

# Manor Royal BID

Annual Report 2023/24



**Our year in review**



# Manor Royal Matters 2024

including our Annual General Meeting

Bringing together Manor Royal businesses, stakeholders and supporters to review the progress made by the BID in the past year and assess how the area is changing.

## OUR PROGRAMME

09:15 **Registration and refreshments**

09:45 **Welcome address & Annual Review**

How the BID Levy and other funds have been invested. What has been delivered and what has changed. Includes election of BID Directors.

10:15 **Keynote Speaker : Peter Lamb MP**

Hear from Crawley's new Member of Parliament as he addresses the businesses in Manor Royal for the first time since his election to serve the constituency.

10:45 **Tea, coffee and networking**

Meet fellow Manor Royal companies, visit the mini-exhibition and talk to key partners delivering services and helping to change Manor Royal.

**What matters break-out sessions** (delegates choose from one of the three)

11:15 **Seminar 1: Security Matters**, Sussex Police and Crime Commissioner - Katy Bourne OBE explains the work of the PCC and updates delegates on the local policing plan as it impacts Manor Royal.

**Seminar 2: Sustainability Matters**, the soft launch of the Manor Royal Green Infrastructure Plan, introduced by Marc Tomes of Allen Scott Landscape Architects. What does it mean for a "greener" Manor Royal?

**Seminar 3: Property Matters**, learn about new developments and what the future of Manor Royal may look like with local property experts Vail Williams.

12:00 **Plenary session and what next discussion**

12.30 **Networking lunch and exhibition**





# Our Chairman

A welcome message from our Chairman, Trevor Williams (Thales UK)



“This year has been a year of change, challenge and preparation in readiness for what I am sure will be an exciting and frantic year ahead. While continuing to deliver our core services and events in support of our businesses and people, the team has been working hard to lay the foundations for the next wave of improvements to be rolled out from 2025 onwards.

In the back office we have welcomed two new members of the BID Team, Helen McLaren as Engagement & Events Manager and Sam Bertie as Sustainability Manager with responsibility for delivering the Move It Initiative. They have both hit the ground running and I am sure you will make them feel at home.

As a Board, we have been mindful of our duties of Governance, which has involved looking even more closely at how we make decisions, how we manage risk and how we deliver projects. This has become increasingly important as the influence of the BID grows and it takes on ever more ambitious projects alongside attracting public funding to help deliver them, most notably via the Crawley Towns Fund.

We welcome that added responsibility but with it comes the need to ensure our processes and decision-making are sound. As a BID, we have always prided ourselves on being a well-run operation and we are committed to ensure we continually improve on what we do and how we do it. I know that has put pressure on the team but it is the right thing to do.

In line with that we are putting ourselves through the external accreditation process offered by British BIDs, the national industry body for BIDs in the UK, to ensure we fulfil our duties to our levy payers to be best in class.

As we approach the 75th Anniversary since Princess Elizabeth (the late Queen Elizabeth II) named Manor Royal in 1950, we feel confident about the future. We continue to be ambitious for the area and determined that Manor Royal will be that place noted for the quality of its trading and working environment for years to come.

## Trevor Williams

Chair, MRBD Limited

# Our plan, Our commitment

The objectives of the Manor Royal BID as detailed in its Business Plan (2023-2028)

## Who we are

The Manor Royal BID is a not-for-profit company whose sole purpose is to represent and improve Manor Royal by delivering the BID Business Plan that businesses voted for. It is overseen by a Board drawn from Manor Royal companies who all give their time voluntarily.

## Five objectives

Our vision is “to improve the trading and working environment of Manor Royal” by acting on five objectives\*:



## Five Years

We promise to deliver on these objectives over a period of five years between 2023 and 2028.

## One Manor Royal

Our Business Plan is our commitment to improve Manor Royal and to work together to achieve our vision. The Manor Royal BID acts in the best interests of Manor Royal and is committed to providing a representative voice for the area to make sure Manor Royal is recognised as a priority for investment and support and to remain responsive to the needs of Manor Royal businesses.

\*Note: As per the Business Plan (2023-28) as voted for by BID Levy paying businesses at the BID Ballot of March 2023.

# Annual General Meeting

including our election of Directors, presentation of accounts and Annual Review

Bringing together Manor Royal businesses, stakeholders and supporters to review the progress made by the BID in the past year and assess how the area is changing.

## OUR AGENDA

1. **Chairman's welcome**
2. **Approval of minutes of last AGM**
3. **Approval of accounts 2023-2024**
4. **Authorisation for the Board to appoint auditors**
5. **Proposal to amend Company Articles**  
Specifically, to expand the Board from 11 to 13 Directors
6. **Election, re-election and retirements of Directors**
  - a. Announcement of those Board Members who have retired  
Paul Searle, P&H Motorcycles
  - b. Announcement of those Board Members seeking re-election  
Martha Burnige, Gatwick School  
Patrick Heath-Lay, The People's Partnership
  - c. Announcement of those seeking election for the first time  
Sally Brown, Gatwick Diamond Business  
Will Lovegrove, Treetop Design & Print  
Melanie Martinez, Fastsigns  
Jon Trigg, Freedom Works
7. **Presentation of Annual Report**
8. **Questions and Any Other Business**

### Who can vote?

Only registered members can vote at a BID AGM or become a director of the BID.

### Who can become a member of the Manor Royal BID?

Any business that pays the BID levy. One member per company. Contact the BID Team to find out how to register.

### Where to find full audited accounts, papers and previous annual reports?

Everything is published online in the Resources section of the BID website.

[www.manorroyal.org/manor-royal-bid-agm-and-accounts/](http://www.manorroyal.org/manor-royal-bid-agm-and-accounts/)



# Our Directors

Details of directors seeking election, new and returning

## Those retiring and seeking re-election

### Martha Burnige, Gatwick School, Executive Vice President & General Manager



Martha was first elected to the BID Board in 2021, having previously been a member of its Management Group since 2017. She is a qualified solicitor with extensive experience in education management in the UK and overseas.

### Patrick Heath-Lay, The People's Partnership, Group Chief Executive Officer



Patrick was first elected to the BID Board in 2021 and was elected Vice-Chair in January 2024. He brings extensive experience as CEO of the People's Partnership who have been located on Manor Royal for over 50 years and employs over 600 people, the majority of whom are from the local area. He welcomes the opportunity to engage with and support the development of the local business community through the BID Board.

## Those seeking election for the first time

### Sally Brown, Gatwick Diamond Business, Director & General Manager



"I have 50+ years of local knowledge, 13 years' experience at gdb collaborating and working closely with partner organisations and key stakeholders to build community, and I'm a huge advocate of the transformational improvements completed so far by Steve and the MRBID Team. It would be my absolute privilege to be part of the next chapter (and I haven't even mentioned my enthusiasm and sense of fun!)"

### Will Lovegrove, Treetop Design & Print, Partner



"As a business partner on Manor Royal for over 15 years, I bring a deep understanding of the local landscape and a commitment to its growth. My family business, Treetops, has served a diverse range of clients, and I'm dedicated to contributing to Manor Royal's continued success and vibrant community. I aim to bring a fresh perspective, and a collaborative spirit to Manor Royal BID."

### Melanie Martinez, Fastsigns, Co-Owner



"Fastsigns have been based on Manor Royal for 20 years and have been involved in the BID since day one. I have built strong relationships with fellow MR businesses of all sizes and many different industries. As a small business owner I feel that I would bring an insight into how the BID can support SMEs as well as what an SME can bring to the BID alongside the much larger companies."

### Jon Trigg, Freedom Works, Founder & Managing Director



"I am a big believer in collaboration and support within the local business community, and with the work Freedom Works is committed to, I do have a touch point with many local businesses and can share their insight into their views into the board on the BID."

# Our Numbers

Details of our financial performance. Full audited accounts are available online.

These accounts relate to the financial year 2023-24, the first year of Manor Royal BID's third term that runs from 01 April 2023 to 31 March 2028. Over the full 5 year term, the BID expects to generate £5.2m, with a target of £2.4m (46%) coming from other sources.

## Our financial performance for the year ended 31 March 2024

How our income and expenditure in the year compares to our budget

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	566,000	39%	540,381	91%
Other income	890,710	61%	54,574	9%
<b>Total Income</b>	<b>1,456,710</b>		<b>594,955</b>	
Central costs	68,300	5%	72,096	12%
Levy Collection	16,500	1%	16,500	3%
Accrual	5,000	0%	652	0%
Obj1: Promote & Influence	40,960	3%	44,307	7%
Obj2: Trade & Save	106,960	7%	66,578	11%
Obj3: Infrastructure & Facilities	707,960	49%	93,970	16%
Obj4: Sustain & Renew	280,960	19%	51,690	9%
Obj5: Manage & Maintain	223,960	15%	263,383	44%
Contingency	-	0%	-	0%
<b>Total</b>	<b>1,450,600</b>	<b>100%</b>	<b>609,176</b>	<b>102%</b>
Surplus (Deficit)	6,110		-(14,221)	
Balance at the start of the year	25,000		-	
<b>Reserves</b>	<b>31,110</b>		<b>-(14,221)</b>	

Cash at bank at year end was £313,126

Members funds allowing for amounts falling due in one year £111,117

Our independently audited accounts can be found at [www.manorroyal.org/manor-royal-bid-agm-and-accounts/](http://www.manorroyal.org/manor-royal-bid-agm-and-accounts/)

## Our financial commentary

### Our income

It is our objective to match, as far as possible, BID Levy contributions with other sources of funding. The slow running of capital projects means the BID has not been able to draw down the level of "other" funding promised to it in this financial year. It is anticipated that this will be made up in future years. Levy collection rate was a healthy 96.36% with recovery action being taken to collect the remaining bad debt.

### Central costs remain low

The cost of running the BID (e.g. office and central staffing costs) accounts for just 12% of all income, below the recommended best practice level of 20% allowing more to be invested in additional services, projects and improvements.

### Explaining the surplus or deficit

Additional expenditure on Objective 4 "Manage and Maintain" accounts for most of the in-year deficit. This is covered by a healthy level of available members funds (£111,117) that will be invested in projects the Manor Royal BID is committed to delivering in future years, particularly in respect of facilities upgrades (microparks and entranceway improvements) and solar panel installations.

# Our financial commentary (continued)

## Our spend on projects

The Manor Royal BID exists to deliver additional and improved services, projects and initiatives that collectively contribute to a better trading and working environment. Here's how.

### Objective 1 **Promote and Influence** (In year spend £44,307 (7%))

This is about promoting the area, promoting local companies and representing the interests of the Business District to public partners and others. Most of our spend in this area is on producing and distributing Manor Royal News and eBulletins, managing the website, PR and Comms. Increased cost of producing Manor Royal News accounts for the slight over-spend.

### Objective 2 **Trade & Save** (In year spend £66,578 (11%))

This is about how we bring companies together and look at different ways to help them save money. Our key spend areas are on events, providing the bespoke training programme (with Crawley College), the free and unlimited use of the Manor Royal jobs board (with LoveLocalJobs.com). Despite making savings against budget, the BID still delivered 10 well-attended events throughout the year and maintained access to the free to use Access online training and CARI wellbeing platforms.

### Objective 3 **Infrastructure & Facilities** (In year spend £93,970 (16%))

This is about investing in the physical environment and infrastructure so that Manor Royal looks better and works better. These improvements are linked to how satisfied and impressed people are with Manor Royal. The significant underspend in this area is due to delays in beginning construction. However, the BID has been moving ahead with detailed design work, securing planning and other consents and appointing contractors so we can move ahead with speed in future years.

### Objective 4 **Sustain & Renew** (In year spend £51,690 (9%))

This is about our commitment to making Manor Royal more sustainable, environmentally friendly and biodiverse. It is a new objective for 2023-28. Our main investments are in delivering our renewable energy project (ReEnergise Manor Royal), activities related to promoting sustainable (Move It and easit) and supporting conservation-based volunteering and team building (Sussex Wildlife Trust). Underspend in this area is due to delays to ReEnergise Manor Royal and later than anticipated start to the Move It transport initiative.

### Objective 5 **Manage & Maintain** (In year spend £263,383 (44%))

This is about how we look after Manor Royal. Main spend areas are in providing the dedicated Maintenance Team to help with grounds maintenance and the Business Ranger service to provide additional stewardship and security. We also provide free access to Manor Royal Business Watch, additional winter gritting and we look after all the signs, parks and other facilities in Manor Royal. We took advantage of slow running capital projects to invest in new CCTV cameras, additional shopwatch radios and we had to replace more lamppost banners than we anticipated, which explains the over-spend compared to budget.





# Our performance

Highlights from projects and services delivered in the past year

The Manor Royal BID delivers place-specific improvements in line with our Business Plan to make the Business District a better place to work and run a business. These pages provide an insight into the impact the Manor Royal BID has had in the last year, using performance data where it is available. Without the Manor Royal BID these things would not have happened.

**More funds:** Over £54k of additional funds attracted for BID projects - approx. 10p for every £1 of BID Levy.

**Value:** Only 12% of income spent on central costs. Well below industry standards of not more than 20%

**Winter gritting:** service activated 8 times covering 40 kilometres

**New facilities:** Final detailed designs agreed and planning consent obtained for the "superhub" bus stop improvements at Manor Royal Central to create an improved state-of-the-art bespoke shelter and surrounding park area.

**Communication:** 12 monthly ebulletins sent to average audience of 1,500 per issue

**Awards & Recognition:** Manor Royal receives two South East in Bloom awards and one Decentralised Energy Award (for ReEnergise Manor Royal)

**Training:** 37 sessions delivered, attended by 389 delegates, collectively saving over £53k

**Job posts:** 795 Jobs posted on the free to use jobs board saving companies over £290k and generating 1,794 applications for Manor Royal companies <sup>(2)</sup>

**Events:** 10 events took place attended by circa 1,500 delegates (includes Know Your Neighbour, Manor Royal Matters, People Conference x2, Careers Fair, the Christmas Event and an Arts, Culture and Business event)

**New facilities:** Final detailed designs agreed for Woolborough Lane Linear Park and Cawter's Brook enhancements and planning applications submitted.

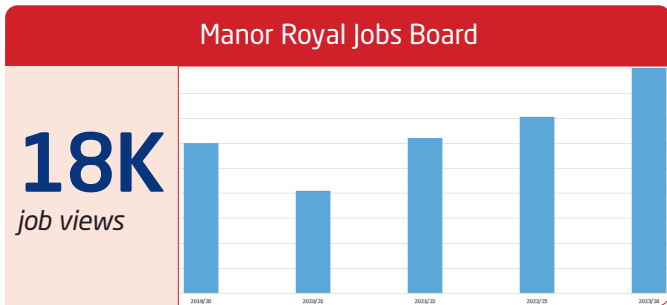
**Security radios:** provided to vulnerable retailers in County Oak and Acorn Retail Parks.

**Charity social events:** 6-a-side football, Zumba and Christmas events raise over £2,000 for local charities

**Crime:** reported crime in both County Oak and across Manor Royal decreases by 62 on previous year to 323 lower than the previous high of over 414 <sup>(3)</sup>

**Security cameras:** New and upgraded CCTV cameras

**Security alerts:** 162 alerts issued via the DISC (Business Watch) system to provide early warning to Manor Royal companies, in addition to instant messages.



**Additional Security:** dedicated Business Ranger Service (security patrols, reassurance, security advice, police liaison) providing an additional 320 hours cover per month.

**Additional Maintenance:** provided by the dedicated and expanded Maintenance Team to keep Manor Royal clean, tidy and well-presented.

**Cheaper travel:** Almost 100 businesses and 1,000s of staff registered for an easit travelcard saving businesses over £190k in membership fees, plus savings for staff

**Digital signs:** Each digital advertising screen kept operational 16 hours per day across four locations, at massively reduced rates.

**Communication:** 10,000 copies (four issues) of Manor Royal News magazine printed and posted to all

**10** events organised by the BID, attended by circa 1,500 delegates

Find out more about Manor Royal BID projects at [www.manorroyal.org/projects](http://www.manorroyal.org/projects)  
Find out more about Manor Royal BID services at [www.manorroyal.org/benefits](http://www.manorroyal.org/benefits)

**£ Watch Members:** Over 200 Business Watch (DISC) members saving between £188 and £386 per annum per company providing secure means to receive and share security, crime and related information.

**👍 Sustainability:** Sustainability Manager appointed, with responsibility for the Crawley Growth Programme funded Move It initiative.

**👍 Team building** 152 hours of funded team building sessions organised with Sussex Wildlife Trust at Crawler's Brook People's Park, providing conservation-based volunteering.

**🏗️ Improved infrastructure:** Phase 2 of the Crawley Growth Programme is completed including construction of a dedicated eastbound bus lane along Manor Royal and road resurfacing.

**Business Rangers**

200k

*average number of footpatrol steps covered by Business Rangers each month*



**👍 Renewable energy:** Detailed work on legal and other work in respect of ReEnergise Manor Royal, the renewable energy project, progressed, following formal launch. Founding directors appointed.

**🏗️ Improved infrastructure:** Collaboration with West Sussex County Council and Crawley Borough Council on phase 3 of the Crawley Growth Programme to widen the western end of Manor Royal road to complete the full length dedicated bus lane along Manor Royal in both directions.

**👍 Partnership:** Partnered with leading energy consultancy, Eden Utilities, to help businesses manage their energy costs reduce consumption.

**👥 Profile:** Representation of Manor Royal on key national and local bodies including: British BIDs Advisory Board, The Crawley Town Deal Board, Crawley Growth Programme, Crawley & Gatwick Business Watch, Gatwick Diamond Initiative Promote Group, Invest Crawley, Crawley Creative Playground and Creative Crawley.

**Awards & Recognition**

3

*awards for Manor Royal projects, including an award for ReEnergise Manor Royal*



**👥 Connected Crawley:** Informal networking events delivered each quarter in partnership with Gatwick Diamond Business, Crawley Town Centre BID and Freedom Works bringing together businesses from across the town.

**Training**

389

*people attended a Manor Royal BID training course, saving over £53k*












**Notes:**

1. Project benefits from Crawley Towns Fund funding
2. This equates to a 84% increase on the number of job applications generated from the previous year
3. Despite being a relatively small area geographically, over half of all reported crime is generated by County Oak and Acorn Retail Parks, while crime in the rest of Manor Royal (zones 2-5) has gone down.
4. The Crawley Growth Programme is a £multi-million town-wide improvement project involving Crawley Borough Council and West Sussex County Council, including Manor Royal BID. Enterprise Partnership (LEP), Metrobus, Gatwick Airport and Manor Royal BID.

# Our Board

Providing governance and oversight

Drawn from Manor Royal businesses, the Board give their time voluntarily. The Board provides strategic oversight to make sure the BID keeps to plan and is properly managed.

	<b>Trevor Williams,</b> Thales UK (BID Chair)
	<b>Patrick Heath-Lay,</b> The People's Partnership (BID Vice-Chair)
	<b>Paul Searle,</b> P&H Motorcycles
	<b>Tim Rose,</b> Elekta
	<b>Cllr Atif Nawaz,</b> Crawley Borough Council
	<b>Markus Wood,</b> Avensys
	<b>Ann Horne,</b> Harwoods
	<b>Martha Burnige,</b> Gatwick School
	<b>Gary Tomlinson,</b> SOS Systems

# Our Standards

Setting high standards of operation

The Manor Royal BID Company is operated in an open and transparent way to comply with the Regulations that govern BIDs and to satisfy standards of good practice. It is important that the businesses and staff of Manor Royal know what the BID is doing and know that things are being done the right way.

Doing things right means:

1. MRBD Limited is set up as a Not for Profit company limited by guarantee and registered with Companies House with a set of Memorandum and Articles appropriate for a BID.
2. There is an appropriate governance structure in place with elected directors drawn from and voted by fellow Manor Royal companies at an annual AGM.
3. An annual BID Levy leaflet is produced and distributed with the BID Levy Bill to inform BID Levy Payers how the money was spent last year and how it will be spent next year.
4. Annual accounts and an annual report are published and made available at the AGM and subsequently on the website. Copies are sent on request to those that want them.
5. Every effort is made to contact and invite all BID Levy paying businesses to become members of the BID Company (at no charge) and to attend AGMs.
6. The Manor Royal BID operates an "open door" policy and actively invites people to become involved in the work of the BID.
7. Board meetings are minuted and published online.
8. Operating and Baseline Agreements have been set up with the public service providers so we know what we should be getting and do not inadvertently undertake or pay for jobs or tasks the local authorities ought to doing.
9. Progress against a published and publicly available business plan is monitored and reported on.
10. BID accounts are fully audited by an independent accountancy firm and good practice principles are applied to procuring services on behalf of Manor Royal companies.
11. The Manor Royal BID strives to achieve the best value for BID Levy payers by using the BID levy to attract matched funding from other partners.
12. MRBD Limited adheres to the best practice guidance produced by British BIDs, the British Retail Consortium (BRC), the Inter Bank Rating Forum (IBRF) and the Federation of Small Businesses (FSB) to limit the central administration costs to not more than 20% of the BID Levy collected.

Each year a third of the Board is required to stand-down but can stand for re-election. Various other businesses are represented on one of the two Sub-Committees and Working Groups. The Board actively encourages the involvement of BID levy paying businesses.



# Our highlights

A selection of some of last year's achievements



## Events

10 bespoke Manor Royal events delivered



## Improved security

New CCTV cameras installed



## New Bus lane

Part of the Crawley Growth Programme, includes road resurfacing

*"Well done, the whole place looks cared for now. A big thanks to you and the team for all the hard work. The area is unrecognisable from when we opened at the end of 2012."*  
Business feedback concerning upkeep.

*"Thanks for your ongoing help with all these courses. I get really good feedback from my team every time they go on one as to how useful it is."*  
Manor Royal training attendee



## Design & planning for new facilities



## Awards

The BID wins two South East in Bloom awards in 2023, plus an award for ReEnergise Manor Royal (with West Sussex CC)



## Additional maintenance



## Dedicated security

*"Just wanted to say thank you for a great event today - enjoyed it and learned a great deal."*  
Manor Royal Matters delegate



## Good causes

Over £2,000 raised for good causes at Football, Netball and Christmas



## Volunteering

With Sussex Wildlife Trust at Crawter's Brook





















*"We liked the materials, the designs and the inscriptions. I hope your development programme continues to improve Manor Royal on foot."*  
Anne & Freda, visitors to Manor Royal Microparks

*"Thank you, we have actually made an offer from the manor royal job fair we attended!"*  
Manor Royal Job Fair feedback

# Our Services

## The additional services the BID provides

The Manor Royal BID provides these services in support of the businesses and employees of Manor Royal. These are provided in addition to those services provided by other organisations (e.g. the police or the Council) and they are provided exclusively to Manor Royal. [www.manorroyal.org/benefits](http://www.manorroyal.org/benefits)

SERVICE	OBJECTIVE
<b>Enhanced maintenance</b> ( <a href="http://www.manorroyal.org/maintenance">www.manorroyal.org/maintenance</a> ) Keeping the place clean & tidy, and looking after what we've got	
<b>Dedicated security</b> ( <a href="http://www.manorroyal.org/rangers">www.manorroyal.org/rangers</a> ) Keeping the place safe via dedicated security team	
<b>Bespoke &amp; discounted training</b> ( <a href="http://www.manorroyal.org/training">www.manorroyal.org/training</a> ) Providing tailored training, delivered locally and preferential rates	
<b>Free jobs board</b> ( <a href="http://www.manorroyal.org/jobs">www.manorroyal.org/jobs</a> ) Free, unlimited and dedicated Jobs Board to help with recruitment	
<b>Public transport discounts and incentives</b> ( <a href="http://www.manorroyal.org/easit">www.manorroyal.org/easit</a> ) Making the cost of public transport cheaper to staff	
<b>Winter Gritting</b> Gritting the roads no one else does	
<b>Shopwatch Radios</b> ( <a href="http://www.manorroyal.org/security">www.manorroyal.org/security</a> ) Free security radios for vulnerable retailers	
<b>Manor Royal Business Watch</b> ( <a href="http://www.manorroyal.org/security">www.manorroyal.org/security</a> ) Accredited, password protected Manor Royal-specific Business Watch system	
<b>Area-wide CCTV and ANPR security camera network</b> ( <a href="http://www.manorroyal.org/security">www.manorroyal.org/security</a> ) Installed, operated and maintained by Manor Royal BID	
<b>Conservation-based team building and volunteering</b> ( <a href="http://www.manorroyal.org/volunteering">www.manorroyal.org/volunteering</a> ) Free to access via the BID's partnership with Sussex Wildlife Trust	
<b>Digital advertising screens</b> ( <a href="http://www.manorroyal.org/advertising">www.manorroyal.org/advertising</a> ) Four double-sided digital information screens at reduced rates	
<b>Trade waste partnership</b> ( <a href="http://www.manorroyal.org/waste">www.manorroyal.org/waste</a> ) In partnership with Biffa providing preferential rates for Manor Royal companies	
<b>Energy partnership</b> ( <a href="http://www.manorroyal.org/utilities">www.manorroyal.org/utilities</a> ) In partnership with Eden Utilities providing free energy cost saving consultancy	
<b>Business Directory</b> ( <a href="http://www.manorroyal.org/business-directory/">www.manorroyal.org/business-directory/</a> ) Online Manor Royal business directory with live feed from Manor Royal CRM system	
<b>Property Search</b> ( <a href="http://www.manorroyal.org/property-search/">www.manorroyal.org/property-search/</a> ) Online directory of vacant property with live commercial property agents feeds	
<b>Free online e-learning hub</b> ( <a href="http://www.manorroyal.org/access">www.manorroyal.org/access</a> ) Free access to a range of training modules and courses	
<b>Employee Wellbeing Platform</b> ( <a href="http://www.manorroyal.org/wellbeing">www.manorroyal.org/wellbeing</a> ) Free access to an online Wellbeing assessment and support tool	
<b>Manor Royal "Move It" Transport Initiative</b> ( <a href="http://www.manorroyal.org/move">www.manorroyal.org/move</a> ) Active travel advice, advocacy, promotional and research programme	
<b>*ReEnergise Manor Royal (Solar Energy)</b> ( <a href="http://www.manorroyal.org/energy">www.manorroyal.org/energy</a> ) Local energy project offering free solar panels and renewable energy	
<b>*CSR Brokerage and Volunteering Service</b> Pilot project to facilitate and support local company volunteering, CSR and ESG activities	

\*Note: these services are in development at the time of going to print.

 Objective 1, Promote & Influence
  Objective 2, Trade & Save
  Objective 3, Sustain & Renew
  Objective 4, Manage & Maintain

# Our projects

The projects the BID delivers and looks after



Projects refer to the investment made to improve the facilities and infrastructure (Objective 4) in Manor Royal. These projects are informed by the Manor Royal BID Projects Pack, which acts as the spatial expression of the Business Plan. Activity in this area is concentrated on enhancing the entry points to Manor Royal (the Gateways), introducing new seating and outdoor spaces (the park areas), improving the signage and wayfinding, public realm and connectivity.

Not only is the BID responsible for leading on the delivery of each of these projects, it is also responsible for their upkeep once they have been built. A “developing” project is a project in the process of being delivered. A “maintained” project has been delivered and is now being maintained by the BID. [www.manorroyal.org/projects](http://www.manorroyal.org/projects)

PROJECT	STATUS
<b>Manor Royal Central Superhub site</b> New bespoke bus state-of-the-art shelter and park area, with public art	<i>Developing</i>
<b>Woolborough Lane Linear Park</b> Public park, cycle / walkway enhancement, with public art	<i>Developing</i>
<b>Crawter's Brook Lost Woodland Gallery</b> Phase 2 of the Crawter's Brook People's Park project based on site masterplan	<i>Developing</i>
<b>County Oak Corner</b> Public realm project, including seating and public art	<i>Developing</i>
<b>Gateway 1 Hazelwick Flyover mural</b> Installation of a large-scale mural to enhance the area's busiest point of entry	<i>Developing</i>
<b>Gateway 4 Upgrade</b> Enhancement to key entry point / Gateway of Manor Royal	<i>Developing</i>
<b>Gateway 5 Upgrade</b> Enhancement to key entry point / Gateway of Manor Royal	<i>Developing</i>
<b>"In between Spaces" wayfinding and wellbeing trail</b> A trail connecting park areas and public art to create a walkable trail with interpretation	<i>Developing</i>
<b>Environmental Infrastructure and Biodiversity Plan</b> Site-wide plan of key "green" assets and opportunities for achieving biodiversity net gain	<i>Developing</i>
<b>Crawter's Brook People's Park (Phase 1)</b> Creation of a 7.5 acre public space with seating and connecting cycle and walkway	<i>Maintained</i>
<b>The Terrace Pocket Park</b> New facilities, seating and public with public art and table tennis table	<i>Maintained</i>
<b>Rutherford Way Corner</b> New facilities, seating and public with public art	<i>Maintained</i>
<b>Prestley Way Corner</b> New facilities, seating and public with public art	<i>Maintained</i>
<b>Metcalf Way Micro Park</b> New facilities, seating and public with public art	<i>Maintained</i>
<b>Gateway 1</b> Enhancement to key entry point / Gateway of Manor Royal	<i>Maintained</i>
<b>Gateway 2</b> Enhancement to key entry point / Gateway of Manor Royal	<i>Maintained</i>
<b>Gateway 3</b> Enhancement to key entry point / Gateway of Manor Royal, includes "Big M" sculpture	<i>Maintained</i>
<b>Green Lane / Magpie Wood Subway</b> Public art / mural to enhance pedestrian and cyclist subway	<i>Maintained</i>
<b>Woolborough Lane Subway</b> Public art / mural to enhance pedestrian and cyclist subway	<i>Maintained</i>
<b>Area-wide signage and wayfinding system</b> - Consisting of entry monolith signs, colour-coded street name signs, map boards and lamp post banner	<i>Maintained</i>
<b>Manor Royal Superfast Broadband</b> Upgrade to provide superfast broadband speeds accessible for all	<b>Delivered</b>



# Our Influence

## How the BID has influenced change and attracted investment

The ambition of the BID to improve Manor Royal exceeds that which can be met by the annual BID Levy contributed by businesses. This requires for the BID to attract additional funding from other sources. However, it is not just about money. The Manor Royal BID works closely with other organisations, in particular Crawley Borough Council and West Sussex County Council, to ensure the needs and priorities of Manor Royal are understood and, wherever possible, acted on. In this way, the value of the BID Levy is maximised and the vision realised.

THIRD PARTY FUNDING (received)	VALUE	TERM CUMULATIVE	TOTAL CUMULATIVE
Term 1. Year 1. 2013-14.	34,615	34,615	34,615
Term 1. Year 2. 2014-15.	565,386	600,001	600,001
Term 1. Year 3. 2015-16.	244,543	844,544	844,544
Term 1. Year 4. 2016-17.	173,351	1,017,895	1,017,895
<b>Term 1. Year 5. 2017-18.</b>	<b>25,576</b>	<b>1,043,471</b>	<b>1,043,471</b>
Term 1. Year 5. 2017-18.	222,360	222,360	1,265,831
Term 2. Year 2. 2019-20.	119,753	342,113	1,385,584
Term 2. Year 3. 2020-21.	234,704	576,817	1,620,288
Term 2. Year 4. 2021-22.	419,270	996,087	2,039,558
<b>Term 2. Year 5. 2022-23.</b>	<b>205,831</b>	<b>1,201,918</b>	<b>2,245,389</b>
Term 3. Year 1. 2023-24.	54,574	54,574	2,299,936

**Note:** As per audited accounts.

THIRD PARTY FUNDING (promised)	VALUE	STATUS
Crawley Town Deal. Environmental Improvements / Facilities	1,500,000	Approved
Crawley Town Deal. Local Energy Community	1,000,000	Uncertain
Crawley Growth Programme – Superhub Shelter	181,510	Approved
Crawley Growth Programme – Move It initiative	100,000	Received
Section 106 – contribution to public realm / facilities upgrades	85,633	Received
ReEnergise Manor Royal – Business Case development	35,000	Received
Creative Crawley – Management Fee	15,000	Received
<b>TOTAL</b>	<b>2,917,143</b>	

**Note:** other small sums anticipated e.g. from Town Centre BID for Renewal Support / Consultancy

LEVERAGE	TERM	FUNDING	STATUS
Superfast broadband upgrade (access for all)	1	Yes	Completed
Pavement refurbishment (all primary routes)	1	Yes	Completed
Road resurfacing (various)	1	Yes	Completed
Langley Lane Cycle Lane Refurbishment	1	Yes	Completed
<b>Crawley Growth Programme (Phase 1)</b> New crossings, junctions, signals, new bus lane, public realm	1/2	Yes	Completed
Road resurfacing (various)	2	Yes	Completed
<b>Crawley Growth Programme (Phase 2)</b> Extended bus lane, resurfacing, roundabout upgrade	2	Yes	Completed
Inclusion in Crawley Town Investment Plan	2/3	Yes	In progress
<b>Crawley Town Deal</b> Crawley Innovation Centre, Gigabit Broadband upgrade	3	Yes	In progress
<b>Crawley Growth Programme (Phase 3)</b> BSIP bus lane extension, road widening, resurfacing	3	Yes	In progress
Gateway 1 Mural: Creative Crawley Contribution	3	Yes	In progress
Road resurfacing (various)	3	Yes	In progress
Considerate Commerce CSR / ESG Initiative (RPD Foundation)	3	Yes	In progress

**Our Thanks** - We are grateful for the continued support of both Crawley Borough Council and West Sussex County Council with whom we work closely for the benefit of the Business District.

# Our Events

The events the BID organises

The Manor Royal BID delivers between 8 and 10 events every year exclusively for Manor Royal based companies and employees. These are free to attend and typically include; The People Conference, Manor Royal Careers Fair, Know Your Neighbour, Manor Royal Matters Conference, Christmas event and annual charity football event.

The Manor Royal BID is also proud to work with Gatwick Diamond Business, Freedom Works and Crawley Town Centre BID bringing together different businesses from across the town for informal networking events each quarter.

[www.manorroyal.org/events](http://www.manorroyal.org/events)

# Our marketing and communications

How the BID promotes and communicates

The Manor Royal BID provides a variety of ways to communicate the work of the BID, relay information impacting companies and employees and for businesses to share their news with each other and includes; the Manor Royal News Magazine (printed and posted every quarter), Manor Royal eBulletin (sent every month), website maintenance (including business directory, property directory, news and offers), social media (various channels) and digital advertising screens (provided at key locations around Manor Royal).

# Our place in the industry

How the BID compares to other UK BIDs

Based on the National BID Survey carried out by British BIDs (2023), the Manor Royal BID compares favourably to the other 341 BIDs of the British Isles.

## Levy rates

MEASURE	LEVYS %
Lowest	0.28
Bottom Quartile	<b>MRBD = 1.1%</b> ←
Median	1.5
Upper Quartile	1.6
Highest	6

## Caps

Measure Quart % MR1.1

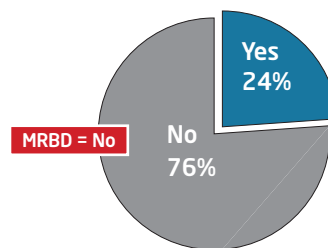
MEASURE	£
Lowest	<b>MRBD = £4,000</b> ←
Lower Quartile	£10,000
Median	£15,000
Upper Quartile	£26,176
Highest	£100,000

At 1.1% of the rateable value, the basis for calculating the annual BID levy, the Manor Royal BID levy rate is amongst the lowest nationally. Combined with a Cap (the maximum amount any property pays per annum) that is also amongst the lowest by a good margin means businesses contribute less towards the Manor Royal BID compared to businesses located in other BID areas.

## Hereditaments

MEASURE	DATA
Smallest	35
Bottom Quartile	278
Median	385
Upper Quartile	<b>MRBD = 536</b> ←
Highest	2,500

## Use of inflation



Based on the number of Hereditaments (rateable property units) that attract a BID Levy, Manor Royal is one of the biggest in the UK and remains the single biggest "industrial" (Business Park) BID. Despite the low levy rate, the large number of businesses means the annual income from BID levy is in the upper quartile nationally.














Nationally, the average income per hereditament is £1,131. In Manor Royal, it is £1,057 per hereditament. 47% pay less than £500 per annum. 65% pay less than £1,000 per annum. 78% pay less than £2,000 per annum. 39 pay the maximum of £4,000 per annum. Once again, while it can, the BID Board has not applied inflation.

In terms of generating the necessary funds, the BID Survey also highlights the success of the Manor Royal BID in attracting funds from other sources where it ranks comfortably in the upper quartile.

# Our next year

What the Manor Royal BID aims to do in the next 12 months

## We will carry on providing...

-  Additional security measures including Business Rangers, free Business Watch membership, areawide security /ANPR camera system, security radios
-  Active travel promotion and cheaper staff travel via easitCRAWLEY transport initiative membership for all
-  Low cost staff training (with Crawley College) and free to access eLearning platform
-  Free and unlimited use of the Manor Royal Jobs Board
-  Additional and dedicated grounds maintenance and winter gritting
-  Free to access networking and events programme
-  Tailored communications including monthly eBulletins, quarterly Manor Royal News, managed website, multi-channel social media and provision of digital screen advertising
-  Online business directory and property search, plus free business listings, promotions and offers
-  Dedicated point of contact for help, enquiries and representation
-  Discounted services and employee benefits
-  Upkeep of park areas, branded street signs, lamp post banners, map boards, welcome signs, enhanced entry points, subways and digital screens
-  Investment to improve infrastructure and facilities
-  Lobbying for additional funding, resources and support to Manor Royal

## In addition we will...

- Appoint new partner to deliver the ReEnergise Manor Royal renewable energy project, starting with Stage 1.
- Fund the first solar installations for early adopters in support of renewable energy generation as part of ReEnergise Manor Royal (Local Energy Community), subject to legal agreements
- Working with Crawley Borough and West Sussex County Councils, commence Phase 3 of the Crawley Growth Programme Manor Royal transport improvements
- Secure planning consent and begin construction on Woolborough Lane Linear Park, with support of the Towns Fund
- Secure planning consent and begin construction for Manor Royal Central Superhub bus stop and supporting Micropark area, with support of Crawley Growth Programme and Towns Fund
- Secure planning consent and begin construction for enhancing Crawter's Brook People's Park (Lost Woodland Gallery and seating area)
- Begin design work on next Town Deal funded facilities improvement schemes
- Scope delivery of the Manor Royal Sustainability Action Plan
- Design and launch the Manor Royal "Move it" programme in support of sustainable travel and modal shift, supported by the Crawley Growth Programme
- Install large scale entranceway mural on the Manor Royal side of the Hazelwick Flyover
- Devise a Manor Royal Contractor Framework and appoint main contractor for facilities, parks and entranceway improvements.
- Commission and complete the Manor Royal Green Infrastructure and Biodiversity Plan.
- Lobby for road resurfacing and wider parking and public realm improvements
- Represent the interests of Manor Royal on the Crawley Town Deal Board, including as part of the Innovation Centre Project Board and in support of the rollout of gigabit broadband
- Secure British BIDs quality accreditation
- Revamp Manor Royal Know Your Neighbour and introduce new celebratory recognition event for Manor Royal businesses and people
- Support HEMIKO in exploring the potential for a District Heat Network to decarbonise heating and hot water
- Celebrate 75 years since Princess Elizabeth (late Queen Elizabeth II) officially named Manor Royal

Find out about Manor Royal BID projects at [www.manorroyal.org/projects](http://www.manorroyal.org/projects)  
Find out about Manor Royal BID services at [www.manorroyal.org/benefits](http://www.manorroyal.org/benefits)  
Find out about Manor Royal BID events at [www.manorroyal.org/events](http://www.manorroyal.org/events)

For more information about the BID and to get involved, please contact the Manor Royal BID Office on:

**t:** 01293 813 866 **e:** [info@manorroyal.org](mailto:info@manorroyal.org) [www.manorroyal.org](http://www.manorroyal.org)