

Manor Royal BID

Annual Report 2022/23



Our year in review



Manor Royal Matters 2023

Including our Annual Review and celebrating a decade of delivery

Bringing together Manor Royal businesses, stakeholders and supporters to review the progress made in the past year, and assess how the area is changing. Includes a series of short, informative seminars with expert speakers to discuss some of the challenges and opportunities facing Manor Royal. We will also be celebrating ten years of the Manor Royal BID and a “decade of delivery”.

OUR AGENDA

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. What has changed. Includes election of BID Directors and a retrospective on ten years of the BID and what the future may hold

10:30 **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)

11:00 **Seminar 1: Gatwick Airport Matters**, what’s the latest on airport expansion and the Northern Runway Project, and how can Manor Royal companies supply the airport and get into its supply chain.

Seminar 2: Innovation and skills Matter, What is innovation? What support is there for Manor Royal companies looking to grow? What is the latest on the Innovation Centre? How will Manor Royal benefit?

Seminar 3: Sustainability Matters, What is the vision for a more sustainable and more biodiverse Manor Royal? Why is it important for companies to commit to their own environmental standards and targets? What support is available for Manor Royal companies?

11:45 **Plenary session and what next discussion**

12.15 **Closing remarks followed by networking lunch and exhibition**



Our Chairman

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



This Annual Review marks ten years of the Manor Royal BID, the UK's largest "industrial" Business Improvement District and I like to think one of the best.

Whether you agree with that statement or not, the success of the BID in terms of the improvements it has delivered is undeniable. The place has changed almost beyond recognition. I wonder if you can remember how empty the place was, how unkept, how poor the infrastructure was, how lacking in facilities and generally how poorly served it was. I can.

I told Steve (Sawyer) at the very start I wasn't interested in being part of another "tea and biscuit" club where we chatted about the issues but were powerless to do anything about it. I wanted to be involved in something that brought about real change because that's what was needed. And that is what we have with the BID.

Looking at the Business District now I can point to multiple ways the Manor Royal BID has made a difference, and become more strategic and influential in the process while never losing sight of the absolute need to deliver for levy payers, businesses and the people that come to work here.

I would also like to thank the 89% of businesses who voted "yes" at this year's Renewal Ballot to keep the Manor Royal BID going for another five years. Without that none of what you read here could be delivered and the plans we have for an even better, managed and increasingly influential Manor Royal would not be possible.

I'm proud of what the Manor Royal BID has delivered. I know there is more to come and I look forward to the next chapter with a good deal more optimism knowing the BID is in place representing the interests of the area and delivering real and meaningful change.

Trevor Williams
Chair, MRBD Limited

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. Our commitment to improve Manor Royal and our commitment 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: 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 Numbers

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

These accounts relate to the financial year 2022-23, the final year of the second term of the Manor Royal BID. This period was covered by the BID's Business Plan (2018-23) that expected to generate at least £2.87m over five years, with a target of 10% (£260,202) coming from other sources. These tables illustrate how these funds have been used:

Our financial performance for the year ended 31 March 2023

How our expenditure in the year compares to our budget

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	540,686	91%	480,473	70%
Other income	54,122	9%	205,831	30%
Total Income	594,808		686,304	
Central costs	57,039	10%	66,325	10%
Levy Collection	16,236	3%	16,236	2%
Accrual	8,118	1%	-(2,257)	0%
Obj1: Promote & Influence	59,043	10%	43,001	6%
Obj2: Trade & Save	129,130	23%	133,636	19%
Obj3: Infrastructure & Facilities	115,387	20%	314,221	46%
Obj4: Manage & Maintain	199,000	35%	218,035	32%
Contingency	10,824	2%	-	0%
Total	594,777	104%	789,197	115%
Surplus (Deficit)	31		-(102,893)	
Balance at the start of the year	-		-	
Reserves	31		-(102,893)	

Our financial performance to date

This table shows how the Manor Royal BID performed cumulatively for the period starting in June 2018 and ending on 31 March 2023, whereupon businesses voted to "renew" the Manor Royal BID to keep it going for a further five years until 31 March 2028.

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	2,599,470	91%	2,595,031	68%
Other income	260,202	9%	1,201,918	32%
Total Income	2,859,672		3,796,950	
Central costs	274,228	10%	312,798	8%
Levy Collection	78,060	3%	78,060	2%
Accrual	39,030	1%	15,745	0%
Obj1: Promote & Influence	283,861	10%	230,010	6%
Obj2: Trade & Save	620,821	22%	609,354	16%
Obj3: Infrastructure & Facilities	564,751	20%	1,542,210	41%
Obj4: Manage & Maintain	956,742	33%	890,815	23%
Contingency	52,040	2%	-	0%
Total	2,869,533	100%	3,678,992	97%
Surplus (Deficit)	-(9,861)		117,958	
Balance at the start of the year	10,000		7,377	
Reserves	139		125,335	3%

Cash at bank at year end was £145,465

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

Our financial commentary

Our income

It is our objective to match BID Levy contributions with other sources of funding to maximise the value of the contributions made by Manor Royal businesses. This year 30% of income was generated from other sources. Over the five year term the bid has attracted £1.2m in additional funding to improve Manor Royal, far exceeding expectations. Approximately 32p of additional funding has been secured for every £1 of Levy Income.

Central costs remain low

The cost of running the BID (e.g. office and central staffing costs) accounts for just 10% of all income. The Manor Royal BID consistently keeps central costs below the recommended best practice level of 20% allowing more money to be invested in new and additional services, projects and improvements.

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 £43,001 (6%) / Full term spend £230,010 (6%))

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. We have been able to increase the number of events we do, launch a new website with bespoke property and business directories and demonstrate increasing influence through strategic groups while keeping overall expenditure in this area below budget.

Objective 2 **Trade & Save** (In year spend £133,636 (20%) / Full term spend £609,354 (17%))

This is about how we bring companies together and look at different ways to help them save money. Our key spend areas here 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) and the subsidised transport initiative (easit). Prudent management of funds allowed us to launch the free to use Access online training platforms and the CARI wellbeing support platforms available to all.

Objective 3 **Infrastructure & Facilities** (In year spend £314,221 (46%) / Full term spend £1,542,210 (42%))

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. Over the full five year term of the BID, we invested £1m more than anticipated in this area due to the success in attracting additional funds allowing investment in new park areas, facilities and public realm improvements. During the year we opened one new additional Micropark and started design work on three others, including the new Superhub Bus Stop area.

Objective 4 **Manage & Maintain** (In year spend £218,035 (32%) / Full term spend £890,815 (24%))

This is about how we look after Manor Royal and has become an increasingly important area. Main spend areas are in providing the dedicated Maintenance Team to help with grounds maintenance and the Business Ranger service that is about stewardship and security. We also provide free access to Manor Royal Business Watch, free security radios for vulnerable retailers, additional winter gritting and we look after the all the signs, parks and other facilities in Manor Royal. Of significance we changed our Business Ranger (security) supplier following a review, invested in new security cameras and expanded the Maintenance Team.

Explaining the surplus or deficit

The complexity, cost and programming of certain projects (especially capital projects shown under Objective 3: Infrastructure and Facilities), requires the BID to carry forward funds generated in one financial year for expenditure in a future financial year. This accounts for the end of year deficit where funds accumulated in prior years have allowed us to fund projects delivered this year. We retained members funds of £125,337 at the end of the year, of which £50,000 is held as a contingency reserve (as per agreed policy) the rest will be used to fund future planned projects.

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 £200k of additional funds attracted for BID projects – approx. 32p for every £1 of BID Levy.

Value: Only 9.7% of income spent on central costs. Well below industry standards of not more than 20%

Winter gritting: service activated 12 times covering 60 kilometres

New facilities: Manor Royal BID leads on the market test for the “superhub” bus stop improvements at Manor Royal Central to create an improved state-of-the-art bespoke shelter and surrounding park area.

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

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

New facilities: The Base (Fleming Way) Micropark completed and officially opened providing new outdoor seating and meeting space(1)

Public artist: new bespoke public art installed at the Terrace Pocket Park to replace failed tree, funded by a grant.

Training: 38 sessions delivered, attended by over 300 delegates, collectively saving over £38k

Job posts: 889 jobs posted on the free to use jobs board saving companies over £200k and generating 976 applications for Manor Royal companies (2)

Events: 7 events took place attended by circa 1,000 delegates (includes Know Your Neighbour, Manor Royal Matters, People Conference and the Christmas Event)

New facilities: Design work progressed for Woolborough Lane Linear Park and Crawter’s Brook enhancements, including development of bespoke public art (1)

Security radios: provided to vulnerable retailers in County Oak and Acorn Retail Parks, includes investment in additional radios

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

Businesses vote to renew the BID

89% of businesses vote to keep the BID going for another 5 years



Additional Security: dedicated Business Ranger Service (security patrols, reassurance, security advice, police liaison) providing an additional 80 hours cover per week. Quality review undertaken and new provider (Blue Light Group) appointed.

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 their staff

Training sessions

38 training sessions organised, attended by over 300 learners collectively saving over £38,000



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

-  **Crime:** reported crime increases slightly on previous year to 385 per annum but still lower than the previous high of over 400 (3)
-  **Security cameras:** Funding secured to upgrade and enhance the CCTV cameras, including a new redeployable camera and new more responsive recording base station accessible by the BID team and Police
-  **Security alerts:** 238 alerts issued via the DISC (Business Watch) system to provide early warning to Manor Royal companies, in addition to instant message.
-  **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.

Manor Royal BID events

7

events organised by the BID, attended by circa 1,000 delegates
















Manor Royal BID Jobs Board

73%

increase in jobs being advertised on the Manor Royal BID Jobs Board



-  **Careers Fair:** attended by over 400 people with 100 job offers or second interview being made by Manor Royal companies
-  **New facilities:** Designs progressed for the town's first Superhub bus stop and surrounding park area at Manor Royal Central, with funding secured, including appointment of local public artist (Karl Singaporewala) (1)
-  **Sustainable vision:** "One Planet Living" Sustainability Strategy and Action Plan published, devised by BioRegional
-  **Team building:** Five funded team building sessions organised with Sussex Wildlife Trust at Crawter's Brook People's Park, providing 180 hours of supported conservation-based volunteering.
-  **New funding:** Manor Royal BID helps secure and acts as the accountable body for £1m Creative People and Places Arts Council funding in support of arts and cultural activities across the town

-  **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.
-  **More Funding:** Over £2m secured from the Crawley Towns Fund for Manor Royal projects in future years (2023-28)
-  **Wellbeing support:** Launch of free to access CARI online wellbeing platform, employee assistance support and wellbeing assessment tool.
-  **Improved infrastructure:** Phase 2 of the Crawley Growth Programme is progressed to improve transport infrastructure, public realm, facilities, junction and signal improvements and cycling and walking facilities, including construction of a dedicated eastbound bus lane along Manor Royal and roundabout improvements. (4)
-  **Online learning:** Launch of the Access online learning platform, providing a free to use online learning tool for all Manor Royal businesses and staff.
-  **Connected Crawley:** Launch of informal breakfast events delivered in partnership with Gatwick Diamond Business, Crawley Town Centre BID and Freedom Works bringing together businesses from across the town for free networking every quarter.
-  **Spatial vision:** New Manor Royal Projects Pack published providing the spatial vision for the Business District and acting as a basis for attracting additional funding and improving the area.
-  **BID Renewal:** Manor Royal BID successfully renewed, with 89% of businesses voting to secure a third term so the BID can continue to deliver improvements and services in Manor Royal for another five years (2023-28).












Notes:

1. Project benefits from Crawley Towns Fund funding
2. This equates to a 73% increase on the number of jobs advertised in the previous year
3. Most of the increase in reported crime is accounted for by retail crime at County Oak and Acorn Retail Parks, while crime in the rest of Manor Royal (zones 2-5) went down.
4. The Crawley Growth Programme is a £60m town-wide improvement project involving Crawley Borough Council, West Sussex County Council, the Coast to Capital Local Enterprise Partnership (LEP), Metrobus, Gatwick Airport and Manor Royal BID.

Our Board

Providing governance and oversight

Drawn from Manor Royal businesses, members of the Board give their time on a voluntary basis. The Board provides strategic oversight to make sure the Manor Royal BID keeps to plan and is properly managed.

	Trevor Williams, Thales UK (BID Chair)
	Yvonne Taylor, PPL Insights (BID Vice-Chair)
	Paul Searle, P&H Motorcycles
	Michael Deacon-Jackson, FTD Johns
	Anthony Maynard, CGG
	Tim Rose, Elekta
	Cllr Atif Nawaz, Crawley Borough Council
	Markus Wood, Avensys
	Ann Horne, Harwoods (Elected November 2022)
	Martha Burnige, Gatwick School
	Patrick Heath-Lay, The People's Partnership

Our standard

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 and Management Team meetings are minuted and the minutes are published on line.
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.

The Board is made up of membership of up to eleven individuals who give their time voluntarily. Each year a third of the Board is required to stand-down but can stand for re-election by registered members of the Manor Royal BID Company. Various other businesses are represented on the Management Group and Working Groups. The Board actively encourages the involvement of BID levy paying businesses.

Our feedback

A selection of some of the comments we have received

About the Maintenance Team

"I was driving past the Gatwick school on a very busy and wet morning when I saw two workers trying to help by clearing a blocked drain that was causing flooding across the road and additional traffic. Nobody was stopping to allow them to work and people were driving through the puddle soaking the worker who continued to try his hardest to help!! Wouldn't see this very often, thank you!!! I hope you get recognition for what you did."

A Manor Royal employee

About Know Your Neighbour

"Just wanted to send a quick message. Today was a fantastic day. We had queues most of the day. It was great to meet other exhibitors and really show case what we do."

The Real Pizza Company

About the Careers Fair

"I wanted to share two success stories from the careers fair...I feel this was a very successful event for us as we are for the first time since March fully staff and raring to go in 2023!"

Delta Security Management

About Manor Royal Matters

"I just wanted to say thank you for a well run and interesting Forum yesterday in a great venue. It was great having an opportunity to meet with other local businesses in person and learn about Manor Royal BID. I genuinely did not realise they were so proactive. The panel was articulate and engaging - lunch was appreciated too."

Harwoods Jaguar Landrover

About the Manor Royal Microparks

"My friend, Anne and I walked round Manor Royal on Thursday last and enjoyed all the sculptures/art installations on the way and were pleased to see people eating their lunch or having a break at a couple of them. Anne enjoyed the "quirky" nature of the walk, and mapped it on her phone to pass on to a friend! We liked the materials, the designs and the inscriptions. I hope your development programme continues to improve Manor Royal "on foot"."

A Manor Royal visitor

About the Manor Royal Training Programme

"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"

Metrobus

About Security support

"Wow that's amazing and shows why the BID is so important to the community in Manor Royal. Grateful for your time and effort in this matter.."

Virgin Atlantic

About the Manor Royal BID Renewal

"The difference you make is significant. Hopefully, those voting will continue to back you so that you can continue to implement an excellent service for the residents of Manor Royal."

Manor Royal Business Owner

Our possible tomorrow

A vision for what Manor Royal Business District might become based on a decade of delivery

The Manor Royal BID plays a key role in driving change

By the end of the next BID term in 2028, through the efforts of the Manor Royal BID and with the support of key partners, the Manor Royal Business District will be radically transformed.

Still home to a diverse range of companies

Manor Royal will remain home to some of the most innovative companies, notably in advanced manufacturing, health care and medical devices, simulation and defence and commercial pilot training. Combined with a strengthened logistics and distribution offer and an innovation centre, Manor Royal will truly be a place where people can find their future.

New sites and businesses emerge from the economic crisis

Former unattractive buildings would have been transformed into new manufacturing, industrial and logistic facilities. Although the overall diverse property mix means the Business District will still lay claim to being the South East's premier mixed-use business location almost unrivalled for its scale, diversity and concentration of businesses and jobs.

The BID well-positioned as a trusted delivery partner

Based on a track record of trust, openness and collaboration, the Manor Royal BID would have created the conditions for significant investment and positive delivery as a key partner in major investment programmes that would have seen the BID Levy contribution more than matched by contributions from other sources.



The Base, Fleming Way

Better facilities

In addition to the award winning Crawter's Brook People's Park and Terrace Pocket Park, a network of smaller micropark areas would have been delivered so that no employee anywhere will be more than a five-minute walk away from decent outdoor space connected by a strong place-driven narrative.



The Terrace Pocket Park

Renewed sense of place

The place branding will be distinctive and widely recognised within and beyond its boundary, a marked difference from life before the BID. The main entry points, the Gateways, will provide a strong sense of arrival creating a positive and memorable first and last impression. High quality public realm and a bespoke coloured-coded zonal signage and wayfinding system makes navigation easy and comfortable helping to restore a sense of pride.

Improved transport and digital infrastructure

Alongside improved transport infrastructure and a solution in place to manage parking for employees, improved digital connectivity will provide all businesses access to gigabit internet speeds, building on previous work to ensure Manor Royal was "superfast".



Vivisol Office Opening

A sustainable business future

Sustainability will be at the heart of this new vision for Manor Royal. The ways people travel to the area, bespoke support to encourage active travel, investment in new outdoor and green space, efforts to help consolidate waste and recycling services, modified planting and maintenance regimes to promote biodiversity and support for on-site renewable energy generation and supply through a community owned energy company will all be a part of the plan gaining a reputation for the business district and its businesses as an exemplar in reducing its carbon footprint while saving money.



Secure and well-maintained

These significant and obvious physical improvements will be matched by investment in the upkeep, security and exclusive services tailored to meet the needs of local businesses with dedicated maintenance and security teams on-hand each day. A far cry from the patchy service and feelings of neglect of the “old days”.

The reputation for Manor Royal as a safe place will be supported by continued investment to ensure the efficient operation of the network of CCTV and ANPR cameras provided by the Manor Royal BID. While vulnerable retailers will have access to security radios and every business will have free access to the accredited Business Watch system to help make Manor Royal a “hard target” for criminal activity.

A strong sense of community

Through the Manor Royal BID, businesses in Manor Royal will feel part of a community that is mutually supportive and able to influence and deliver real change to the trading and working environment. Bespoke events, training, recruitment, regular communications through site magazines,

eBulletins and social media posts will help people feel connected, engaged and informed while the website will be a one-stop shop for accessing benefits, looking for property, finding a local service or discovering the latest news and offers.

A warm welcome

Businesses and people will not feel isolated or anonymous in Manor Royal. They will feel part of something. New businesses will be welcomed warmly, offered a Welcome Pack on their arrival and an open invitation to “be part of it”.

Dedicated support and single point of contact

Whether good times or bad, the Manor Royal BID team - supported by a committed Board nominated by and drawn from Manor Royal businesses - will be there to answer queries, be a sounding board and do what it can to make everyone’s experience of Manor Royal a good one.

A confident future














Through imagination, inspiration and passion backed up by over a decade of delivery, the Manor Royal BID will remain focussed on the continuous improvement, management and promotion of the Manor Royal Business District to ensure it is well-positioned for a positive, prosperous and confident future.



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...

- Formally launch the Local Energy Community (ReEnergise Manor Royal), including establishment of the Community Benefit Society, appointing a delivery partner and initial directors and fund the first installations in support of on-site renewable energy generation.
- Introduce support to help companies transition to net zero, achieve cost-savings and make efficiency gains.
- Carry out an audit of security camera coverage throughout Manor Royal, and invest in enhancements to improve coverage and a new redeployable CCTV camera
- Working with Crawley Borough and West Sussex County Councils, complete Phase 2 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
- Finalise designs for enhancing Crawter's Brook People's Park
- Scope delivery of the Manor Royal Sustainability Action Plan
- Establish the Manor Royal "Move it" scheme in support of sustainable travel and modal shift, supported by the Crawley Growth Programme
- Review grounds maintenance regime to increase biodiversity, including baseline assessments to demonstrate progress towards a greener, more sustainable place.
- 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

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:

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