

**CRAWLEY TOWN CENTRE BID COMPANY LIMITED (THE "COMPANY" OR "CTC BID")**  
**COMPANY NUMBER: 12058421**

Minutes of a meeting (the "**Meeting**") of the directors held at Cross Keys House, 50-52 The Broadway, Crawley, RH10 1HB on 8 May 2024 at 1:30pm

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DIRECTORS PRESENT: Simon Cuckow (Chair) (**SC**)

Luke Longley (**LL**)

Matt Tyson (**MT**)

Neil Cooper (**NC**)

Abigail Bowden (**AB**)(online)

Paul Rolfe (**PRo**)(online)

OTHERS ATTENDING: Wendy Bell (**WB**) – CTC BID

Sam Murray (**SM**) – CTC BID

Atif Nawaz (**AN**) – representative Crawley Borough Council

Suzanne Holloway

Clem Smith

Lynne Hainge

Mandy Smith – guest for part only (Crawley Borough Council)

Emma Bullement (EB) – EMW Law LLP

Rebecca Turner (RT) – EMW Law LLP

APOLOGIES: Nicola Cheek (**NCh**)

Peter Rainier (**PRa**)

Grigory Lazarev (GL) [absent]

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**1 QUORUM AND INTERESTED DIRECTORS**

1.1 It was noted that as PRo was not physically present at the Meeting, the directors had appointed SC as Chair for the purposes of this Meeting.

- 1.2 The Chair declared that due notice of the Meeting had been given to all board members (the "Board") and that a quorum was present.
- 1.3 Each of the Directors at the Meeting had declared all the interests that they held, directly or indirectly, in the matters to be discussed which they were required by statute, the Company's articles of association (the "Articles") or otherwise to disclose; and no Director was for any reason disqualified from voting at the Meeting or forming part of the quorum.
- 1.4 The Chair declared the Meeting open and presented apologies.

## 2 **MINUTES AND MATTERS ARISING**

- 2.1 The minutes of the previous meeting held on 31 January 2024 had been circulated to the Board prior to the Meeting and were approved as a true record of that meeting by the Chair.
- 2.2

## 3 **DISRUPTION TO TOWN CENTRE**

- 3.1 Ahead of the formal business of the Meeting, it was explained that Mandy Smith had been invited to attend the start of the Meeting to explain the proposed roadworks and traffic management system due to commence in the town centre and to seek the Board's opinions on communications with business owners and the community in that area.
- 3.2 It was explained that there would be some upcoming disruption to the town centre due to road closure on Western Boulevard for a period of 6 months commencing on 10 June 2024. SC explained he would like the Board's advice on how best to communicate this to residents/businesses who may be affected by the closure.
- 3.3 It was explained that the aim of the works was to improve bus times for c. 10m passengers, create a new bus lane and a new traffic lane for traffic going eastbound. The works have been endorsed by West Sussex Highways for the safety of the construction crew. A one-way system will be in place for a period of 10 months commencing on 10 June 2024. WB explained that this was considered the least disruptive option for the works.
- 3.4 It was confirmed that the car park would remain open.
- 3.5 There was concern from the Board about the bus lane at peak times as the junction can get busy. It was explained there was a diversion in place through a service yard to mitigate this as much as possible.
- 3.6 The Board advised that providing advance warning to residents would be important. It was explained that before works were commenced on Phase 1 a letter was sent out to all residents warning them of the disruption. It was explained that it would be difficult to quantify what impact the works would have at this stage. It was suggested that businesses could be offered free advertising to mitigate the impact of the works on affected businesses.
- 3.7 Circulation of the message via Spotted Crawley or similar social media was suggested together with hard copy handouts. It was asked if any publications were going out this month that could include notice of the works and it was confirmed there was one due to be published within the

next few weeks. It was confirmed there will be a magazine published in September and it was agreed this could include an update on the works progress.

3.8 The Board had no further comments and Mandy left the meeting.

#### 4 **BID REPORT**

##### Ambassadors Update

4.1 WB presented the figures for the Ambassadors for 2023 noting that there had been 592 thefts reported with £44,000 worth of stock was recovered. 7,405 reports had been processed by the Ambassadors; including 90 reports of anti-social behaviour; 11 reports of begging (including "professional beggars"); 3,050 business welfare checks; 21 drugs and medical incidents; 13 major incidents; 547 interactions with security; 198 interactions with police; and 23 rough sleepers. WB explained the close relationships the Ambassadors had with PSCO's and that they often patrolled together.

4.2 The data relating to Ambassador interactions with the public was discussed noting that approximately 6,638 interactions of which 59% were male, with an average age of 38 and 41% were female, with an average age of 39 (although it was noted that this was an estimate). WB explained that there was an average of 2 ambassadors on duty each time, sometimes 3.

4.3 It was asked how people could find the facts & figures WB just presented. It was agreed that this data (or a version of it) could be circulated via Crawley & Gatwick Business Watch, and/or included on a factsheet for commercial agents. It was also suggested that circulation through social media via easily digestible bitesize/factsheets would reach the target audience, with WB confirming that this had been actioned already. It was also noted that including photos of the ambassadors meeting people would be a useful addition to the data.

4.4 WB explained that the new Police and Crime Commissioner ("**PCC**") had recently been reappointed, noting that there are still serious issues with crime in urban areas. The Board supported the suggestion to invite the PCC to a future board meeting to discuss their strategy. It was noted that knife crime and retail crime were significant problems in the BID area. It was noted that there appeared to be more of an East Sussex than West Sussex focus and the Board would like to get the PCC and Chief Constable involved to help rectify this. There was a query over whether the recent figures were showing a reduction of crime in the town centre and a suggestion that the BID could help individuals report crime. It was also noted that more connection and accountability between levy payers would help.

##### Events

4.5 WB provided details of the upcoming events noting that: the Mela will take place on 4<sup>th</sup> August 2024; a pop-up beach will take place on the week over the bank holiday in August; a flavour of steam punk event was imminent along with Make Music Day.

4.6 WB noted progress with Crawley Young Professionals Group. It was explained there is to be a collaboration with GDB and Crawley College for a breakfast event. CTC BID sponsored the 'Culture' award at Crawley Community Awards and are looking to increase advertising.

- 4.7 WB explained that this year there will be an online levy payers directory made available by the BID and for Term 2 there will be a further tweak to the directory, for those looking for meeting room space with a venue finder tool.

#### Independent Business Network

- 4.8 WB explained that there is an aim to set up an independent business network. It was noted that some levy paying businesses may be able to benefit from a cost saving regime and a trial was being considered connecting these businesses to cost saving experts. It was noted that a similar trial carried out by CTC BID had resulted in a saving to the BID of approximately £10,000 per year.

#### Management Working Group ("MWG")

- 4.9 It was confirmed that the MWG had their first meeting and it was very positive. The Board was asked if they could recommend anyone to the Group, noting that it would be a great opportunity for those who may want to develop their operational and management experience.

#### Safety App

- 4.10 WB confirmed they were looking at a safety offering - the People Safe app. It was explained that if a user felt threatened, they could press the power button on their smartphone 4 times to connect to ARC, which then starts listening to what is happening. WB noted this would be particularly beneficial for estate agents, or hospitality/retail staff who may be out alone or at unsociable hours. It was confirmed the alarm receiving centre would be open 24/7. WB confirmed Greenaway Estate Agents would be trialling the app. It is not a 999 call, although ARC did have a direct dial into a police station if the situation escalated. It was suggested this could be something to raise with the PCC. WB confirmed they are looking for more people to trial the app, noting there would be a low initial cost if only a small number of users.

#### Term 2 consultation document

- 4.11 It was confirmed that the consultation document was now in final form and due to be circulated the following week. A draft business plan was not currently included in the document as the working group wanted to gauge business reaction and feedback. The next board meeting where this would be discussed was likely to be September to allow for updates following events and achievements over the summer months. It was confirmed the letter to the Secretary of State would be submitted in advance of the scheduled dates.
- 4.12 A February ballot date was confirmed., noting that this was to ensure there is no clash with any general election. It was confirmed there is a slot at October Committee Cabinet Meeting. There is a good database of levy payers.
- 4.13 It was confirmed that to ensure consistency and stability in the run up to the ballot, there would be no voting on directors' appointments at the next AGM although eligible members would still be able to nominate new directors following the prescribed process.

## 5 **2024/2025 BUDGET**

- 5.1 WB presented the budget figures and confirmed these showed an underspend. It was noted that the BID was required to maintain a cash reserve amount of approximately £67,000. It was also

noted that an additional £50,000 reserves was not currently shown on the budget plan. It was noted that the total income for the year was £505,000, against a budget of £454,000.

- 5.2 Various costs were discussed including additional spent for Ambassadors and a change in event security providers.
- 5.3 There was further discussion around the budgeted running costs against the levy and what was included within this description. It was confirmed that collection costs are part of the running costs, and these added up to £109,000. It was confirmed that the aim was for running costs to not exceed 20% of the BID's income. Ultimately, the cost to run the BID is £109,000 i.e. 24% of current income. This was BID guidance rather than a set rule but it was suggested the Board could consider further actions to manage running costs. Further clarification of where salaries and certain other costs were allocated – project cost or running costs – was needed to understand that budget further and WB agreed to recirculate the budget note with a more granular breakdown.
- 5.4 It was noted that the total levy charge has gone down 10%, despite obtaining rateable values, seeing a 10% adjustment over 5 years. It was noted that there may need to be a change to the rules to allow the BID to charge more. WB confirmed she would discuss valuations further with the ratings team. It was noted that as the valuations and therefore income may change in 2026, it was difficult to confirm to levy payers what the BID would achieve in Term 2 without further clarity or certainty on what these changes may be.
- 5.5 It was noted that the board would review the budget again once the new version had been circulated with a view to approving it at the next meeting.

## 6 **AOB**

- 6.1 After due consideration and discussion, it was agreed that the annual governance retainer with EMW for company secretariat services be renewed for a further 12 months, or to the cessation of the BID if a second term was not achieved.
- 6.2 The Board discussed the AGM noting that the notice of AGM must be approved by the board before being sent out to eligible members. It was clarified that the accounts to 31 March 2023 would be produced at the AGM but there was no formal business or resolutions to be proposed requiring a member vote. Notwithstanding there being no resolutions to be proposed, the BID rules state an AGM must be held every year. It was confirmed they may hold the AGM at either EMW or the Council's offices.
- 6.3 After a review of all director's attendance, it was reported to the meeting that Grigory Lazarev has not attended a board meeting for 12 consecutive months. As such, in accordance with Article 9 of the articles of association of the BID, the directors were entitled to consider and if thought fit, approve the vacating of his office.
- 6.4 It was noted that GL had not only failed to attend board meetings, but had not responded to any notices of meetings or made any attempt to pass his apologies to the Chair or any other director or employee of the BID. It was confirmed that GL was sent proper notice of each board meeting. It was further reported that, GL had not made any positive contribution to the BID and had not acted in accordance with his duties as a director to promote the success of the BID.

- 6.5 It was noted that, if the directors decided to vacate the office of GL, the BID would write to him to inform him of this fact and that his office will be vacated. It was confirmed that any resignation would be with immediate effect.
- 6.6 The Board then voted with a show of hands whether to vacate the office of GL as a director of the BID. A majority present approved the decision to vacate his office in accordance with article 9. With PR abstaining.
- 6.7 The Board instructed EMW to prepare the first draft of the letter to GL confirming the decision.
- 6.8 There was no further business and the Chair declared the meeting closed.

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CHAIR

#### **ACTION POINTS**

1. To further consider and action the wider circulation of data regarding the Ambassadors (WB).
2. Budget note to be recirculated (WB).
3. AGM dates to be considered and agreed (WB / Chair / Board).
4. Letter to GL to be drafted and sent (EMW / Board).