



Manor Royal Matters 2025 Report 04 November 2025

Author: Steve Sawyer, Executive Director, MRBD Limited

Manor Royal Business Improvement District (BID) Company (MRBD Limited)

Unit 38 Basepoint Business Centre, Metcalf Way, Crawley, West Sussex, RH11 9XX

www.manorroyal.org

INTRODUCTION

The Manor Royal Matters Conference took place on 04 November 2025 at The Crowne Plaza Hotel.

This annual event is one of the main events in the Manor Royal BID calendar and encompasses the BIDs AGM and Annual Review. This year was particularly significant for being the 75th anniversary year of when Queen Elizabeth II (then Princess Elizabeth) named Manor Royal road in 1950.

The event also fell at the mid-point of the BIDs current five-year cycle (2023-28) and included an electronic polling session to capture the views of delegates on matters pertinent to working and trading in Manor Royal, the results of which are included as part of this report.

Three break-out sessions provided delegates with the opportunity to hear more about Gatwick Airport, Local Government Reorganisation and Sustainability during which the Manor Royal Green Infrastructure Framework (GIF) was soft-launched.

The event was attended by 130 delegates, of which 85 took part in the electronic polling, the results of which were discussed at the Business Question Time panel debate that closed the event.

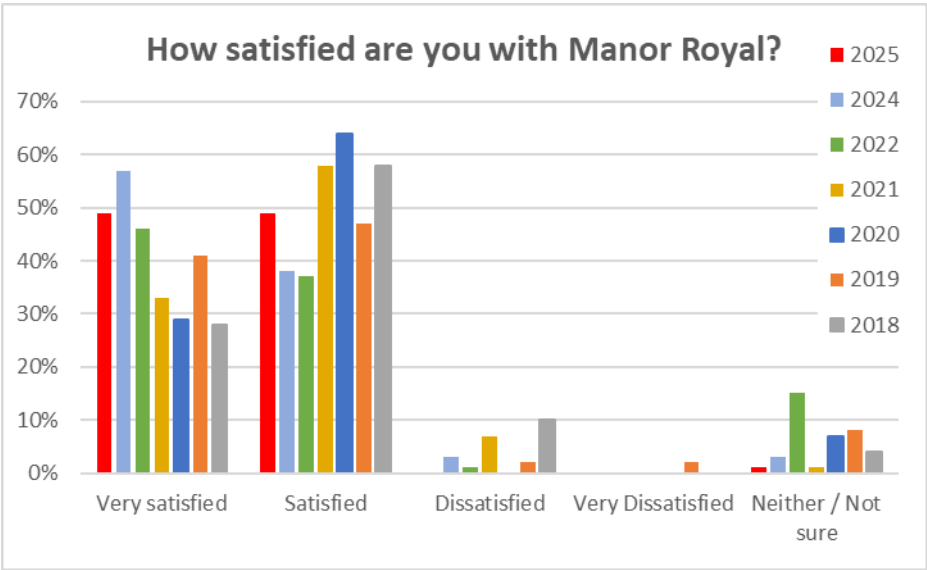
The rest of this report provides a commentary on the feedback derived from the polling and provides some basic trend analysis by placing it in context with results from previous surveys and polls.

DEMOGRAPHIC OF DELEGATES

The event was open to Manor Royal based businesses and people, plus supporting partners. 71% were people who worked or managed a business on Manor Royal. The rest of the audience (29%) was made up of partners and supporters.

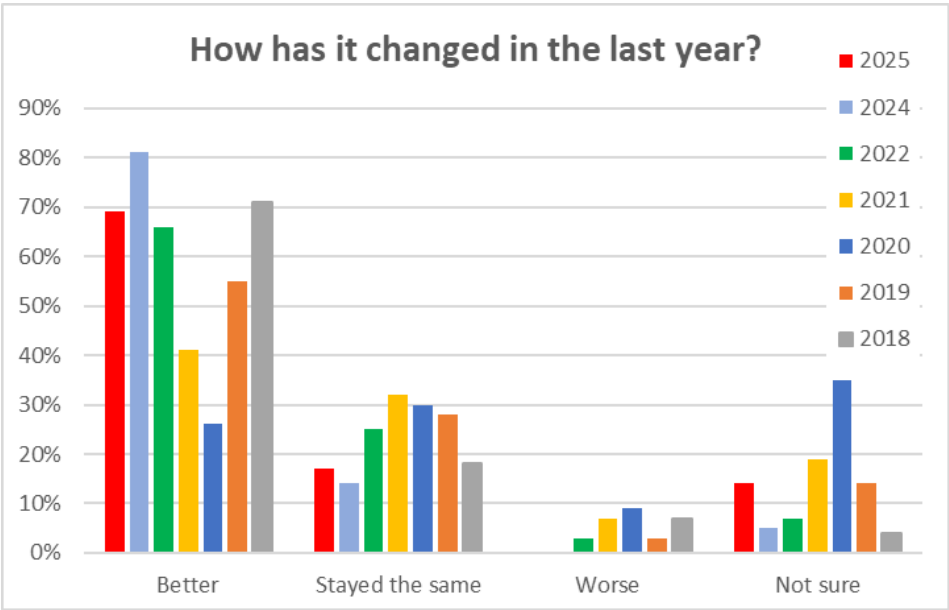
HOW SATISFIED ARE YOU WITH MANOR ROYAL?

98% said they were either satisfied or very satisfied with Manor Royal, compared to 95% who made the same claim last year. Satisfaction levels with Manor Royal have been consistently high for a number of years now and a marked improvement on previously low levels of satisfaction recorded before the BID was created in 2013 when only 13% reported being satisfied with the business district.



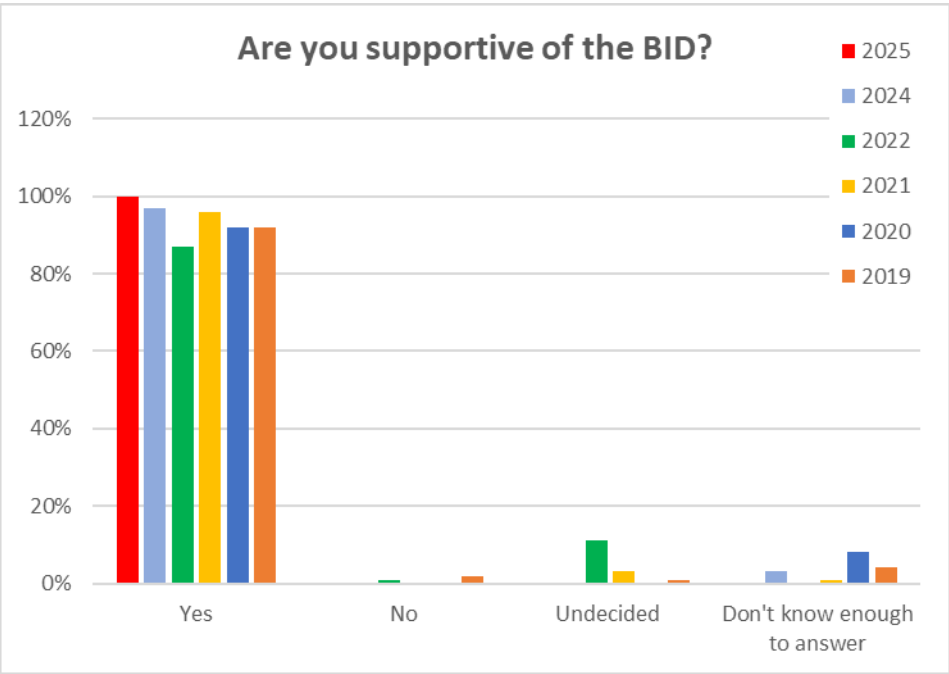
HOW MANOR ROYAL HAS CHANGED IN THE PAST YEAR

Encouragingly 69% felt that Manor Royal had got better in the last year, although that was down from 81% in 2024. 32% felt it had stayed the same. No one felt the place had gotten worse.



ABOUT THE BID

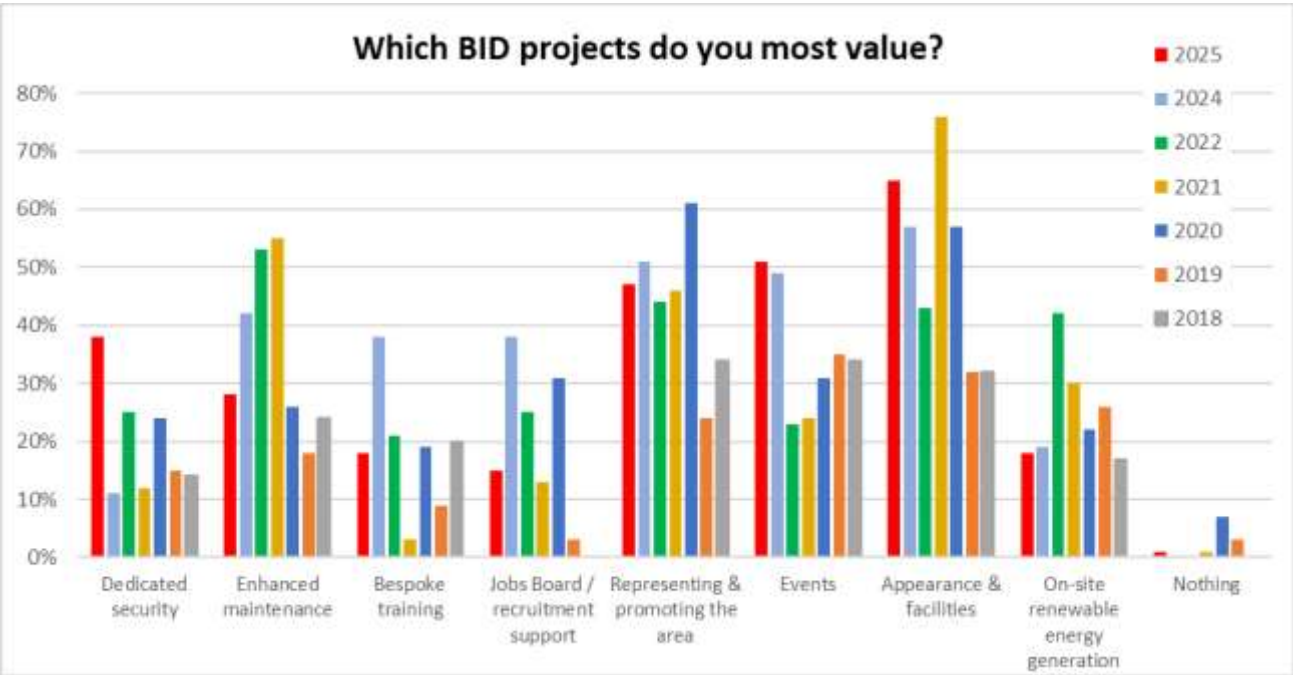
100% of delegates remain supportive of the Manor Royal BID. While support recorded through these polls and surveys has always been good, this is the first time that everyone reported feeling that way.



People also felt the BID was focussed on the right things (89%). 5% felt this was mostly true but that something was missing and another 5% weren't sure.

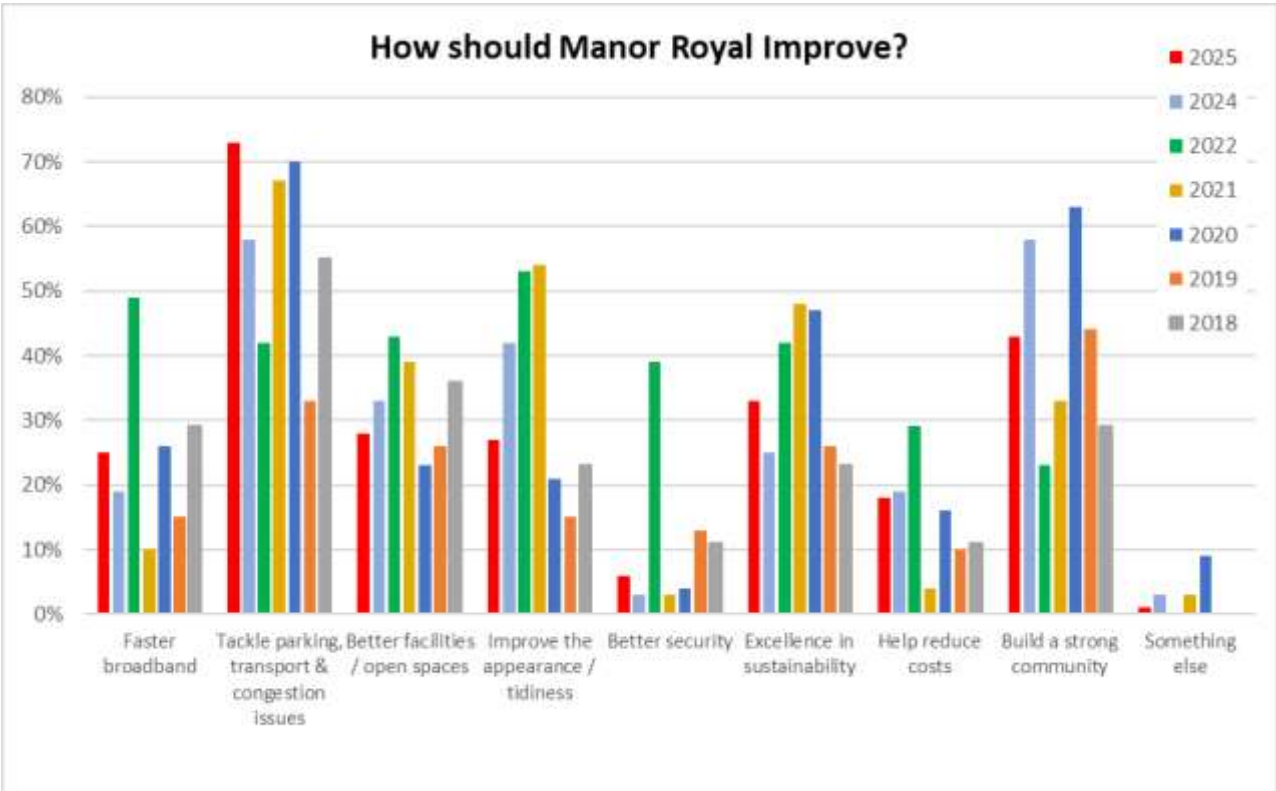
ON MANOR ROYAL BID PROJECTS

For this question, delegates could vote for up to three things the BID does that they thought were important. Something of a trend is beginning to emerge. Similar to last year, investment in improving the “appearance and facilities” was most valued (65%). In second place was “events” (51%) and the role of the BID in “representing and promoting the area” was third most highly valued at 47%. Dedicated security (38%) and “enhanced maintenance” (28%) also scored highly.



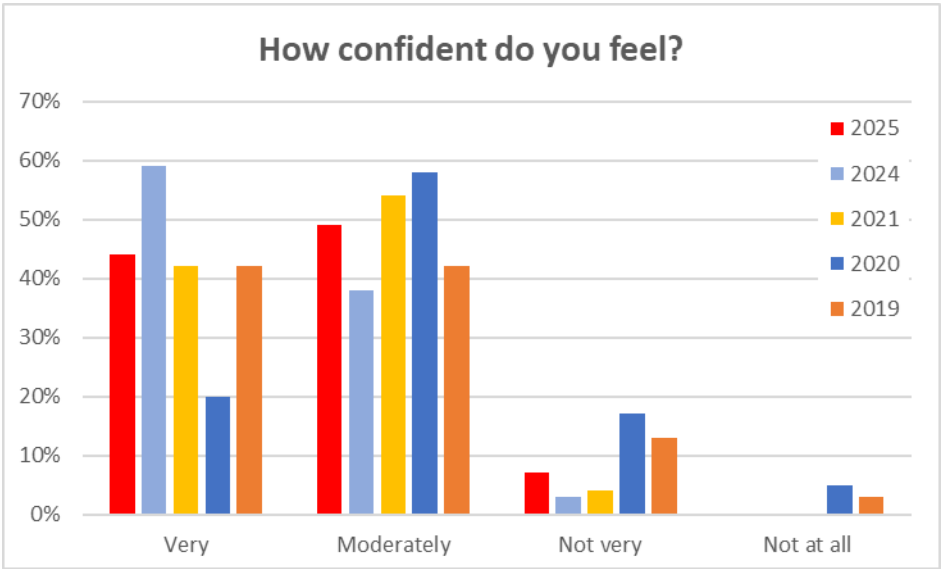
ON WAYS TO IMPROVE MANOR ROYAL

This question focussed on ways delegates would like to see Manor Royal improve. “Parking and transport issues” (73%) once again topped the list of priorities with 43% prioritising “Building a strong community”. Achieving “excellence in sustainability” was a priority for a third of delegates (33%), with providing “better facilities” (28%), improving the tidiness of the area (27%) and “faster broadband” (25%) all receiving strong support.

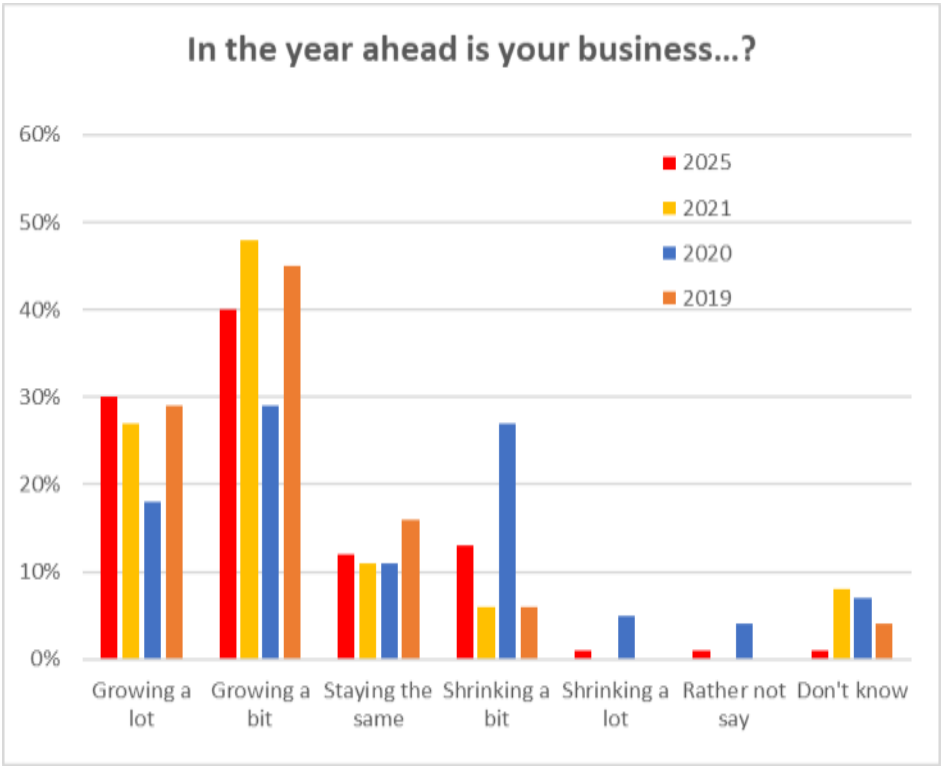


CONFIDENCE LEVELS & PREDICTED GROWTH

Despite concerns that “rising costs” (57%), and both “political” (47%) and “economic uncertainty” (35%) might be holding businesses back, confidence was still good with 93% reporting feeling either “very” or “moderately” confident about the year ahead. However, a small number of delegates (7%) reported feeling “not very” confident, which was more than those who said the same thing in 2024 (3%).



In line with higher levels of confidence, 70% also predicted some form of growth in the next 12 months, with 13% predicting they would “shrink” in the year ahead and 12% “staying the same”.



THE LAST WORD

Words used to describe Manor Royal...



KEEP IN TOUCH

For further information about this report, event or the Manor Royal BID please contact the Manor Royal BID office.

www.manorroyal.org

For further information about Manor Royal BID events www.manorroyal.org/events
