

Manor Royal BID

Annual Report 2024/25



Our year in review



Manor Royal Matters 2025

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.

What are your priorities?

Tell us what your issues are and what you want the BID to do next, using interactive electronic voting.

10:30 **Tea, Coffee and networking**

Meet fellow Manor Royal companies, talk to key partners delivering services and helping to change Manor Royal, visit the "In Our Time" exhibition and participate in the "Spot the Queen" competition.

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

11:00 **Seminar 1: Gatwick Matters**, the latest news from Gatwick Airport, update on the Northern Runway proposals and the opportunities presented by a thriving airport to Manor Royal and beyond.

Seminar 2: Sustainability Matters, includes the launch of the Green Infrastructure and Biodiversity Plan and how that fits as part of a vision for a more sustainable Manor Royal

Seminar 3: Devolution Matters, learn about one the biggest shake-ups in local government in our lifetime, what a new mayoral combined authority means for Sussex and the challenges and opportunities that could bring to our economy.

11:45 **Plenary session: Manor Royal Question Time** A facilitated debate involving representatives of Manor Royal businesses and the BID Board to discuss the economy, business life, current challenges, future opportunities and hopes for a better business and working environment. Includes opportunities for audience participation.

12:30 **Networking lunch and exhibition**

Download to vote

Your view about what is important helps to inform what the Manor Royal BID does, lobbies for and invests in. Download Slido to vote and have your say.

Scan this QR code to vote.



Our Chairman

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



This AGM comes in the middle of our current five-year term. It is also the 75th Anniversary of Princess Elizabeth (the late Queen Elizabeth II) naming Manor Royal in 1950 when she stood outside what is now the Thales site surrounded by choir boys, photographers and well-wishers from around the town.

It's a different place now - it's bigger, there are more businesses and more people work here - but the aspirational vision to create a fantastic business park and that feeling of pride remains.

Pre-BID when we were exploring ways to improve the area and halt what looked like a period of steady decline, one of the direct quotes from one business was that there was "no pride". A damning statement reflecting a feeling that the place had been neglected and allowed to deteriorate.

Reflecting on our progress and this report, the same could not be said now. That is a testimony to the Manor Royal BID and to the great many partners with who we work and the

supportive relationships we enjoy with both West Sussex County Council and Crawley Borough Council.

From maintenance and security, to investment in new infrastructure and services and now even looking at our role in achieving a lower carbon more biodiverse future - none of these things happen without a lot of work from a great many people, and of course the Manor Royal BID.

The world is changing. Locally we are on the cusp of big changes in local Government. Global volatility, whether by war or politics, brings equal part bemusement and anguish. Through all this, we must stick together to protect what we have and to build on it.

As we enter the latter years of this five-year term, it won't be long before we contemplate a new Business Plan and another vote by businesses on the future of the BID. Until then my thanks to our Board of directors (all volunteers), to our many partners and to the BID team for another year of remarkable achievement.

Enjoy the conference.

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 remains responsive to the needs of Manor Royal businesses and acts in the best interests of the business district. It is committed to providing a representative voice for the area and to making sure Manor Royal is recognised as a priority for investment and support.

**Note: these are the objectives detailed in the new Business Plan (2023-28) as voted for by BID Levy paying businesses at the BID Renewal Ballot of March 2023.*

Our 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 2024-2025**
4. **Authorisation for the Board to appoint auditors**
5. **Election, re-election and retirements of Directors**
 - a. Announcement of those Board Members who have retired
Ann Horne, Harwoods
Martha Burnige, The Gatwick School
 - b. Announcement of those Board Members seeking re-election
Tim Rose, Elekta
Trevor Williams, Thales UK
Markus Wood, Avensys
 - c. Announcement of those seeking election for the first time
Nick Jackets, Transvalair
Hannah Wilson, Virgin Atlantic
Marc Butterworth, Creative Technology
6. **Presentation of Annual Report**
7. **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 a member of 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.

See: 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

Tim Rose, Elekta, VP Global Facilities Management



Tim was first elected to the BID Board in 2020. With over a decade of experience of working in Manor Royal, having previously been Head of Facilities at Collins Aerospace before joining Elekta in 2019. Tim is also Chair of ReEnergise Manor Royal and won the Green Business Champion at the first Manor Royal Recognition Awards earlier this year.

Trevor Williams, Thales UK



Trevor is a founding director of the Manor Royal BID and has served as Chair since the BID started in 2013. With extensive experience of the area, under his chairmanship the BID has secured three successful ballots and millions of pounds of additional funding.

Markus Wood, Avensys, Managing Director



Markus has been a director of the BID since 2014, the second longest serving BID Director after Trevor Williams. Established in 2000 - much of which have been in Manor Royal - Markus and his wife Sam have built Avensys into an independent award-winning family run business specializing in audio visual sales, installation, and event hire.

Those seeking election for the first time

Nick Jackets, Transvalair, HR Business Partner



"As a representative for SMEs, logistics, drivers and blue-collar workers in general, my role is to amplify their voices and bring a human perspective to their often-hidden challenges within the Manor Royal workforce. I strive to ensure that these voices are not forgotten and to inspire creative thinking that fosters inclusivity for all."

Hannah Wilson, Virgin Atlantic, Head of Property and Facilities



"As Head of Property & Facilities at Virgin Atlantic, I bring strategic expertise in managing complex estates, a focus on sustainability and strong stakeholder collaboration skills. I aim to represent all occupiers, large and small, champion innovation and help shape Manor Royal as a thriving future-ready business community."

Marc Butterworth, Creative Technology Ltd UK, Director of Operations



"I'm long term resident of Manor Royal (23yrs) so I know the area and the challenges faced by business here. I have a passion for finding new talent to bring to our industry from the local area. Having the BID here and being able to use its capability to provide opportunity to local people is essential to ensuring the economic prosperity of the wider community."

Our Numbers

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

These accounts relate to the financial year 2024-25, the second 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 2025

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

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	566,000	35%	557,395	67%
Other income	1,050,710	65%	297,326	37%
Total Income	1,616,710		885,814	
Central costs	68,300	4%	85,843	10%
Levy Collection	16,500	1%	16,830	2%
Accrual	5,000	0%	1,550	0%
Obj1: Promote & Influence	40,960	3%	44,786	5%
Obj2: Trade & Save	106,960	7%	106,074	12%
Obj3: Infrastructure & Facilities	567,960	35%	306,158	35%
Obj4: Sustain & Renew	580,960	40%	168,711	19%
Obj5: Manage & Maintain	223,960	14%	241,147	27%
Total	1,610,600	100%	971,099	110%
Surplus (Deficit)	6,110		-(85,285)	
Balance at the start of the year	31,110		111,117	
Reserves	37,220		25,832	

Our financial performance to date

This table shows how the Manor Royal BID has performed to date, from April 2023 to 31 March 2025.

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	1,132,000	35%	1,097,776	74%
Other income	1,941,420	63%	382,993	26%
Total Income	3,073,420		1,449,676	
Central costs	136,600	4%	157,939	11%
Levy Collection	33,000	1%	33,330	2%
Accrual	10,000	0%	2,202	0%
Obj1: Promote & Influence	81,920	3%	89,093	6%
Obj2: Trade & Save	213,920	7%	172,652	12%
Obj3: Infrastructure & Facilities	1,275,920	42%	400,128	27%
Obj4: Sustain & Renew	861,920	28%	220,401	15%
Obj5: Manage & Maintain	447,920	15%	504,530	34%
Total	3,061,200	100%	1,580,275	107%
Surplus (Deficit)	12,220		-(99,506)	
Balance at the start of the year	25,000		125,338	
Reserves	37,220		25,832	

Cash at bank at year end was £56,391

Our independently audited accounts can be found at www.manorroyal.org/manor-royal-bid-agm-and-accounts/

Our financial commentary

Our income

The BID levy collection rate was 95.91%, within the allowance for bad debt and with recovery action being taken to collect the remainder. 37% of all income was contributed from third parties, namely from the Crawley Growth Programme, Crawley Town Deal and other grants. However, this is lower than anticipated due to the slow running of capital projects for which other funding has been secured and will be drawn down in future years.

Central costs remain low

The cost of running the BID (e.g. office and central staffing costs) remains low at 10% of all income, below the recommended best practice level of 20%. It is higher than expected in cash terms due to the impact of legal advice sought by the BID and additional equipment costs. Inflationary pressures have also had an upward impact.

Explaining the surplus or deficit

An in-year deficit relates to upfront costs related to the capital programme being developed for delivery in future years, particularly in 2025/26. This will be made up from grant funding yet to be drawn down.

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 £44,786 (5%) against a budget estimate of £40,960 (3%))

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. Spend was about where we expected it to be.

Objective 2 Trade & Save (In year spend £106,074 (12%) against a budget estimate of £106,960 (7%))

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). Spend was where we expected it to be.

Objective 3 Infrastructure & Facilities (In year spend £306,158 (35%) against a budget estimate of £567,960 (35%))

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 completed the mural installation at Gateway 1 and progressed detailed design work and put in place the contractor framework so we can begin the construction programme next year (2025/26), when we expect higher levels of spend on this objective.

Objective 4 Sustain & Renew (In year spend £168,711 (19%) against a budget estimate of £580,960 (40%))

This is about our commitment to making Manor Royal more sustainable, environmentally friendly and biodiverse - a new objective for 2023-28. The lower than anticipated spend is solely due to delays related to the solar energy project (ReEnergise Manor Royal), now resolved. However, we did develop the ReEnergise business case, progressed the Move It (sustainable transport) initiative, began work to develop the Green Infrastructure Framework and launched the CSR Brokerage Pilot with the RPD Foundation.

Objective 5 Manage & Maintain (In year spend £241,147 (27%) against a budget estimate of £223,960 (14%))

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.

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 £382k of additional funds attracted for BID projects – for every £1.69 of BID Levy we attracted another £1 from somewhere else.

 **Value:** Only 10% of income spent on central costs. Well below industry standards of not more than 20%

 **Winter gritting:** service activated 9 times covering 45 kilometres of highway not otherwise gritted.

 **Gateway enhanced:** Hazelwick Flyover (Gateway 1) Mural completed in partnership with Creative Crawley and part-funded by Crawley Towns Grant.

Training

37 courses delivered as part of the Manor Royal Training programme saving companies over £51k



 **Additional Security:** Business Ranger Service (security patrols, reassurance, security advice, police liaison) providing an additional 3,828 hours of dedicated security cover.

 **Additional Maintenance:** provided by the dedicated Maintenance Team to keep Manor Royal clean, tidy and well-presented collect over 20 tonnes of waste and fly-tipping

 **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 their staff

 **Reassurance:** Dedicated Business Rangers carry out over 5,000 unique non-retail business visits and over 3,000 retailer visits, attending almost 200 incidents.

 **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, totalling 164 news stories and articles.

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

 **Training:** 37 sessions delivered, attended by 357 delegates, collectively saving over £51k

 **Job posts:** 716 Jobs posted on the free to use jobs board saving companies over £268k and generating 1,359 job applications.

 **Events:** 8 events took place attended by circa 1,800 delegates (includes Know Your Neighbour, Manor Royal Matters, People Conference, Manor Royal Careers Fair, and the Christmas Event)

 **New facilities:** Crawter's Brook People's Park and Woolborough Lane enhancements and planning applications submitted. Consent granted for Crawter's Brook in July 2024.

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

 **Charity social events:** 6-a-side football tournament and Christmas events raise over £1,000 for local charities

 **Crime:** reported crime in both County Oak and across Manor Royal decreased by 50 on previous year to 273 continuing a two-year downward trend.

 **Communication:** LinkedIn page gains 401 new followers, and across all social media channels Manor Royal generates over 153k content views.

Manor Royal BID events

8 events organised by the BID, attended by circa 1,500 delegates



Find out more about Manor Royal BID projects at www.manorroyal.org/projects
Find out more about Manor Royal BID services at www.manorroyal.org/benefits

- Sustainability:** The Manor Royal Travel Survey, part of the Crawley Growth Programme Move It initiative, is delivered generating over 800 responses.
- Security alerts:** 263 alerts issued via the DISC (Business Watch) system to provide early warning to Manor Royal companies, in addition to instant messages.
- Watch Members:** Over 100 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:** The Crawley Growth Programme funded Move It initiative is launched and the first 8 in-company roadshows and 1 area-wide showcase event are delivered.

Awards & Recognition

1 Manor Royal achieves British BIDs Accreditation status for good practice.



- 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:** As part of the Crawley Growth Programme, the roundabout on Gatwick Road at the junction with Manor Royal (Gateway 1) is resurfaced.
- 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.
- Improved infrastructure:** Design work on Gateway 4, Gateway 5 and County Oak Corner Micropark begins.

Business Rangers

200
number of incidents responded to by Business Rangers



Anniversary

10 Markus Wood (Avensys) completes 10 years as a BID Director and we celebrate a decade of partnership with Sussex Wildlife Trust and Crawley College.

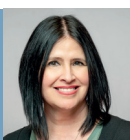


- Renewable energy:** Detailed business case and demand test carried out in respect of ReEnergise Manor Royal, the renewable energy project. New delivery partner, BHESCo, appointed.
- Improved infrastructure:** Collaboration with West Sussex County Council and Crawley Borough Council on phase 3 of the 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. Work starts in February 2024 and continues throughout the year.
- Partnership:** Manor Royal BID commits to work with HEMIKO to explore feasibility for a Manor Royal heat network. Following successful demand and feasibility test, an application for Government funding is submitted.
- 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, Invest Crawley, Crawley Creative Playground and Creative Crawley.
- Improved infrastructure:** The BID develops a Contractor Framework to appoint contractors to work on future infrastructure and facilities improvement projects.
- Good governance:** Manor Royal BID achieves British BIDs (industry body) accreditation, a mark of good practice in the management, operation and delivery of the BID.
- Recognition:** The first Manor Royal BID Recognition Awards are launched to celebrate those companies and people who go beyond "business as usual" to contribute to improving their communities, generating hundreds of entries across seven award categories.
- Sustainability:** Work begins on the development of the Green Infrastructure and Biodiversity Framework aligned with the Manor Royal Sustainability Action Plan and One Planet Living objectives.

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.

	Trevor Williams, Thales UK (BID Chair)
	Patrick Heath-Lay, The People's Partnership (BID Vice-Chair)
	Tim Rose, Elekta
	Cllr Atif Nawaz, Crawley Borough Council
	Markus Wood, Avensys
	Martha Burnige, Gatwick School
	Gary Tomlinson, SOS Systems
	Sally Brown, Gatwick Diamond Business
	Will Lovegrove, Treetop Design & Print
	Melanie Martinez, Fastsigns
	Jon Trigg, Freedom Works

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 social value contribution

How the BID contributes to social value

The Manor Royal BID is, and has always been, concerned with developing and supporting a community of shared interest with a focus on improving the trading and working environment of Manor Royal. Its success lies in uniting behind a shared vision for a better and continually improving business district.

This short statement seeks to articulate how, in carrying out its mission to represent, support and improve Manor Royal the

BID is mindful of its wider contribution and responsibilities encompassing the environment, society and good governance.

This statement illustrates how the Manor Royal BID delivers social value over and above, or sometimes as a bi-product of, the work it does to deliver the Manor Royal BID Business Plan.

	Explicitly stated, "Sustain & Renew" is an objective of the BID concerned with helping to make Manor Royal and its companies more sustainable and live within our means.
	A Sustainability Action Plan guides the actions of the BID using the One Planet Living model developed by Bioregional.
	We have committed to developing a Green Infrastructure Framework and Biodiversity Plan to guide our building and maintenance work to ensure best practice in both design and maintenance.
	Through the Manor Royal Move It Initiative, supported by the Crawley Growth Programme, we provide support in the promotion and advocacy of sustainable transport and modal shift.
	Our enduring partnership with Sussex Wildlife Trust facilitates hundreds of hours of conservation-based volunteering in support of the environment, CSR and employee wellbeing.
	Through events and other initiatives, like the long-running annual charity 6-a-side football tournament and this year's Charity Treasure Hunt, we bring the community together to help raise funds and the profile of local good causes.
	In the design and construction of new park areas and gateways we adopt a considerate approach to construction and look to achieve increases in biodiversity net gain and other environmental gains in the areas we work.
	The launch of ReEnergise Manor Royal, our renewable energy project, helps companies save money while reducing their carbon footprint and contributes to lower carbon goals for the area.
	District Heat is the cheapest way for businesses to decarbonise their heating. Through working with and supporting the work of HEMIKO we hope to see a district heat network established in Manor Royal over the next few years backed up by £millions of new investment.
	Working with the RPD Foundation on the CSR Brokerage Pilot, we are exploring ways we can make it easier for the talented people and businesses of Manor Royal to more effectively "give back" and contribute to the good causes and communities of the town.
	The Manor Royal BID has achieved British BIDs Accreditation and Good Business Charter status, which demonstrates a commitment to standards of good governance and good practice in carrying out our work.
	Awards are not just about showboating, they represent reaching a standard of design, maintenance and management that strikes the right balance aesthetically, practically and environmentally. The recent Green Flag success for Crawter's Brook People's Park is an example.
	Full audit of accounts. We don't need to do it but we are mindful of our responsibilities to the community we serve and so by committing to this and reporting on it shows a commitment to transparency and good practice in governance and operation.
	Celebrating success in the form of the first Manor Royal Recognition Awards was an idea from our Projects Pack to help raise awareness of the fantastic work done by Manor Royal people and businesses to contribute to a better community as way of inspiring others and, we hope, increasing the overall social value impact we all can have.
	Bringing companies together for the Manor Royal Careers Fair not only helps Manor Royal companies, by working with others and promoting to the local community we are promoting opportunities to local people to raise aspirations and reduce commuter miles by helping to employ local people.
	Sustainable planting and maintenance practices adopted by the Maintenance Team, provided to the BID by Crawley Borough Council, look to keep under review what we plant, where we plant and how we maintain the common areas of Manor Royal to support the environment e.g. by testing wildflower planting at Gateway 3 and adjusting grass cutting regimes.

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

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

 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 the 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

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

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
Term 1. Year 5. 2017-18.	25,576	1,043,471	1,043,471
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
Term 2. Year 5. 2022-23.	205,831	1,201,918	2,245,389
Term 3. Year 1. 2023-24.	54,574	54,574	2,299,936
Term 3. Year 2. 2024-25.	328,419	382,993	2,628,956

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	Approved
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	119,239	Received
ReEnergise Manor Royal – Business Case development	35,000	Received
Creative Crawley – Management Fee	15,000	Received
TOTAL	2,950,749	

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
Crawley Growth Programme (Phase 1) New crossings, junctions, signals, new bus lane, public realm	1/2	Yes	Completed
Road resurfacing (various)	2	Yes	Completed
Crawley Growth Programme (Phase 2) Extended bus lane, resurfacing, roundabout upgrade	2	Yes	Completed
Inclusion in Crawley Town Investment Plan	2/3	Yes	In progress
Crawley Town Deal Crawley Innovation Centre	3	Yes	Completed
Crawley Town Deal Gigabit broadband upgrade	3	Yes	In progress
Crawley Growth Programme (Phase 3) BSIP bus lane extension, road widening, resurfacing	3	Yes	Completed
Gateway 1 Mural: Creative Crawley Contribution	3	Yes	Completed
Road resurfacing (various)	3	Yes	In progress
Considerate Commerce CSR / ESG Initiative (RPD Foundation)	3	Yes	In progress
District Heat Network investment (via Hemiko)	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 and Freedom Works bringing together businesses from across the town for informal networking events each quarter.
www.manorroyal.org/events

Our PR, 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 (2024), the Manor Royal BID compares favourably to the other 341 BIDs of the British Isles.

Levy rates

MEASURE		
Lowest		0.28
Bottom Quartile	MRBD = 1.1%	1.3 ←
Median		1.5
Upper Quartile		1.8
Highest		6.0

Caps

MEASURE		£
Lowest		£1,460
Bottom Quartile	MRBD = £4,000	£4,882 ←
Median		£13,500
Upper Quartile		£20,000
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 in the country means businesses contribute less towards the Manor Royal BID compared to businesses located in other BID areas.

Hereditaments

MEASURE	NO. OF HEREDITAMENTS	
Smallest		35
Bottom Quartile		266
Median		377
Upper Quartile	MRBD = 536	507 ←
Highest		2,500

Annual Additional Income

EXTERNAL INCOME		£
Lower Quartile		£19,434
Median		£44,230
Upper Quartile	MRBD = £328,419	£113,426 ←
Maximum		£1,589,407
Total		£16,549,649

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 £1,153. 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.

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 highlights

A selection of some of last year's achievements



Hazelwick Flyer Mural
Completed March 2025

“

Thanks for the excellent piece of coverage in Manor Royal News. It looks fantastic.
Manor Royal News magazine feedback”



Manor Royal Careers Fair

“

Thank you for a great event today, and well done - I reckon we spoke to around 45 people, and had some very positive interactions.

Know Your Neighbour delegate feedback”

“

Manor Royal is so different from how it was 10yrs ago. People who left are coming back and the flyover could really do with some colour.
Manor Royal employee feedback”



New Bus lane

Works continues on road widening and resurfacing



Crawter's Brook

Plans submitted for next phase of improvements

“

They are incredibly competitively priced, excellently delivered and a quality lunch included. We've made use of these three separate times this year.

About the training programme”

“

Many thanks for the time and follow up response. The services and support speaks well to Manor Royal BID and this will certainly factor into our final decision of where to locate.
Prospective business”



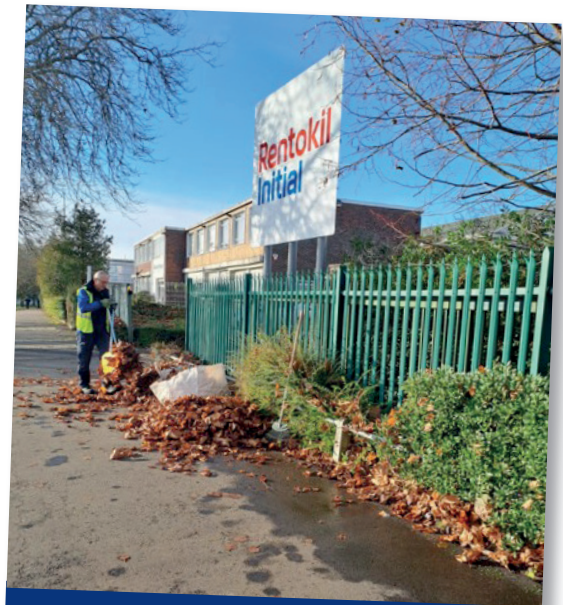
Good causes

Over £2,000 raised for good causes



Every year the lads look forward to the Manor Royal Football Tournament. It is always good fun for a good cause and a great team bonding exercise. We will definitely be trying to retain the title next year.

Manor Royal Football Tournament



Additional maintenance

Over 20 tonnes of waste and fly tipping collected



The BID team really do a fantastic job and it has been a pleasure to work on the business park. I have really enjoyed my lunchtime walks around Crawler's Brook.

Manor Royal employee



Volunteering

With Sussex Wildlife Trust at Crawler's Brooks



CSR Brokerage

CSR pilot launched with RPD Foundation



Sustainable travel

Move IT travel roadshows roll out to companies



A huge thank you, SO MUCH, for allowing me to attend your Christmas bash last night. I really enjoyed myself, spoke to lots of lovely people known over the years, and some great new contacts. It was fab!

Christmas event guest



Celebrating 75 Years of Manor

A Legacy of Innovation, Growth & Community



This year marks a significant milestone in the history of the Manor Royal Business District—its 75th anniversary since it was named by Princess Elizabeth on 25 January 1950.

What started as a relatively modest industrial estate has evolved into one of the UK's leading business hubs, home to over 600 companies, employing thousands of people across a wide range of industries. From its humble beginnings to its current status as a vibrant, thriving centre for business and trade, Manor Royal has played a pivotal role in shaping the economic landscape of Crawley, West Sussex, and beyond.

The Beginnings: From Agricultural Land to Industrial Estate

The creation of Manor Royal was a bold move in the post-war era to bring together local businesses and industries in one dedicated location conceived as part of the new town movement of 1947. Originally, the site was farmland, but the vision of a modern industrial estate quickly took root to accommodate demand generated by companies stranded in a war-ravaged London and in need of quality factories and offices. The estate's name—Manor Royal—was chosen as a nod to its historical roots, referencing one of the principal farms that the area was built on - Manor Farm - and the Royal connection.

In those early years, Manor Royal attracted a mix of light manufacturing, distribution, and engineering companies. A few years later in 1958 Manor Royal received a further boost with the emergence of Gatwick Airport as an international airport. This had the effect of increasing demand for



Royal Business District:

75
years

MANOR ROYAL
BUSINESS DISTRICT

1950 - 2025

Be part of it!



businesses involved in supporting airport operations as well as helping to draw companies that needed easy access to global markets.

Expanding Horizons: A Hub for High-Tech and Innovation

As the years passed, Manor Royal's appeal grew, particularly as the UK's economy began to shift toward technology, aerospace, and advanced manufacturing together with the emergence of the services sector. Anchored by companies like Thales, Elekta, B&CE Benefit Schemes

(now The People's Partnership) and Vent Axia alongside those working in vital areas of storage, distribution and logistics Manor Royal was fast emerging into an economic powerhouse of the region.

Even today it is this mix of business types, sizes and sectors combined with world leading, cutting edge technology driven companies working cheek by jowl that creates those conditions that mark Manor Royal out as one of the largest mixed-used business parks in the country - and not just another monotone office, distribution or storage centre.

Manor Royal has truly become a place where you can think it, make it and move it.

Community and Collaboration: The Heart of Manor Royal

One of the key factors behind the continued success of Manor Royal is its sense of community. The companies that call the Business District home benefit from being part of a larger, supportive and collaborative ecosystem. The Manor Royal Business Improvement District (BID), established in 2013, has been instrumental in fostering this spirit of cooperation.



www.manorroyal.org/mystory



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)



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...

- 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
- Liaise with Crawley Borough and West Sussex County Councils on the delivery of Phase 3 of the Crawley Growth Programme Manor Royal transport improvements, started in 2024/25
- Deliver the inaugural Manor Royal Recognition Award Scheme
- Secure planning consent and construct the planned new facilities upgrades (park areas and entranceway improvements), with the support of the Crawley Towns Fund
- Develop ideas for the "in-between spaces" arts, heritage and wellbeing trail providing timed walks and linking together the various parks areas and points of interest around the business district
- Continue to deliver actions contained in the Manor Royal Sustainability Action Plan
- Deliver the Manor Royal "Move it" programme in support of sustainable travel and modal shift, supported by the Crawley Growth Programme
- Act on the findings of the Manor Royal Travel Survey and repeat the survey to gauge progress
- Publish the Manor Royal Green Infrastructure Framework and Biodiversity Plan
- Deliver the CSR Brokerage Pilot, with RPD Foundation and Crawley Community Action
- Explore options for upgrading area-wide CCTV and ANPR.
- Represent the interests of Manor Royal on the Crawley Town Deal Board, including the rollout of gigabit broadband
- Support HEMIKO in exploring the potential for a District Heat Network to decarbonise heating and hot water

Find out about Manor Royal BID projects at www.manorroyal.org/projects

Find out about Manor Royal BID services at www.manorroyal.org/benefits

Find out about Manor Royal BID events at 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 www.manorroyal.org