

What people say (testimonials)



Kim - Assistant Manager, The Entertainer

Working in retail can be challenging, especially with the wide range of customers we get through our doors... Since BID has been around, dealing with the not-so-nice has been that bit easier, especially when we find ourselves needing that extra support. They're always on hand to help and check in often with store teams too.

Thanks to BID and their efforts, we have seen a reduction in shoplifting which has been backed by some of our own numbers and an increase in recovered stock including £238 worth of Lego from the Bus Station and a huge £551 from the Mall car park.

It's not just us businesses they help but the wider community too - offering an increased sense of security. Not only this, but the planning and coordination for events takes time and is something they take pride in to bring people out into the community and get families from all backgrounds involved.



Karen - Team Leader, Dunelm

BID has been an exceptional help in supporting Dunelm with theft, unsociable behavior and security from members of the public, and together we have worked to obtain CCTV footage which in some cases has resulted in criminal arrest and court proceedings.

We could not do this without the help and support that we get from Crawley BID, we know that they are a call away and it is vital to our Crawley community and surrounding businesses.

The whole town in our opinion feels safer and supported with BID around and their presence is very visible in the town and we hope they continue in this vital and important role.

In particular we would like to thank Gabby and Paul for their incredible help and support over the last few months, we could not have done any of it without them.



Dunčian - Director, Crawley Town Centre Business Improvement District

Having been a director on the board of the Crawley Town Centre Business Improvement District since its creation, I have seen first-hand the major positive changes that Wendy and her team have brought to our town centre, despite the real challenges that town centres across the country are facing.

Of note is the host of events organised by the BID like the Meis, Christmas tree Light Switch on, Make Music Day, Creepy Crawley and many other key events, that have helped increase footfall and created a positive feeling in Crawley town centre. In the last year, footfall was up by 5.6% which is especially welcome given that the figures for the South East and for England as a whole showed a 2% decline.

The Crawley Town Centre BID's projects and services like Business Watch, Third Wednesday Club and cut-priced training with Crawley College have supported businesses large and small. With the challenges town centres face, I strongly believe the BID is a vital part of making our town centre the best it can be.



Liz - British Heart Foundation

I've worked in and around Crawley town centre for 25 years. A lot of this time I have worked within County Mall. Running an out of mall store is completely different. I know we are a charity but that does not unfortunately excuse us from shoplifters, Break ins, Abuse from members of the public. Or having to clean up all manners of human waste. Most of these things I have dealt with for many years but in the comfortable surroundings of the mall supported by mall security, trying to run a store without that can be very isolating and scary.

Also as a charity we are often visited by members of the public who are lost injured or just needing help. Which can add to the workload and distract us from what we are essentially here to do.

Since having the Bid in place we have felt a massive difference. The Bid ambassadors do a lot of that helping the general public with directions etc. they are a visible deterrent within the town centre for those who have the worst of intentions. But most importantly they stop us feeling alone. In June last year we had a particularly nasty incident with a member of the public. Gabby and her team were just outstanding. She came in the first instance, stayed with me standing next to me whilst the PCSO's and finally the police attended and took the gentleman away. The ambassadors do this kind of thing all day every day for the whole town centre and without them the town centre would be a much scarier and unfriendly place to be.



Bryan - Manager, Merkur Slots

We will be voting yes as we have a very good working relationship with Wendy, Paul, and Gabby. They always come in and make sure everyone is ok, I was thankful for one time, my supervisor has epilepsy and I was not there, so they both went and looked after her until the ambulance came and still stayed until they took her to hospital. We have helped them out with the guys doing the beach and the stalls at xmas etc. it is a very good working relationship, and they are always welcome to pop in for a coffee.



Michaela - Manager, Prezzo

Working with Crawley BID team over past years really helped us to reach out to wider community & make close connections with local businesses and gain new customers.

Activities and events they organised through the year helped to increase people traffic in town centre, which had positive impact on many of the businesses across the town. It definitely will be a YES from us for BID 2.



Mick - Trustee, Crawley Museum

As a trustee at Crawley Museums, along with the Learning & Liaison Officer, I have worked alongside the Town Centre BID on a variety of joint ventures. We have had a great deal of success working as a team on these events. I have valued BID's enthusiasm, technical expertise and experience. I look forward to working with them in the future.

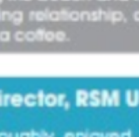


Tim - Manager, Crawley College

As a Manager at Crawley College and resident of the town I have had the opportunity to collaborate with Wendy Bell and her team as well as take part in some of the experiences that the Town Centre Bid has brought to Crawley - 'Creepy Crawley' being an annual highlight for my children!

The Bid's purpose is to improve and develop the town centre environment so that Crawley becomes an even more vibrant place to live and work. I believe that it is making great progress with this aspiration.

The Bid team have worked hard to create a network of businesses and and collaborators in the town who are working together to develop the 'Crawley' experience. I know from discussions that I am having at the monthly GDB/ Crawley Bid breakfast at Crawley College that there is some amazing work going on - I genuinely feel that there are some exciting times ahead for the Town centre and the Bid is helping to facilitate this.



Zoe - Audit Director, RSM UK Audit LLP

Our teams have thoroughly enjoyed attending the Third Wednesday Club and meeting other professionals within the Crawley BID. The BID is providing a fantastic opportunity for younger members of professional services firms within the Crawley Town Centre BID to practice their networking skills at the start of their careers in a relaxed and informal environment. Part of the great work the BID team are spearheading is to connect and build partnerships for a thriving town centre.



Zoe - Community Engagement Lead, Rewards Training

Having attended regularly Crawley Bid focus meetings and been involved in the Wellness events I can see how much they really care about the community, businesses and future of Crawley.

Their involvement with connecting and helping Crawley to become a safer place is admirable. They have such a positive outlook and are open to ideas and suggestions. Bringing fun free well organised events to the town such as "Make music day".

I think they are beneficial to connecting people, businesses and the improvement of Crawley town centre



Leah - Store Manager, Superdry

As the manager of Superdry in the County Mall Crawley, I am continuously grateful for the support provided from our local BID team!

Their presence in the town helps to keep myself and my staff safe, I will be voting yes in support of BID to continue with a happy environment for my team to work in.