

## Crawley Borough Council

### Council-owned Neighbourhood Parades Scrutiny Panel

Agenda for the **Council-owned Neighbourhood Parades Scrutiny Panel** which will be held in **Ashurst Main Hall - The Charis Centre**, on **Monday, 26 July 2021 at 7.00 pm**

Nightline Telephone No. 07881 500 227



Chief Executive

**Membership:**

Councillors

R A Lanzer (Chair), M L Ayling, T Lunnon, S Mullins, M Mwagale and D M Peck

**Please note: the current Covid-19 protocol for formal meetings of the Council, including social distancing and wearing of masks, will remain in place after 19 July 2021. Councillors and attendees will be informed should there be any changes to the protocol.**

Please contact [democratic.services@crawley.gov.uk](mailto:democratic.services@crawley.gov.uk) if you have any queries regarding this agenda.

Published 16 July 2021



Switchboard: 01293 438000  
Main fax: 01293 511803  
Minicom: 01293 405202 DX:  
57139 Crawley 1  
[www.crawley.gov.uk](http://www.crawley.gov.uk)

Town Hall  
The Boulevard  
Crawley  
West Sussex  
RH10 1UZ

The order of business may change at the Chair's discretion

## Part A Business (Open to the Public)

	<b>Pages</b>
<b>1. Apologies for Absence</b>	
<b>2. Disclosures of Interest &amp; Whipping Declarations</b>	
<p>In accordance with the Council's Code of Conduct, councillors are reminded that it is a requirement to declare interests where appropriate.</p> <p>Councillors must also declare if they are subject to their party group whip in relation to any items under consideration.</p>	
<b>3. Minutes</b>	
<p>To approve as a correct record the minutes of the meeting of the Council-owned Neighbourhood Parades Scrutiny Panel held on 23 June 2021.</p>	
<b>4. General Updates and Information</b>	5 - 6
<p>To receive any relevant updates and information from Panel members and officers, including the following:</p> <ul style="list-style-type: none"><li>• Details of a programme of free retail training for independent businesses (appendix A).</li><li>• Information on other local authorities' policies regarding rent reviews and commercial leases.</li></ul>	
<b>5. Witness Sessions</b>	
<p>The Panel has invited the following witnesses to attend the meeting to help inform the review:</p> <ul style="list-style-type: none"><li>- A member of staff from Graves Jenkins, the agency used for the letting of the Council's commercial units (provisional).</li><li>- Current tenants of Council-owned neighbourhood parade shops.</li></ul> <p>Whilst these individuals are anticipated to speak at the meeting, this may change subject to availability and at the discretion of the Chair. Further witnesses may be called</p>	

in addition to, or instead of, those listed above.

**6. Date of Next Meeting**

To confirm the date of the next meeting of the Panel.  
Proposed dates include:

Wednesday 22 September  
or  
Wednesday 13 October.

**7. Supplemental Agenda**

Any urgent item(s) complying with Section 100(B) of the  
Local Government Act 1972.

**This information is available in different formats and languages. If you or someone you know would like help with understanding this document please contact the Democratic Services team on 01293 438549 or email: [democratic.services@ Crawley.gov.uk](mailto:democratic.services@ Crawley.gov.uk)**

This page is intentionally left blank

# Agenda Item 4

## **Free retail training for independent businesses**

More than 100 independent retailers in Crawley can take advantage of a free training programme, thanks to a project between borough and district councils in West Sussex.

The West Sussex Retail Hub has been developed by Digital Islands and has been paid for thanks to a joint bid to the West Sussex Business Rates Pool.

The training consists of a series of pre-recorded learning sessions and live events with industry experts. Independent retailers can access the following pre-recorded modules:

- Measuring sales, tracking profitability
- Key steps for creating a marketing plan
- The importance of business planning
- Employing staff: an introduction to HR for small businesses
- Using social media for business outcomes
- Card payments and electronic point of sale
- Understanding today's customer
- Creating an exceptional customer experience
- Developing a quality customer experience for the modern independent retailer
- Developing new business models that work effectively and efficiently.

Businesses will be able to access the training from Monday 12 July at their own convenience. Businesses are free to pick and choose the modules of most use to them. The modules will be available for the next two years and there will also be downloads and useful resources for businesses to keep.

Weekly live question and answer sessions will begin on Wednesday 21 July and end on Wednesday 22 September.

Councillor Peter Smith, Cabinet member for Planning and Economic Development at Crawley Borough Council, said: "We are continuing to find ways to help Crawley's small businesses and I hope that the town's independent retailers take advantage of this free training offer; I'm sure they will find it extremely valuable. I urge you to sign up now!"

To sign up, visit [westsussexretailhub.co.uk/](https://westsussexretailhub.co.uk/)

For more information about business support visit [crawley.gov.uk/business/business-resources-and-support](https://crawley.gov.uk/business/business-resources-and-support)

This page is intentionally left blank