chris Oxlade and ask him to put job advert on social media/website.</p>	<p><b>NCo</b></p> <p><b>SS</b></p> <p><b>LH/SS</b></p> <p><b>LL</b></p>

<p><b>7. Levy Billing</b></p> <p>LH confirmed that, as at today, the local authority had collected <b>£145,500</b> in levy payments. The original budget forecast for 2020/21 was £162,123 (60% of the full levy liability) so this represents a 90% collection rate to date.</p> <p>On 23<sup>rd</sup> December, the council transferred <b>£124,450</b> to the TC BID account, as the levy monies collected between 1<sup>st</sup> October and 10<sup>th</sup> December 2020.</p> <p>LH confirmed that, as instructed by the BID Board, the first reminders were issued during the second week of December. From now on and in accordance with the Operating Agreement, the Council will issue a monthly statement to the BID, confirming the amount of monies collected in the preceding month. The BID will raise an invoice for that amount, and the funds will be transferred.</p> <p>Earlier today, the council transferred <b>£19,563.92</b> to the TC BID account, as the levy monies collected between 10<sup>th</sup> December 2020 and 10<sup>th</sup> January 2021.</p> <p>DH referred to recent email correspondence from businesses who are unable to pay their levy bills, as a result of Covid19 restrictions and the impact on their business. The Board agreed the importance of showing flexibility as a BID to those businesses who are unable to pay the levy and asking for deferred or divided payments.</p> <p>SS to circulate a list of bullet point options for managing the levy collection, based on best practice employed by other BIDs.</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. In this financial year, no further reminders or court summons will be issued until the Board instructs Crawley BC to do so.</p> <p>The Board agreed to establish a Finance Sub-Committee to review the levy collection process, including reminders and payment options. MT, DH, SS and LH to form the Finance Sub-Committee. LH to share the latest levy monitoring reports and associated email correspondence from businesses with the sub-committee.</p>	<p><b>SS</b></p> <p><b>MT/DH SS/LH</b></p>
<p><b>8. Budget</b></p> <p>NCo to review latest budget, taking into account information received from CB in December.</p>	<p><b>NCo</b></p>
<p><b>9. Operating Agreement</b></p> <p>NCo to share final draft with DH, MT &amp; SS before sending to Crawley BC for signing.</p>	<p><b>NCo</b></p>
<p><b>10. Any Other Business</b></p> <p><b>Parking</b> - IC referred to the results of a recent customer survey that suggested people would welcome a free parking scheme in the town centre – is this something the BID might consider? PS reported that a recent review of town centre parking confirmed that there is a plentiful supply of parking available, with a range of charging options. Car parks in the town centre are owned by a number of different operators and the provision of free parking is not straightforward. IC agreed to share the results of her survey with the Board, for future consideration.</p>	<p><b>IC</b></p>
<p><b>11. Date of the next meeting</b> 10 February 2021 at 3pm</p>	

