

Manor Royal BID Management Group

30 Jan 2019

Agenda

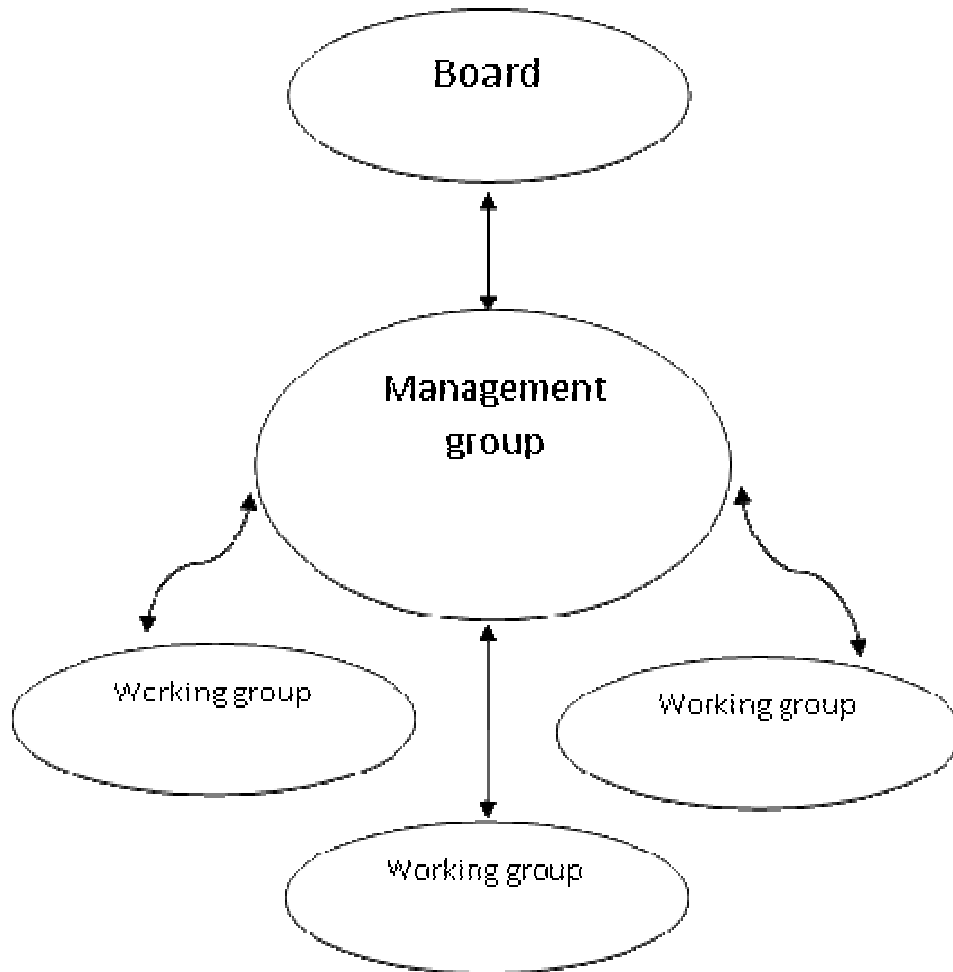


What	When
Arrival & Welcome / Approval of Minutes	0900
Governance / Housekeeping	0910
Budget update	0925
Projects and Events update	0950
AOB	1050

Board update, 7 December 2018

- Paul Roe (Kreston Reeves) welcomed as newly elected Board member
- **Trevor Williams and Keith Pordum re-appointed as Chair and Vice-Chair**
- Terms of reference reviewed and revised (minor changes)
- **Agreed budget, including approach to re-building reserve**
- Agreed an amended approach to delivering Digital Signage
- **Received updates on projects and services**
- Agreed extension on Parking Management Plan consultation
- **Agreed response to Gatwick Masterplan**
- **Received updates on marketing, comms and events**
- Received information on draft plans for the “Manor Royal Mile”

Governance #1 - structure



Board

9 people. Meetings quarterly. Accountable body.

Management Group

Approx 15 people. Meetings reduced to 3-4 times per year. Provides scrutiny, challenge & test for new projects and initiatives.

Working Groups

These are thematic groups based around a theme, project or task. They can be on-going or job and finish. They are as big as they need to be.

Happy?

Governance #2 – working groups

Talent & Training

chair: Zoe Wright (B&CE)

People, training, skills, recruitment.

ReEnergise Manor Royal

chair: Jeremy Day (Doosan)

Sustainable energy project group.

Digital Signs

chair: Markus Wood (Avensys)

Delivery of the digital signs project

Transport

chair: Jeremy Taylor (Company Connector)

Input to the delivery of the Transport Study

Business Watch

manager: Karen Methven


Crime and security group.

Easit

chair: Mel Mehmet

Transport initiative and services

Plus: Grey (hard) infrastructure, Green (soft) infrastructure,
Business Rangers



Interest to join a
working group
always welcome

Budget



BID2, Year 1 (2018-9)

As at 30 Dec 2018	Full year budget	Budget to date	Actual to date	Outstanding commitments	Projection	Budget Variance
Income (all sources)	576,525	576,525	492,130	83,582	575,712	813
Expenditure						
Running costs	99,471	74,603	74,728	31,523	106,251	(6,780)
Levy Collection	15,000	13,500	13,500	1500	15,000	0
Set aside for renewal	0	0	-	0	-	0
Total central costs	114,471	88,103	88,228	33,023	121,251	(6,780)
Project costs						
1. Promote and influence	44,050	33,038	32,371	10,224	42,595	1,455
2. Trade and save	113,000	84,750	95,125	13,590	108,715	4,285
3. Infrastructure and facilities	167,026	125,270	77,017	97,011	174,028	(7,002)
4. Manage and maintain	164,204	123,153	92,750	74,612	167,362	(3,158)
Total project costs	488,280	366,210	297,263	195,437	492,700	(4,420)
Total costs (all)	602,751	454,313	385,491	228,460	613,951	(11,200)
BALANCE (in year)	(26,226)	122,212	106,639		(38,238)	(12,013)
Funds from prior year	7,375				7,375	
BALANCE (overall)	(18,850)	122,212	106,639		(30,863)	

Budget



BID2, Full Term (2018-23)

BID2 (2018-23)	2018/19 (Year 1)	2019/20 (Year 2)	2020/21 (Year 3)	2021/22 (Year 4)	2022/23 (Year 5)
	Revised budget	Total Budget	Total Budget	Total Budget	Total Budget
INCOME					
Levy Income (includes £10k contingency for bad debt)	£492,712	£503,596	£500,000	£500,000	£500,000
Digital signs income (From year 2)		£20,000	£20,000	£20,000	£20,000
Plus Additional "other" income	£83,000				
Total Income	£575,712	£523,596	£520,000	£520,000	£520,000
EXPENDITURE					
Total Running Costs	£106,347	£103,602	£103,602	£103,602	£103,602
Council collection of levy	£15,000	£15,300	£15,600	£15,920	£16,235
Accrual for renewal / renewal costs	£0	£0	£9,000	£10,000	£20,000
Total Running Costs (incl levy collection charge & accrual)	£121,347	£118,902	£128,202	£129,522	£139,837
PROJECT COSTS (not including project management costs)					
Objective 1: Promote and influence	£42,595	£44,050	£44,050	£44,050	£44,050
Objective 2: Trade and save	£108,715	£108,250	£108,250	£108,250	£108,250
Objective 3: Infrastructure and facilities	£174,028	£51,974	£80,000	£25,000	£63,000
Objective 4: Manage and maintain	£167,362	£164,204	£164,204	£164,204	£164,204
Total	£492,700	£368,478	£396,504	£341,504	£379,504
TOTAL COSTS (running and project)	£614,046	£487,380	£524,706	£471,026	£519,341
BALANCE OF TRANSACTIONS IN YEAR	(£38,334)	£36,215	(£4,706)	£48,974	£659
BALANCE FROM PRIOR YEAR	£7,375	(£30,959)	£5,256	£550	£49,523
TOTAL TO CARRY FORWARD (Bottom line)	(£30,959)	£5,256	£550	£49,523	£50,182

Projects, Initiatives, Events



This year & beyond

Challenges ...and how to meet them

LOCAL

- Action on **transport & parking**
- **Broadband speeds**
- Long-standing issue about **lack of facilities**
- **Land constraints & fragmented ownership**
- More work needed on **branding & promotion**
- **Public realm** improvements
- Opportunities to **simplify & refine planning**
- **Building a sustainable future**
- **Recruitment & skills challenges**
- **Partnership** (public/private) key

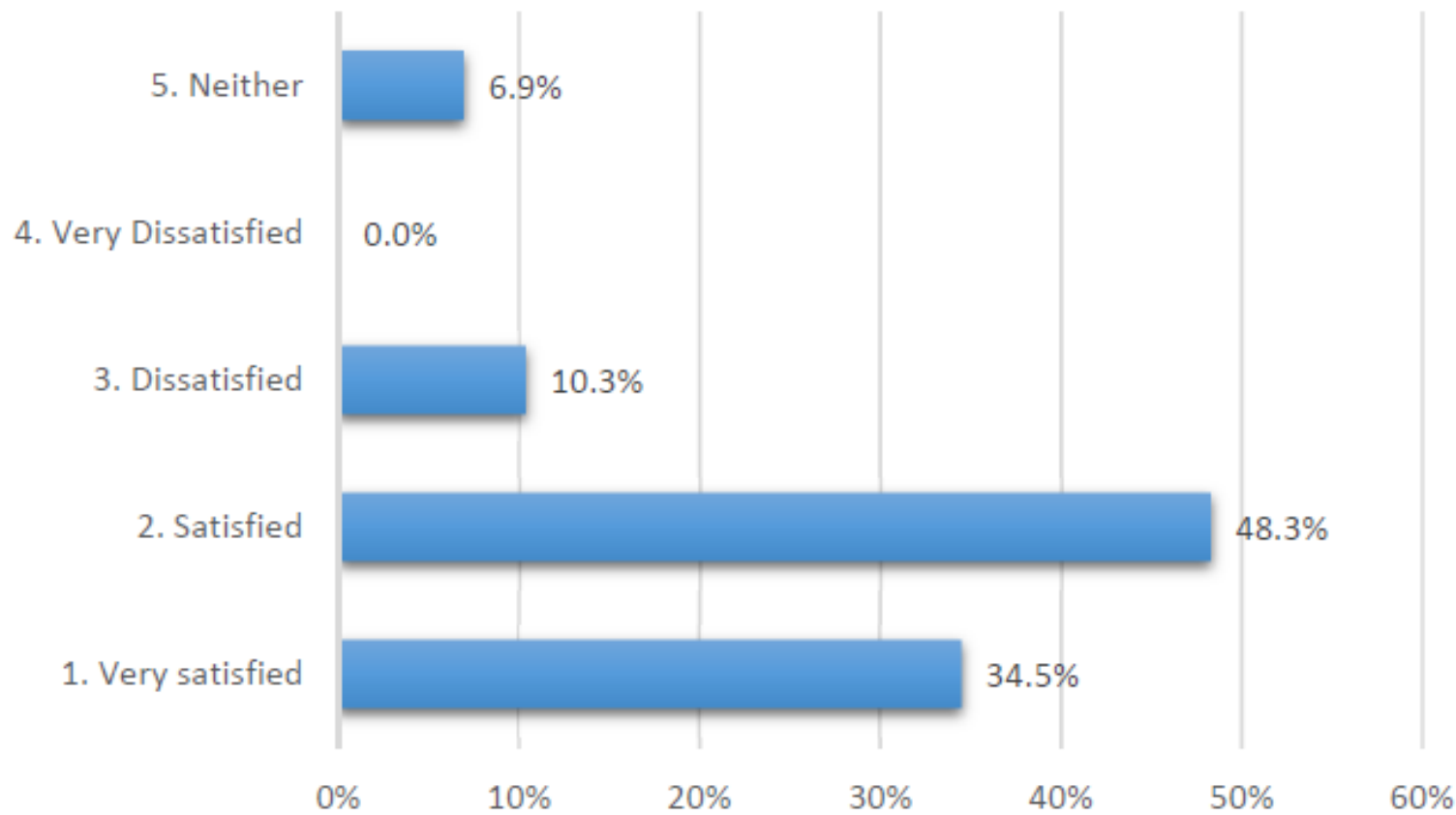
WIDER

- **Funding** will be increasingly difficult to come by
- Constraints on **public sector spending**
- Competition from new **business parks**
- Issues related to tight **labour market**
- **Pressure on land for development**
- **Transport, travel and parking** – *how to do it different*
- **Homelessness?**
- **BREXIT**
- **Gatwick expansion**



Manor Royal Matters voting #1

How satisfied are you with Manor Royal?



73% felt MR had improved in the last year

Manor Royal Matters voting #2

What's holding back your business?

Issue	%
Recruitment / skills	35.7%
Rising costs	32.1%
Transport / congestion / parking	28.6%
Generating sales / new markets	28.6%
Finance	21.4%
Competition	17.9%
Nothing	14.3%
Something else	7.1%
Property / land	3.6%

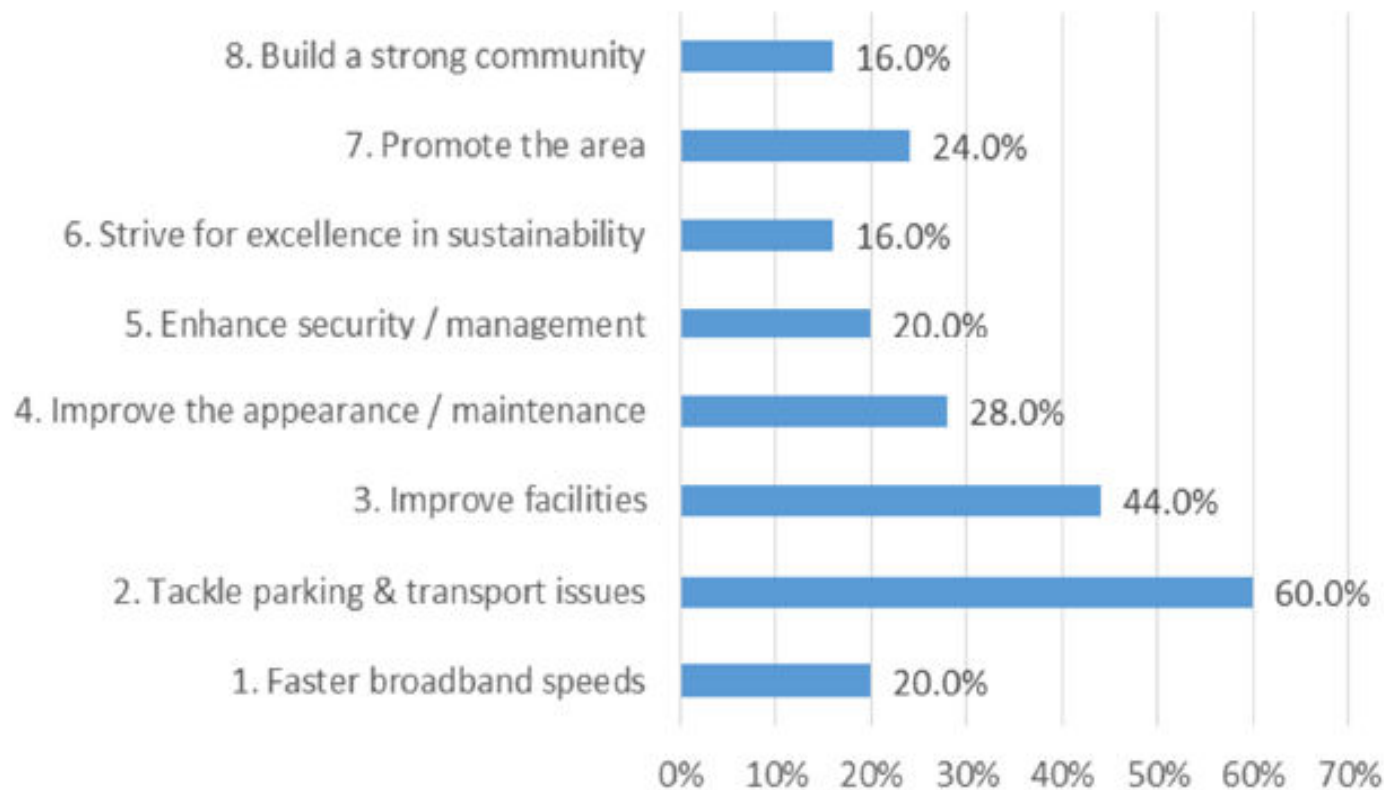
Manor Royal Matters voting #3

On Transport

Rating	Congestion	Parking
1. Very bad	34.4%	30.0%
2. Bad	40.6%	36.7%
3. Ok	25.0%	16.7%
4. Good	0.0%	10.0%
5. Very good	0.0%	6.7%

Manor Royal Matters voting #4

How should Manor Royal improve?



On BID Projects

Connecting business – 52%

Events – 38%

Area representation – 35%

Training – 28%

Appearance/ Facilities – 24%

Maintenance – 21%

Security – 17%

Any thoughts or
comments?

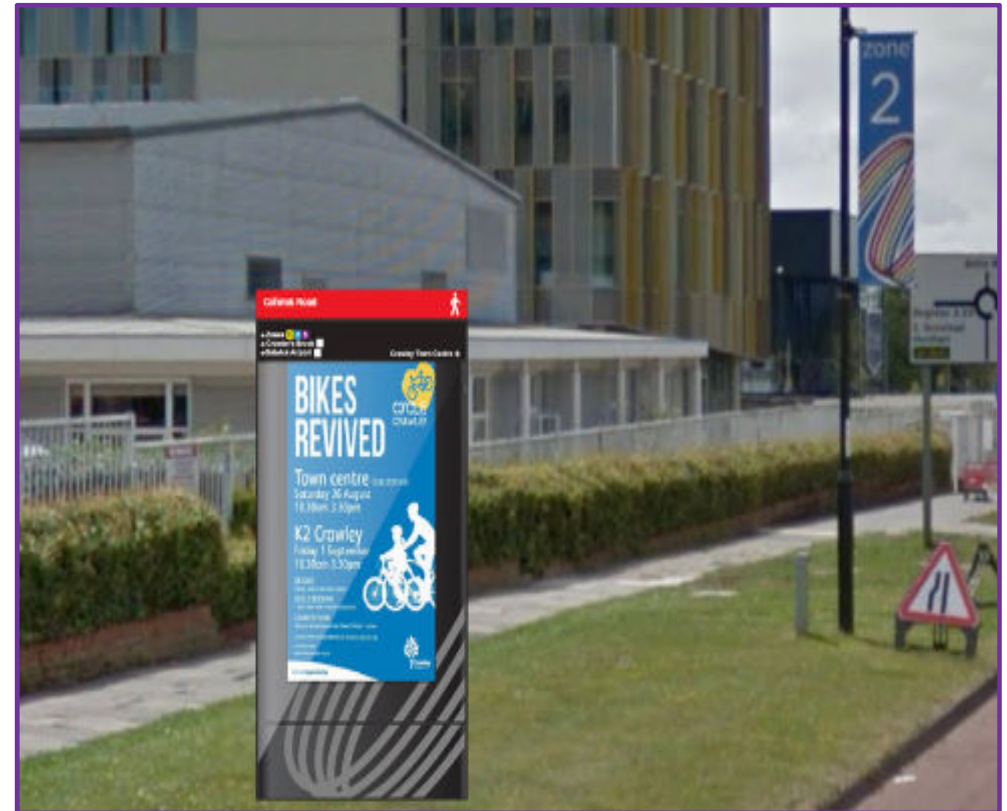
Current projects



Capital

Digital Signs

- Initially 4 to be delivered at key locations:
 - Manor Royal (road) – near Crawley Business Qtr
 - Gatwick Road (parade)
 - County Oak
 - Fleming Way (near Vauxhall Garage)
- Working towards a go-live Feb/March
- Rate card being worked up (available soon)
- “Best rates” for Manor Royal companies
- Another two delivered as part of Phase 2



Gateway 1 – completion expected 7th Feb



Nexus

Manor Royal/Gatwick Road

ODYSSEY SUBMISSION PACKAGE SUPPORTING DRAWINGS		
DRAWING	TITLE	CONTENTS
14-047500	S275 WORKS GENERAL ARRANGEMENT	EXTENT OF WORKS, SPECIFICATIONS, WCCO STANDARD DETAIL SPECIFICATION
14-047501	S275 WORKS - SITE CLEARANCE LAYOUT	SURFACE PLANNING, KERBS TO BE BROKEN OUT, ENABLING WORKS
14-047502	S275 WORKS - ENGINEERING LAYOUT	ASSOCIATED ENGINEERING WORKS, DIMENSIONS, SPECIFICATION, HIGHWAY DRAINAGE
14-047503	S275 WORKS - SIGNS AND LINES LAYOUT	ROAD MARKINGS LOCATION AND DETAILS, TRAFFIC SIGNS AND DETAILS
14-047504	S275 WORKS - SURFACE FINISHES LAYOUT	EXTENT OF SURFACING, SURFACING FINISHES, KERBS & EDGING TYPES
14-047510	S275 WORKS - VEHICLE SWEEP PATHS	VEHICLE SWEEP PATH ANALYSIS MANOEUVRES FOR ROUNDABOUT TURNING MOVEMENTS
14-047520	S275 WORKS - RST CHEVRON BLOCK OPTION	ROUNDABOUT CHEVRON BLOCK OPTION (DIAGRAM S15.2) ARRANGEMENT AND DETAILS

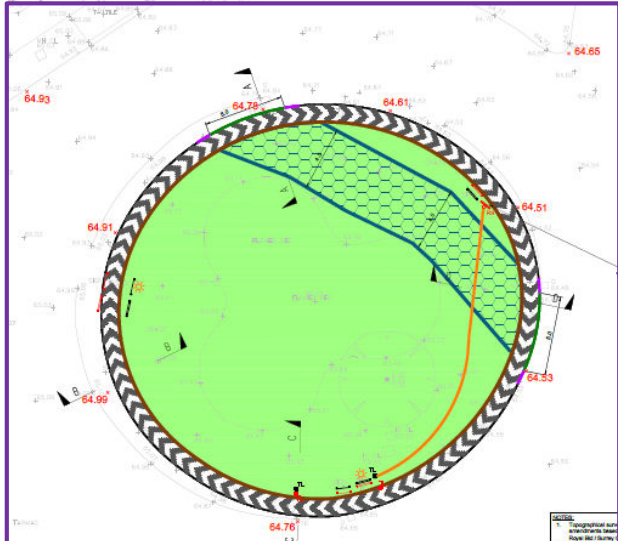
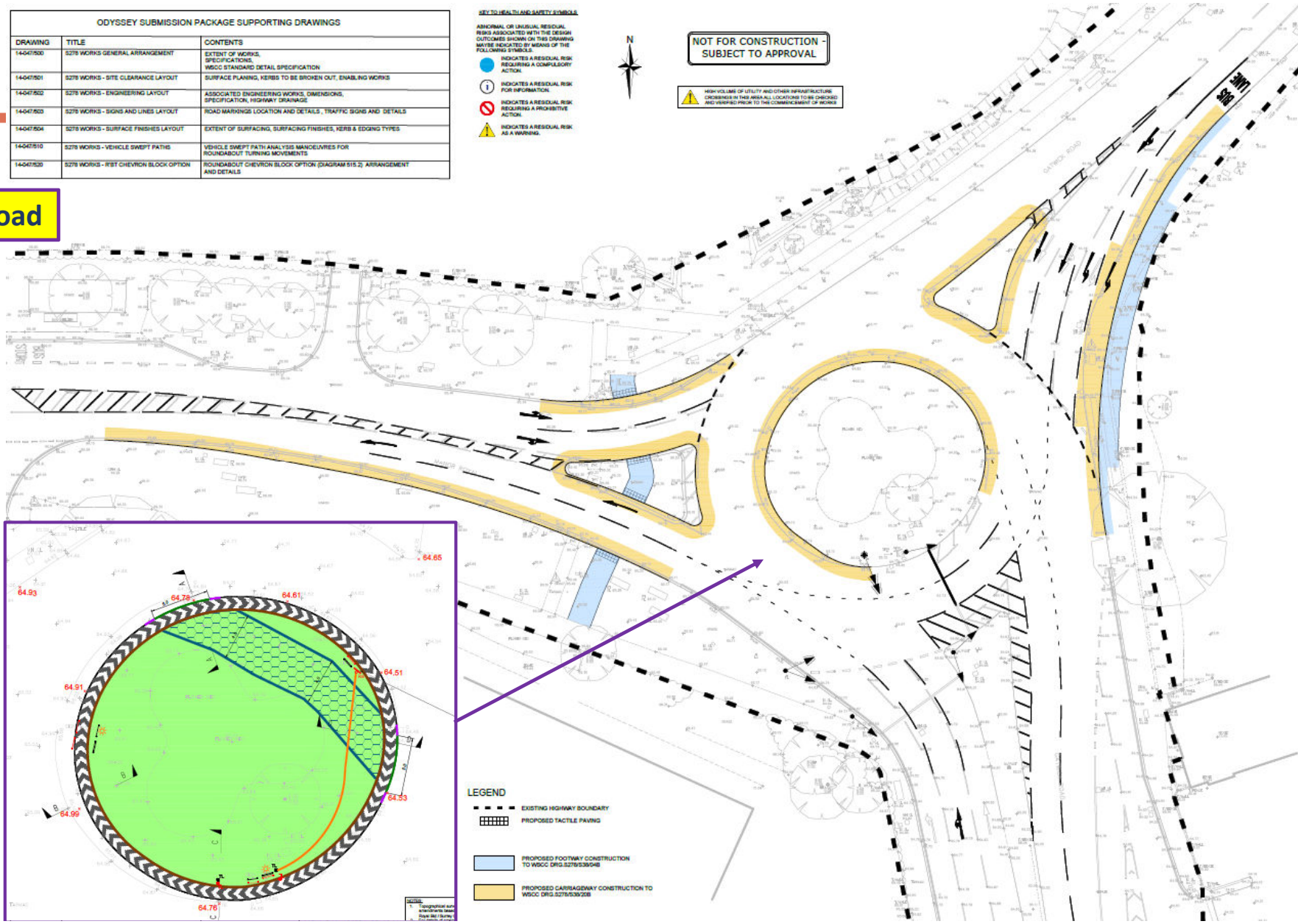
KEY TO HEALTH AND SAFETY SYMBOLS

- ABNORMAL OR UNUSUAL RESIDUAL RISK ASSOCIATED WITH THE DESIGN OUTCOMES SHOWN ON THIS DRAWING MAY BE INDICATED BY MEANS OF THE FOLLOWING SYMBOLS.
- INDICATES A RESIDUAL RISK REQUIRING A COMPULSORY ACTION.
- INDICATES A RESIDUAL RISK FOR INFORMATION.
- INDICATES A RESIDUAL RISK REQUIRING A PROHIBITIVE ACTION.
- INDICATES A RESIDUAL RISK AS A WARNING.



NOT FOR CONSTRUCTION - SUBJECT TO APPROVAL

HIGH VOLUME OF UTILITY AND OTHER INFRASTRUCTURE CROSSINGS IN THIS AREA ALL LOCATIONS TO BE CHECKED AND REPEATED PRIOR TO THE COMMENCEMENT OF WORKS



Current projects



Services

Services

Well used / popular

- *Dedicated Additional Maintenance Team* **
- *Business Rangers (Security)* **
- *Dedicated Jobs Board (Free to access)* **
- *Bespoke Training Programme (Subsidised)* **
- *Business Watch Scheme (Free to access)* **
- *easit – transport initiative (Free to access)* **
- *Additional winter maintenance* **
- Team building & volunteering support *
- Discounted gym membership

Not so well used

- Waste & Recycling service
- Procurement hub / cost reduction
- Hawth Theatre offers
- Crawley Town FC match days
- Manor Royal Savers (Credit Union)
- Insurance partnership

Performance stats & usage data available

Possibility of new business & legal support service

Performance

Jobs Board (Jan-Dec18)

359 jobs (30 per month)

15,474 views (43 per job)

707 applications (2 per job)

£46,612 business savings (total)

£4,740 per business

£130 per job post saving



easit (travel initiative)

88 company members*

9,000 cards issued

£107,360 business savings (total)

£1,220 per business

*13 members pre-BID



Training

32 training sessions

254 delegates

76 businesses

£26,655 business savings (total)

£351 per business

£105 per delegate



£2.38 returned in savings per £1 the BID invests

£180,627 total savings

Impact – Maintenance Team



“Just wanted to say what a lovely job your person did...Clearly someone who took great pride in their work.”



Impact – Business Rangers

Business Ranger Impact (since Sept 2017-March 2018)

882 separate business visits

576 public realm reports

35 incident reports

17 alerts

33% increase in Business Watch membership (95 new members)



“Just a quick note to say what a difference Danny McLeod has made to the parking issues along xxx. Under some trying circumstances she has acted very professionally and displayed a tenacious approach in resolving this issue.”

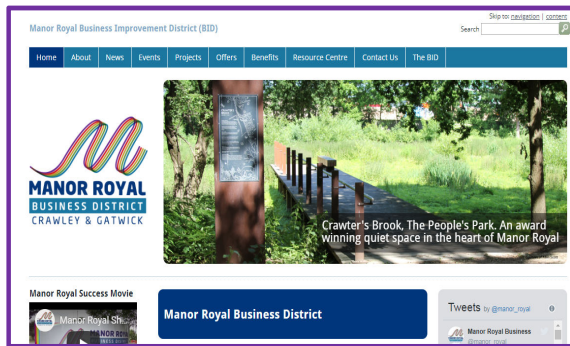
PR, Comms & Events



Update

Other projects & services

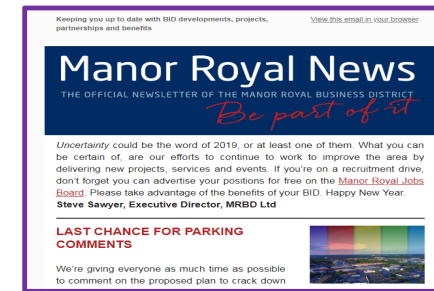
Website



Social media

- Twitter – 2,890 followers
- Instagram – 191 followers
- LinkedIN – 442 members

Monthly eBulletin

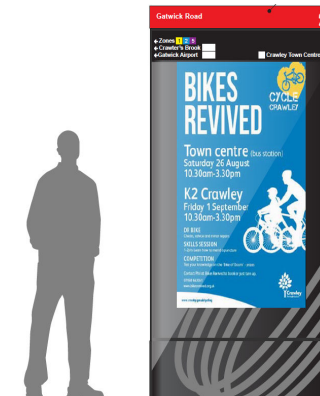


Subscribers – 1,821 (open rate: 25%)

Quarterly magazine



Digital signs – coming soon



There is also a weekly Business Watch eNews (415 members)

We also produce various brochures, welcome packs etc

Events programme

Event	Main business	When
Manor Royal Showcase	Celebrating success (CLOSED)	FEBRUARY (Evening)
Crawley STEM FEST	Festival launch & comedy night (OPEN)	APRIL (Evening)
Manor Royal Careers EXPO	Careers Event (OPEN)	APRIL (Afternoon/Evening)
Know Your Neighbour Exhibition	Business to Business Exhibition (CLOSED)	MAY (Day)
Manor Royal 6-a-side	Summer Football Tournament (CLOSED)	JUNE (Evening)
ANNUAL GENERAL MEETING	BID review, preview and elections (CLOSED)	SEPTEMBER (Evening)
Manor Royal PEOPLE Conference	HR related conference (CLOSED)	OCTOBER (half day/Morning)
Manor Royal Matters Conference	Conference, workshops and debate (CLOSED)	NOVEMBER (half day/Morning)
Christmas Evening	Celebration & networking (CLOSED)	DECEMBER (Evening)

9 events attracting over 1,000 delegates (*) not including the Careers EXPO
 7 events exclusively for Manor Royal people and businesses
 6 taking place in the evening (usually directly after work)



We spend circa £30k on events

Two New Events

Careers EXPO



People Conference



Thinking of a new focus
for MR Showcase

Future projects & services



Feedback from the Manor

- An argument that the Maintenance Team is under-resourced, particularly on litter picking
- Weed-spraying / central reserve cleaning by WSCC
- Private companies blowing leaves onto public areas
- Services to the retailers
- Business crime & co-operation from the police
- Business Ranger hours – have we got it right?
- Parking problems
- Lack of facilities persists....but might be changing!



Need to respond to these

Which of these should income from digital signs be invested in?

Heritage / Well-being trail - Concept

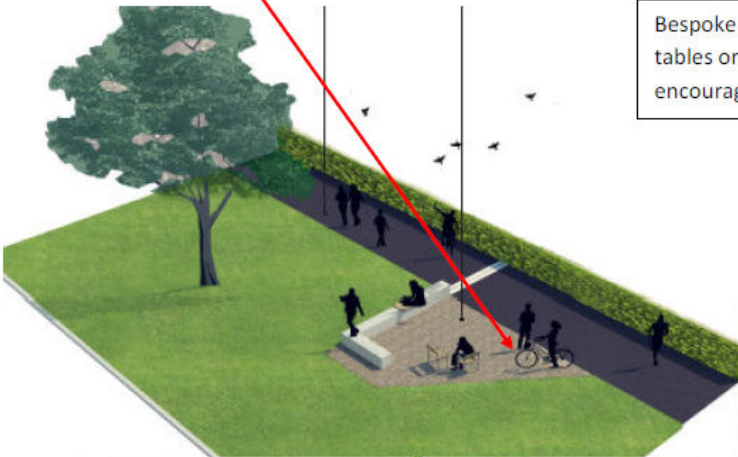


Complements and integrates with planned cycling and walking improvements



Places to sit, rest and meet. 98% of seating in Manor Royal is provided in one of the two parks created by the BID.

Bespoke furniture, like chess board tables or fitness equipment, to encourage activity and interaction.



98% of all seating in two parks

“People tend to sit where there are places to sit.”
William Whyte



Using elements of the social history project to inspire relevant phrases, poems or art work embedded in the trail.

Referencing the furniture strategy to ensure consistent application of materials.



Small area interventions



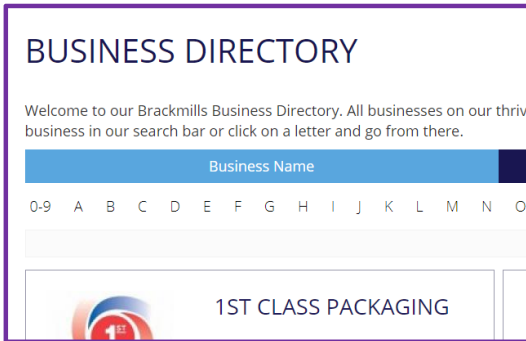
Re-Energise Manor Royal

- In partnership with West Sussex CC (Your Energy Sussex), plus Crawley BC (on district heat)
- Manor Royal is the UK “Living Lab”
- Initial tests show good ROI, especially Solar PV
- Four initial clusters identified
- Business collaboration could bring benefits by:
 - Providing a vehicle for supporting initial investment,
 - Buying energy
 - Supporting inter-trading e.g. ESCo
- Legal and governance structures being explored
- **Major milestone Spring 2019**



Other projects & services

Re-vamped directory



Publicly located defibs



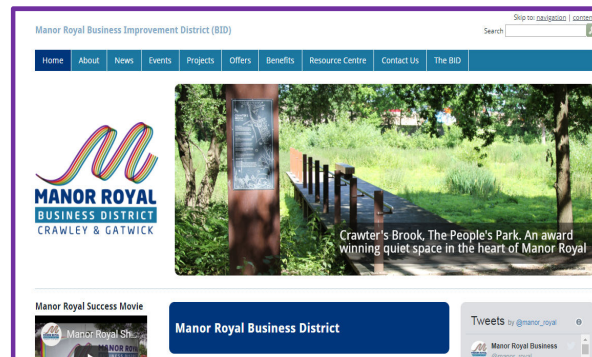
Staff wellbeing/ community event



Recognition / Rewards



Re-vamped website



Plus...?

- Inward investment
- Action on skills (with others)
- Gatwick
- Local Plan (Review)

What matters most?

Crawley

Growth Programme

Unlocking homes and jobs

Crawley Growth Programme



HM Government

Crawley Growth Programme

The programme will:

- Transform the business and living environment in the town centre and Manor Royal
- Deliver much needed new Grade A office space
- Unlock private funds for new Crawley railway station
- Enable delivery of 1,000 new town centre homes, plus 135,000 sqm of commercial floorspace and 7,000 new jobs
- Grow new retail investment
- Improve sustainable transport infrastructure in the town centre, Manor Royal and at three railway stations.

The programme will see over £60m invested in Crawley.



Crawley Growth Programme



Manor Royal Business District investment plan

Before



Growth Programme After investment

£2.2m

- > Highways improvements at key junctions
- > Priority new bus lane
- > Pedestrian / cyclist route enhancements



Outcomes

- > Significant increase in highways / transport capacity
- > Transformed business environment
- > Regeneration site viability
- > Retention and opportunities for growth
- > 114,000 square metres of new commercial space
- > 5,000 new jobs

Sustainable transport infrastructure

Before



Growth Programme After investment

£2.4m

- > 33 upgraded or new bus shelters with RTPI and Wi-Fi
- > Six bus shelter 'super hubs'
- > Up to 87 upgraded cycle routes to complete

After

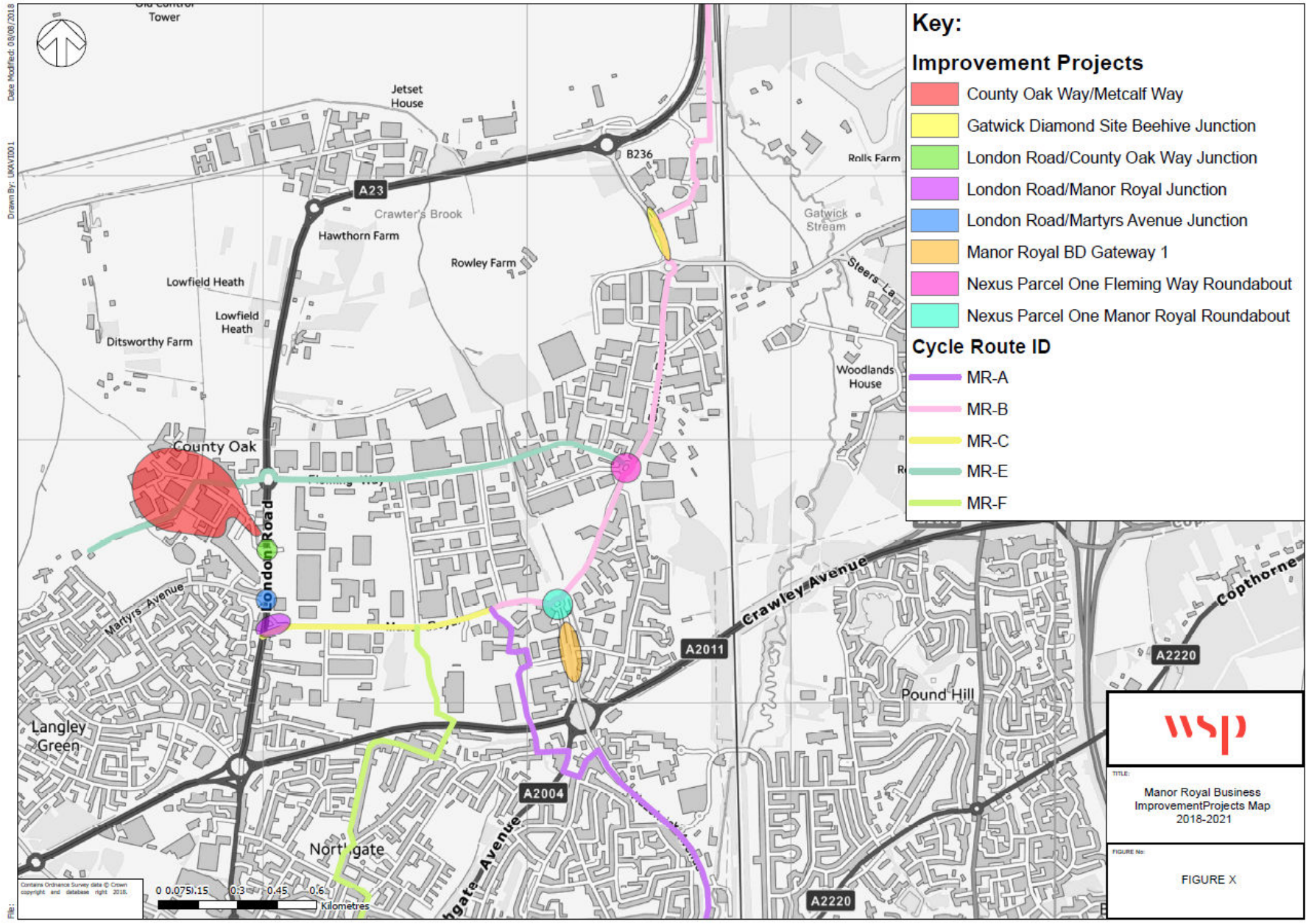


Outcomes

- > Transformed connectivity to Three Bridges and Gatwick railway stations
- > Modal shift to sustainable transport methods
- > Reduced congestion

The "BIG" Picture

expected delivery 2021




Manor Royal Business Improvement Projects Map 2018-2021

FIGURE X

Timeline

- 1

Feb/March 2019:
 Consultation

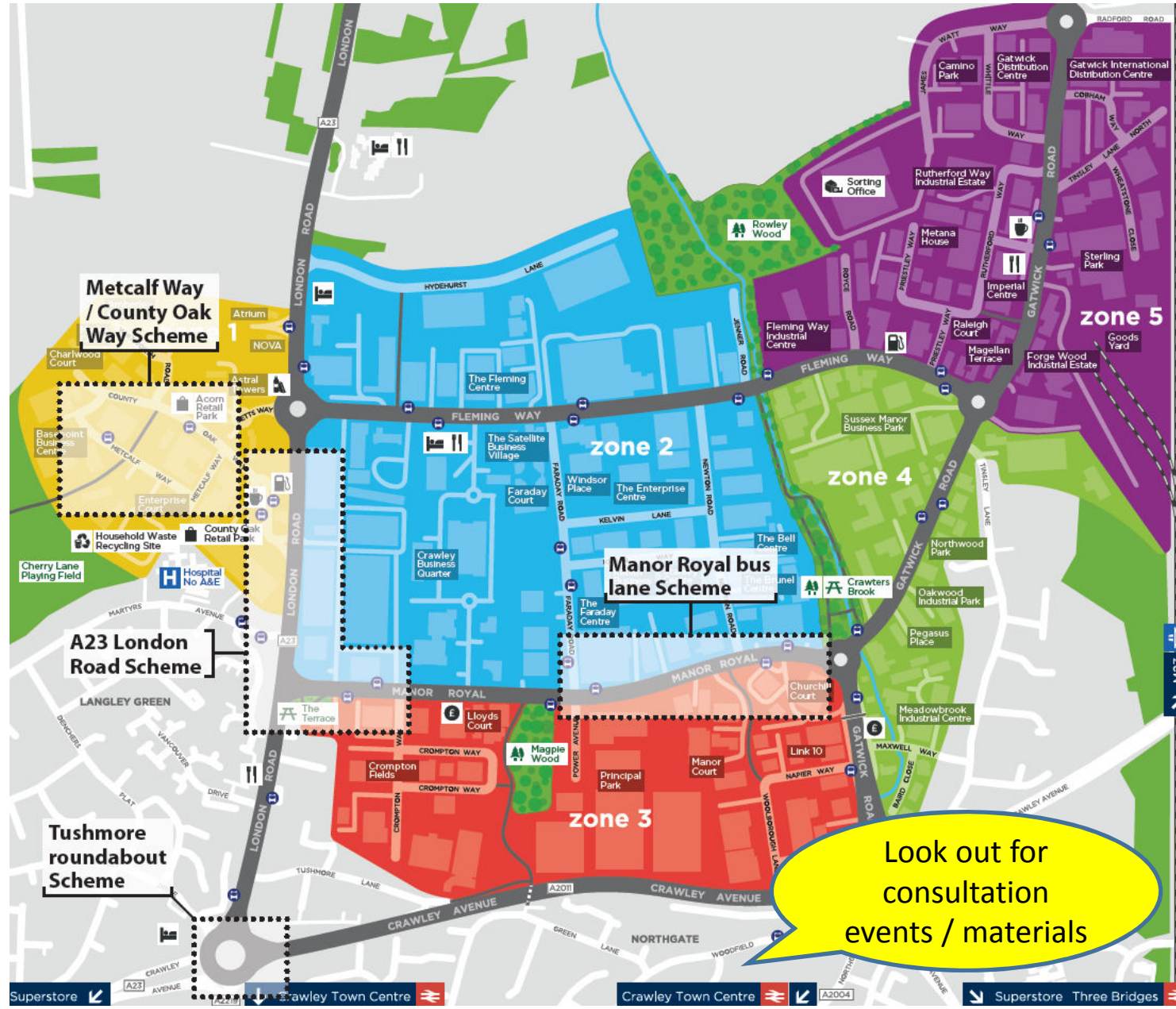
We are here
- 2

March - June 2019:
 Preliminary design
- 3

June - December 2019:
 Detailed design
- 4

Spring 2020:
 Construction starts
- 5

Winter 2020:
 Construction complete



Super hub bus stops

“more than a bus stop”

Superhub bus stop concept = more than a bus stop



Heritage and Character



Local distinctiveness



New and future public realm



Manor Royal current and future community



Manor Royal recent changes and new places



Manor Royal DNA



Departure and arrivals



Arrangement - link and place



Evolving technology

Super hub bus stop concept – Manor Royal Central



Improving the experience of getting on and off the bus and upgrading the public realm at key (6) locations, possible integration with trails.

Super hub bus stop concept – Manor Royal West



Improving the experience of getting on and off the bus and upgrading the public realm at key (6) locations, possible integration with trails.

Super hub bus stop concept – Manor Royal West



Improving the experience of getting on and off the bus and upgrading the public realm at key (6) locations, possible integration with trails.

Super hub bus stop concept – Fleming Way



Improving the experience of getting on and off the bus and upgrading the public realm at key (6) locations, possible integration with trails.

Super hub bus stop locations



Proposal for 6 in Manor Royal:

- Manor Royal (west) x2
- Manor Royal (central) x1
- Fleming Way (central) x1
- Gatwick Rd (parade) x2

Parking Management Plan



Parking Management Plan (PMP): Impact #1

Page 34

Daily Mail, Saturday, October 6, 2018

'Secure' airport car parking... that's really a public road

A ROGUE airport parking firm run by a convicted con-man is leaving holidaymakers' cars unattended on free public roads rather than in secure compounds.

Legacy Parking, which charges around £60 a week, says on its website that customers' vehicles are kept in a 'fenced and secured parking facility'.

But a six-month investigation into the company – where cars were monitored with tracking devices – revealed they are left unprotected on streets near Gat-

wick Airport in Sussex. It is claimed the firm parks around 200 cars a week and is on course to make more than £200,000 profit in its first year of trading.

According to a dossier seen by the Daily Mail, the vehicles are kept on an industrial estate where car drivers park for free.

This week, the Mail saw dozens of cars there covered in dust, suggesting they had been parked for a long time while their owners were away on holiday. Pictures and

tracking device data from the undercover investigation involving test deliveries of cars established that Legacy Parking leaves customers' vehicles there.

The company also uses two secure car parks which it does not have legitimate access to, according to sources. Its 'meet and greet' drivers are believed to use pin codes to gain unauthorised access.

Legacy Parking is owned and run by disgraced accountant Vimal Patel, 35, who defrauded a former employer out of £155,000 to feed a gambling addiction and narrowly escaped a prison sentence five years ago. Undercover footage



Angry: Alex Ross-Scott, whose Audi was left on a public street

shows Patel collecting a customer's vehicle from a car park at Gatwick in March. Evidence shows the car was later parked on a public street, not a safe compound.

Last night a furious customer called on trading standards officials to close down Patel's firm.

Recruitment director Alex Ross-Scott, 31, who found out that his Audi A3 convertible had been parked on a public street, demanded tighter regulation of 'meet and greet' firms at Gatwick. He was stunned when an investigator contacted him to say it had



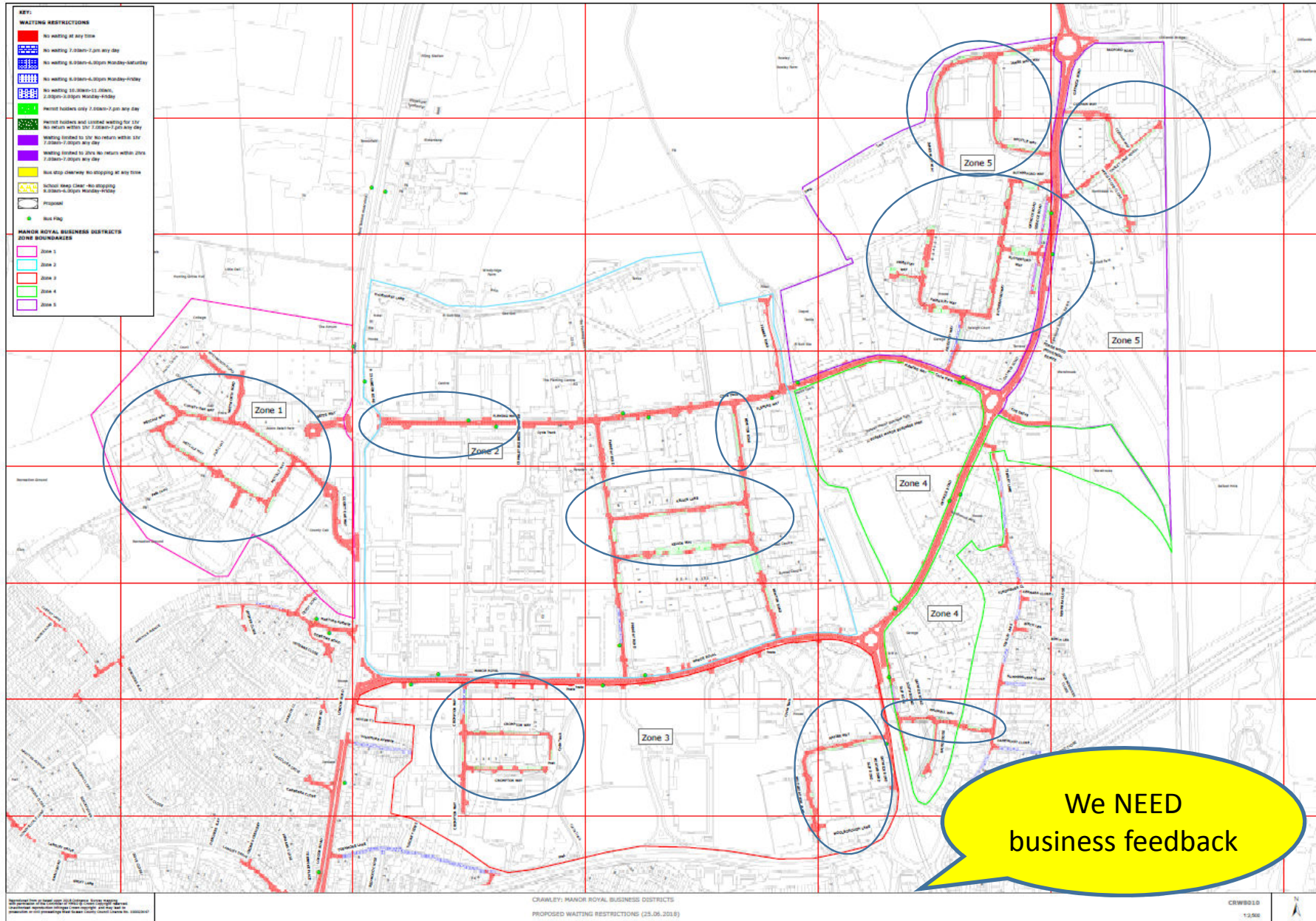
© Bradley Page

“According to a dossier seen by the Daily Mail, the vehicles are kept on an industrial estate where car drivers park for free.”

Work to date

- Identified as part of the Transport Study, rated as a “High Priority” issue
- As part of the BID Renewal process, businesses rated this among their top 5 priorities.
- Continual reports of problems experienced by businesses right across Manor Royal
- On site review of current conditions and TROs
- Plans drafted, including extensive consultation materials.
- **Business feedback being sought**

The Plan



Any other business?



Update

Getting things done – building on BID 1



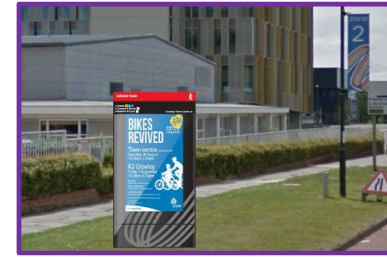
Improved transport infrastructure & services



Pavements resurfaced



Gateway 1 improvements



Digital signs commissioned



Business Rangers in place



New partnerships & investment



Additional maintenance



New facilities planned



Dedicated events programme



Strategy & planning



Promoting action on parking



Representing the area



Bespoke training & other services



Dedicated comms, marketing & promotion



Renewable energy