

# Manor Royal Business District BID

Annual Report 2017/18



ONE Manor Royal - Our fifth Year



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# Introduction

Manor Royal Business District (MRBD) Limited is the not-for-profit company set up and managed by volunteers from the Manor Royal business community to deliver the Manor Royal Business Improvement District (BID) as voted for by Manor Royal businesses in the BID ballot of April 2013.

The purpose of MRBD Limited is to act in the interest of Manor Royal, deliver the Manor Royal BID in line with the agreed business plan and be responsive to the needs of Manor Royal based businesses.

This Annual Report presents the achievements of the BID in the fifth and final year of its first five year term.

If you have any questions about this report, issues you would like the Manor Royal BID to consider or if you would like to become more involved in the work of MRBD Limited, please get in touch.



## Chairman's Message



I am delighted to present for your consideration our fifth Annual Report.

Business Improvement Districts (BIDs) in the United Kingdom, of which there are about 300, can only run for five years before businesses vote again in a renewal ballot. This Annual Report covers the fifth and final year of the first term of the Manor Royal BID since it was first created in 2013.

It goes without saying that the year of this report, year five (2017/18), was an important one. Not only did we have to continue to deliver the services and projects we are committed to, we also had to research and produce a new Business Plan for businesses to vote on.

The outcome of that vote would both determine the future of the Manor Royal BID and serve as a stern test of the confidence people had in the BID to deliver tangible improvements that benefit businesses and employees across the Business District.

I'm pleased to say the outcome of the Renewal Ballot was positive, with 84% of voting businesses electing to continue our work for a further five years. Obviously I believe that was the right decision. It's impressive just how far we have come and how much has been achieved.

I would also like to make special mention of the work of the Maintenance Team and the Business Rangers. They have made a noticeable and positive impact on Manor Royal and are already proving to be a big asset to the area. My thanks to all those we work with. We are lucky to have a great set of partners and supporters.

Looking ahead, we have a lot more work to do against a challenging economic backdrop. I am confident that the foundations we have laid and the Business Plan we have voted for, will stand us in good stead.

I hope you find this report an interesting and honest appraisal of our final year of term one (2013-2018) and I very much look forward to working with you to deliver our Business Plan for our second term (2018-2023). If our second term is as productive as the first, we can look forward to an even better and more successful Manor Royal over the five years.

**Trevor Williams**  
Chair, MRBD Limited



## Executive Director's Report



Looking back through the diary I can see the year started with comedy, followed by an official park opening, the launch of a number of valuable new services and ended in a resounding “yes” vote.

These facts hardly do justice to the hard work and sheer effort that has been invested in what was a defining year for the Manor Royal BID.

We knew the very future of the Manor Royal BID would be decided in a month-long postal ballot. In spite of the solid track record of delivery we had built up, nobody connected with the Manor Royal BID was arrogant enough to assume that businesses would vote to continue the BID in March.

While that was at forefront of our minds, we still delivered excellent events, launched the Business Rangers scheme, submitted planning applications for new projects, contributed to wider strategic plans, supported planning applications, installed new signs, part-funded a new cycle link, launched a new dedicated grounds maintenance service, launched a new free to access jobs board, undertook numerous tours for new people and businesses, saw one of our projects short-listed for a national award and were even at City Hall for the launch of a report commissioned by the Mayor of London celebrating the work of BIDs in which Manor Royal is featured.

Over the five years, the businesses contributed £2.02m to improving the area. On top of that we were able to attract a further £1.04m in direct contributions from others and another £2.07m in investment directly attributable to the BID, which is very likely a conservative estimate. That means for every £1 of BID levy, we attracted at least another £1.54 from someone else to deliver on our mission to “improve the trading and working environment of Manor Royal”.

My sincere thanks to everyone who has made this possible. Results like this don’t just happen. It takes a lot of effort and I’m so pleased that our combined efforts have been rewarded with the mandate to carry on.

So, thank you and let’s do it again.

**Steve Sawyer**

Executive Director, MRBD Limited

## Our Plan, Our Commitment, Our Vision

Our Business Plan, as voted for by Manor Royal businesses, is our commitment. Our commitment to improve Manor Royal and our commitment to each other to work together to achieve our vision "to improve the quality of the trading and working environment".

### Three Objectives

We stated we would undertake work to deliver on three core strategic objectives to:

- 1 Create opportunities to increase trade and reduce costs
- 2 Improve the infrastructure
- 3 Raise the profile and reputation of Manor Royal

### Five Years

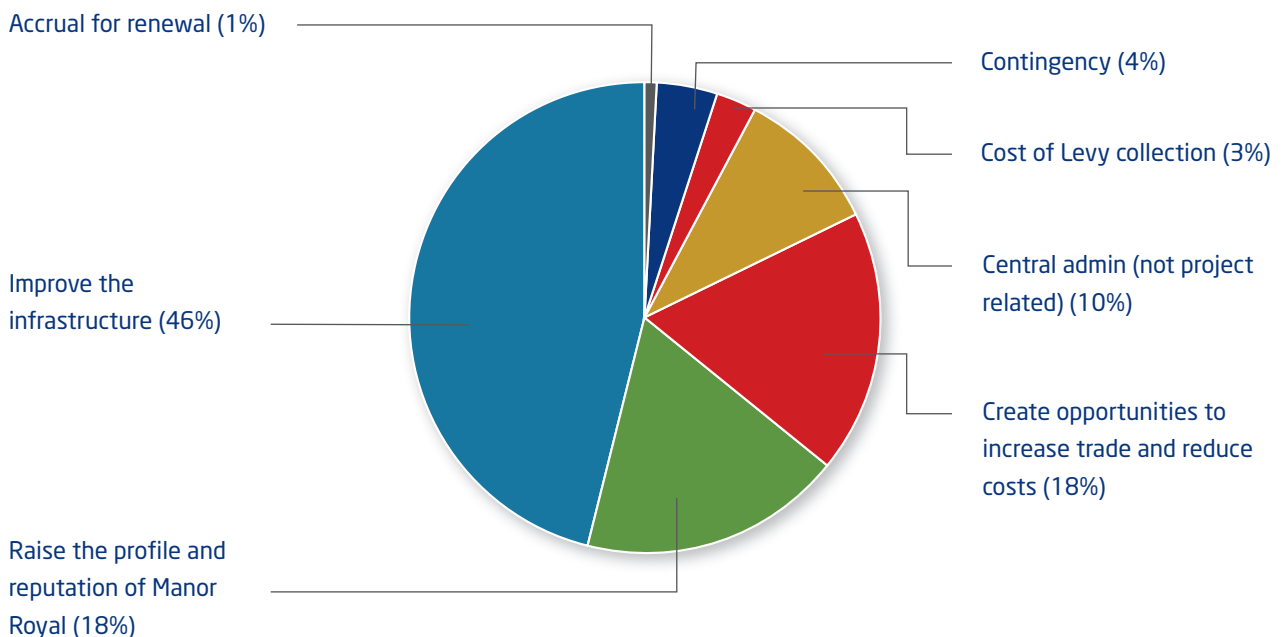
We promised to deliver on these objectives, including the associated deliverables set out in the business plan, over a period of five years between 2013 and 2018.

### One Voice

We committed to provide a representative voice for Manor Royal, to lobby on behalf of the area and the businesses and to make sure Manor Royal was recognised as a priority for investment and support.

### Our Budget

The Manor Royal BID, as stated in our Business Plan, will generate £2.68m over five years with a target of 20% coming from other sources. The BID levy itself generates approximately £400,000 per annum. The following chart illustrates how these funds were anticipated to be invested over the lifetime of the BID.



## Our financial performance so far

	BUDGET TO DATE		ACTUAL TO DATE	
		% of income		% of income
<b>INCOME</b>				
Levy Income	£ 2,078,319	80%	£ 2,024,784	66.0%
Additional "other" income	£ 519,580	20%	£ 1,043,471	34.0%
Total Income	<b>£ 2,597,899</b>		<b>£ 3,068,255</b>	
<b>EXPENDITURE</b>				
Increase trade & Reduce costs	£ 454,898	17.5%	£ 368,675	12.0%
Raise the profile	£ 454,898	17.5%	£ 186,958	6.1%
Improve infrastructure	£ 1,203,092	46.3%	£ 2,188,373	71.3%
Central costs	£ 249,398	9.6%	£ 209,670	6.8%
Levy collection costs	£ 92,024	3.5%	£ 70,381	2.3%
Contingency	£ 105,419	4.0%	£ 0	0%
Total expenditure	<b>£ 2,559,729</b>	98.5%	<b>£ 3,024,057</b>	98.6%
<b>Accrual for Renewal</b>	<b>£ 38,171</b>	1.5%	<b>£36,822</b>	1.2%
<b>BALANCE</b>	<b>£0</b>	0%	<b>£ 7,376</b>	0.2%

### Third party income generation continues to be better than expected

Over the five years the Manor Royal BID has been almost twice as successful than expected at attracting additional income. For every £1 of Levy Income the BID has generated 51p from other sources but this only accounts for those funds banked by the BID. A further £2.07m of additional investment to Manor Royal can be attributed to the BID.

### Less invested in infrastructure, more expenditure on services

Significantly less was invested in infrastructure projects this year, although over all five years almost £1m more was invested in these types of projects than anticipated due to the success of the BID in attracting additional funding. The big change in year five was a move to provide more additional services. In particular, the dedicated free to access jobs board, the dedicated maintenance team and the Business Rangers service - all launched in year five.

### Planning ahead

The BID commissioned the Economic Impact Study (supported by Crawley Borough Council) and production of the new Projects Pack. These documents are crucial in helping the BID become more strategic in its operation and lobby for more investment and support. The BID also obtained planning consent for Gateway 1 improvements and the digital advertising signage as well the work necessary to secure a second BID term.

### Central costs remain low

Central Running costs increased slightly in year five to 11% due to increased office costs. Nonetheless central costs remain well below the industry best practice standard and below budget for the full five year term.

### Explanation of the in-year deficit

As per year 4, the BID spent more than it generated resulting in an in-year operating deficit. Most of this was planned and funded by income generated in previous years for specific projects. However, the BID did incur some unexpected additional costs due to complications with planning for future projects resulting in the BID's reserve being used for the first time. This will be restored in future years following successful renewal.



## Our numbers for year five

This is how we spent the BID Levy and other income in our fifth year as per the audited accounts prepared by chartered accountants Richard Place Dobson (RPD) on behalf of MRBD Limited.

The financial report was prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006. The financial reporting framework that has been applied in their preparation is applicable in law and Financial Reporting Standard for Smaller Entities (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable for smaller entities).

### DETAILED TRADING AND INCOME AND EXPENDITURE ACCOUNT FOR THE PERIOD ENDED 31 MARCH 2018

Income 2017/18		% of total
BID Levy	£425,769	94%
Grants & sponsorship	£25,576	6%
<b>TOTAL</b>	<b>£451,345</b>	
Expenditure 2017/18		
<b>Costs to increase trade and reduce costs (objective 1)</b>		
Communications between businesses	£24,079	
Events	£26,564	
Reduced overheads (Training etc)	£46,717	
Project management	£16,224	
<b>TOTAL</b>	<b>£113,584</b>	<b>25%</b>
<b>Costs to raise profile and reputation (objective 2)</b>		
Raising awareness & external communications	£22,143	
Economic Impact Study / Investment Development	£27,505	
Project management	£16,224	
<b>TOTAL</b>	<b>£65,872</b>	<b>15%</b>
<b>Costs to improve the infrastructure (objective 3)</b>		
Transport & travel	£36,000	
Signage & wayfinding	£35,077	
Roads & Paths	£5,280	
Crime & security (Business Watch, Rangers, Cameras)	£74,043	
Amenities & facilities	£154,373	
Project management	£16,224	
<b>TOTAL</b>	<b>£320,997</b>	<b>71%</b>
<b>Central Admin / Operating costs</b>	<b>£51,704</b>	<b>11%</b>
<b>Levy collection costs</b>	<b>£14,656</b>	<b>3%</b>
<b>TOTAL EXPENDITURE</b>	<b>£566,813</b>	<b>126%</b>
<b>Accrual for Renewal</b>	<b>£9,074</b>	<b>2%</b>
<b>Net deficit</b>	<b>(£124,542)</b>	

## Our commitment to deliver

The Manor Royal BID Business Plan sets out our objectives. It guides the decisions of the BID Company and how funds are generated and invested to achieve our vision. These pages show how much was spent against each objective and what was delivered.

### **OBJECTIVE 1: Create opportunities to increase trade and reduce costs** (Year Five spend £113,584)

#### **Improving the ability to collaborate to reduce costs, share services and increase trade:**

- Manor Royal News published each quarter and distributed to every business.
- eBulletins circulated every month providing up-to-date news and business stories.
- 32 bespoke Manor Royal BID Training Programme sessions delivered saving participating companies £26,655 (an average of £105 per delegate)
- Manor Royal Showcase attracted c110 delegates from 70 companies
- Manor Royal Know Your Neighbour Expo attracted c302 delegates from 116 companies
- Manor Royal Matters Conference attracted c140 delegates from 86 companies
- Programme of quarterly lunchtime HR People Forums delivered
- Manor Royal football tournament, Christmas event and Comedy night (part of Crawley STEMfest) providing opportunities for companies to connect socially collectively attended by c350 delegates
- Facilitated volunteering and team building days provided in partnership with Sussex Wildlife at Crawter's Brook People's Park generating c180 volunteer hours
- Manor Royal Procurement Hub (delivered by Auditel) delivers savings to Manor Royal companies
- Over 53 companies using the jobs board advertising over 200 jobs saving £546 each (£27,745 in total)
- Various savings for businesses (e.g. free easit and Business Watch Membership, Sussex Wildlife Trust volunteering) and staff (e.g. Manor Royal Savers, GYM Group membership, Crawley Town FC and The Hawth Theatre)
- Launch of Waste and Recycling (Reigate & Banstead Borough Council) and Insurance (Jelf) partnerships
- Circa £25,576 generated in additional funding for BID projects, lower than previous years due to having to run the BID Renewal Ballot.

### **OBJECTIVE 2: Raise profile and reputation** (Year Five spend £65,872)

#### **Create a widely held positive perception associated with Manor Royal to attract companies, employees and investment:**

- Manor Royal News and eBulletin targeted at selected external audience, partners and decision makers
- Participation in Crawley Investor Tours showcasing Manor Royal to potential investors
- Production of the Manor Royal Economic Impact Study, available online.
- Inclusion of Manor Royal in the "Improving Places" report commissioned by the Mayor of London
- Profile feature in Platinum Business Magazine (Issue 47)
- Representation of Manor Royal on key economic partnerships, including Crawley Local Economy Action Group (LEAG), Gatwick Diamond Initiative Promote Group and Coast-to-Capital Local Enterprise Partnership (LEP) Partnership Board.
- Management of website and social media
- Gateway 3 Improvement Project shortlisted for national British BIDs award.



### OBJECTIVE 3: Improving the infrastructure (Year Five spend £320,997)

#### Putting in place those services and facilities expected in a modern business environment and demanded by Manor Royal businesses and staff:

- The Terrace Pocket Park officially opened
- Funding approved for four additional security cameras (50% funded by Safer Crawley Partnership)
- Launch of dedicated additional Grounds Maintenance Team and Business Ranger Service.
- Works to refurbish pavements throughout the Business District begins (delivered by West Sussex County Council based on the Manor Royal Grey Audit report)
- Planning consent for Gateway 1 improvements and Digital Advertising Signage secured
- Additional “small area” signage installed (Hydehurst Lane and Priestley Way)
- New Manor Royal Projects Pack published
- Survey and design work on transport infrastructure improvements begins (part of the Crawley Growth Programme in partnership with Coast-to-Capital Local Enterprise Partnership, West Sussex County Council and Crawley Borough Council)
- Re-Energise Manor Royal (Interreg funded Renewable Energy Project delivered in partnership with Your Energy Sussex) delivers Strategic Opportunities Study
- Langley Lane Cycleway Improvements Scheme (linking Ifield Station, Langley Green and Manor Royal) complete (delivered in partnership with Crawley Borough Council)
- Manor Royal Business Watch Membership (funded by the BID) rises to 289 providing weekly security bulletins, ad hoc security alerts and access to secure password protected intranet.
- Additional winter maintenance (gritting and snow clearance) service activated 20 times delivering approx. 100k of additional road gritting.

### Our Renewal Year

#### Additional activities specifically related specifically to the Manor Royal BID Renewal:

- Extensive consultation and research undertaken to inform plan
- New Business Plan published covering the second BID Term (2018-23)
- New web pages created to assist levy payers
- Business Plan issued to every business and rate paying address, including head offices where known
- Mini-films created to inform businesses of planned objectives and activities
- Extensive coverage in local press and business magazines
- Film montage produced to explain BID benefits and delivery track record
- 38% of businesses vote in ballot, 84% vote in favour by number, 89% by rateable value
- Manor Royal BID is renewed for a second term (2018-23)



## Our Board

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



**Trevor Williams,**  
**Thales UK**  
BID Director and Chair  
(Re-elected Sept 2016)



**Keith Pordum,**  
**Bon Appetit**  
BID Director and Vice-Chair  
(Re-elected Sept 2016)



**Jeremy Taylor,**  
**Gatwick Diamond Business**  
BID Director  
(Re-elected Sept 2015)



**Paul Searle,**  
**P&H Motorcycles**  
BID Director  
(Re-elected Sept 2015)



**Cllr Peter Smith,**  
**Crawley Borough Council**  
BID Director  
(Local Authority)



**Michael Deacon-Jackson,**  
**FTD Johns**  
BID Director  
(Re-elected Sept 2017)



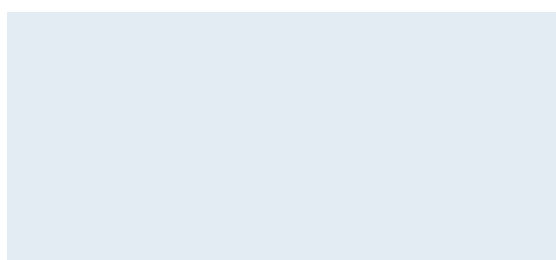
**Zoe Wright,**  
**B&CE The People's Pension**  
BID Director  
(Elected Sept 2017)



**Markus Wood,**  
**Avensys**  
BID Director  
(Elected Sept 2017)



**Anthony Maynard,**  
**CGG**  
BID Director  
(Elected Sept 2016)



The Articles of the BID Company allow for Board membership of up to nine individuals. Each year a third of the Board is required to stand-down but can stand for re-election.

Various other businesses are represented on the Management Group and various Working Groups.

The Board actively encourages the involvement of BID levy paying businesses.

## Our successes

-  **New infrastructure:** Funding secured to part-fund 4 additional security cameras (£8,000)
-  **More funds:** Manor Royal BID attracts £25,576 to Manor Royal projects (lower than previous years due to the BID cycle – over all 5 years the BID has attracted 51p for every £1 of BID levy.)
-  **Team building:** In partnership with Sussex Wildlife Trust, the BID facilitated c180 hours of volunteering at Crawler's Brook People's Park.
-  **New infrastructure:** The Terrace Pocket Park is officially opened
-  **Savings:** Participating businesses save £1,620 on their volunteering costs
-  **Cheaper travel:** The number of businesses taking up easitTRAVEL membership increases to 88 businesses. Pre-BID membership was just 13 Manor Royal businesses.
-  **Savings:** Businesses exceed £80,000 in easit membership fees per year.
-  **More funds:** Over all five years (2013-18) a conservative estimate of £3.1m additional investment has been attracted to the area by the BID. A return of £1.54 for every £1 of BID Levy
-  **Communication:** Over 10,000 copies of Manor Royal News produced and distributed to every Manor Royal business and selected partners throughout the year.
-  **Communication:** 12 monthly eBulletins produced to circa 1,500 people
-  **New infrastructure:** West Sussex County Council commits £400,000 to an area-wide pavement refurbishment programme
-  **Connecting:** 14 events organised throughout the year attended by 1,084 delegates representing over 400 businesses.
-  **Training:** 32 training events delivered involving 254 delegates and over 75 businesses
-  **Savings:** Participating businesses save over £26,655 on their training costs (average of £105 per delegate)
-  **Promoting:** 2,700 Twitter followers. An in year increase of circa 200. Pre-BID figure 850
-  **New infrastructure:** 2 BID projects gain planning consent (Gateway 1 and Digital Signs)
-  **Connecting:** Membership of the Manor Royal Linked In group increases to over 400 compared to a pre-BID figure of 170 (note 1)
-  **Contributing:** Levy collection rates achieve 100%
-  **Cost-effective:** In spite of a small increase due to rent increases, running costs kept at 11% of income well below the 20% recommended industry standard.
-  **Recorded crime is up:** The levels of reported crime for Manor Royal have increased compared to the previous year. An additional 40 crimes were recorded in 2017/8 (note 2)
-  **Security:** Manor Royal Business Watch membership increases to 384 members connected to share and receive security related intelligence. An increase of almost 100 on the previous year and compares to a pre-BID membership of just 126.
-  **Maintenance:** Additional winter gritting service activated 20 times covering 100 km of surface treatment not provided by West Sussex County Council standard baseline service.
-  **Rangers:** Business Rangers carried out 882 business visits, made 576 public realm reports, 35 separate incident reports and 17 Alerts issued (See note 3).

### Notes:

1. The Manor Royal Linked In Group is a closed Group. There are an additional 100 prospective members who have not been approved as they are not from Manor Royal based companies.
2. The increase relates to Zone 1 (County Oak) where reported crimes increased by 45. In other areas of Manor Royal crime actually went down slightly. The increase in reported crime in Zone 1 is mostly linked to increase in retail related crime.
3. Public realm reports covers numerous incidents including dog fouling, anti-social parking, broken street furniture, fly-tipping etc. Incident reports are crime related or anti-social behaviour incidents. Alerts are priority messages generated in response to a situation it is judged important for businesses to know about quickly e.g. traveller incursions.

## Our fifth year in pictures

A photographic journey through the fifth year of the Manor Royal BID.

### April 2017:

- Planning permission for additional small area signs approved
- Training event delivered (Excel)
- Manor Royal Comedy Night and Crawley STEMfest 2016 launch takes place
- The Terrace Pocket Park officially opened

### May 2017:

- Issue 21 of Manor Royal Newsletter published
- Four training events delivered (Team leading, First Aid, Social Media, Excel)
- Know Your Neighbour Expo delivered
- Three new initiatives launched (Jobs Board, Waste & Recycling and Insurance partnership)

### June 2017:

- Dyer & Butler win the Manor Royal Football Tournament
- Two team building sessions take place at Crawter's Brook People's Park
- Three training events delivered (Excel, Working safely, presenting skills)
- Re-Energise Manor Royal Strategic Opportunities study begins

### July 2017:

- One team building session takes place at Crawter's Brook People's Park
- Work begins on Manor Royal Projects Pack
- Two tours of site delivered
- Economic Impact Study work begins
- Four training events delivered (Excel, LinkedIn, manual handling, customer service)

### August 2017:

- Issue 22 of Manor Royal Newsletter published
- Manor Royal Maintenance Team service is launched

### September 2017:

- Manor Royal Business Ranger service launched
- Four training events delivered (Excel x2, first aid, negotiation skills)
- One team building event at Crawter's Brook take place
- Manor Royal BID holds fourth AGM
- Ifield-Langley Green-County Oak cycleway scheme completed

### October 2017:

- Three training events delivered (Excel x2, Working Safely)
- Digital Advertising Signage Project submitted to planning
- HR Forum takes place





## November 2017:

- Manor Royal Matters Conference delivered
- One training event delivered (Team leading)
- Additional winter gritting service activated five times
- Soft launch of BID2 (2018-23) Business Plan
- Manor Royal feature in Mayor of London BIDs report
- Gateway 3 shortlisted for national British BIDs award

## December 2017:

- Issue 23 of Manor Royal Newsletter issued.
- Pavement refurbishment works begin
- One bespoke training event delivered (Excel)
- Additional winter gritting service activated six times
- Funding for four additional security cameras secured
- Manor Royal Christmas event hosted by Caterham Cars

## January 2018:

- Notice of Ballot for BID Renewal issued
- New Business Plan sent to all
- Additional winter gritting service activated twice
- Four training events delivered (Excel, working safely, HR fundamentals, first aid)
- BID Executive Director appointed to Business Watch Board to represent Manor Royal
- Economic Impact Study final report published

## February 2018

- BID renewal ballot begins
- Additional winter gritting service activated seven times
- Three training events delivered (business continuity, project management, customer service)
- Manor Royal Showcase event takes place
- HR Forum delivered: older workers

## March 2018:

- BID Renewal Ballot result announced: Manor Royal BID is renewed
- Four more training events delivered (LinkedIn, Excel x2, first aid)

## PLUS

- "Business as usual" meetings take place throughout (e.g. Board and Management Group)
- Representation at various strategic groups
- Manor Royal News printed and distributed to every Manor Royal business each quarter
- Manor Royal eBulletin produced every month
- Manor Royal Business Watch security Alerts & News every week
- Manor Royal website updated weekly



## Our standards

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 setup the right way 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 for 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 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 be doing.
9. Progress against a published and publically 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 central costs of MRBD Limited are consistently well below this threshold.

**All information relating the BID and its operation are freely available via [www.manorroyal.org](http://www.manorroyal.org). If however you cannot find what you are looking for please contact the BID Office for assistance.**

### In their own words

*"I met one of your (Business) Rangers yesterday who I spoke to about dumped vehicles. Today a traffic warden is issuing tickets. Fantastic service."*

**Ashley, Capital Garage Doors**  
commenting on the Business Rangers

*"Just wanted to say a massive thank you for your help in pointing me the right way for my fibre (broadband). I'm absolutely over the moon with speeds. It's made such a difference already."*

**Dan, Blue Lizard**  
commenting on the faster broadband

*"I think the networking session is the best I have attended - it was fast, fun and productive. The quality of businesses attending that session were excellent - so lots of opportunities."*

**Elaine**  
commenting on attending Manor Royal Know Your Neighbour event

*"I came along to listen to the renewal pitch and voted "yes". I like what has been done and I am all for the sorts of projects that improve Manor Royal."*

**David, Sivantos**  
commenting on Manor Royal BID Renewal

*"We love all the new signage throughout the estate."*

**David, Pinnacle Furniture**  
commenting on new signage












*"I have worked on the Manor Royal Estate for some 34 Years and especially of late have witnessed a vast improvement due to the commitment of the BID team."*

**Phil, Moore Industries**  
commenting on improvements in Manor Royal



## Our partners

Thanks to our partners for their support in year four of the Manor Royal BID:

	<p>easit is a corporate transport initiative that aims to promote sustainable travel and travel discounts on public transport, plus other incentives. Normal cost of membership is up to £2,000 per business. The Manor Royal BID provides this to Manor Companies at no cost.</p>
<p>Manor Royal Procurement Hub</p> 	<p>This partnership provides expert procurement advice to deliver savings on the cost of running your business. Auditel support the BID by providing the procurement hub.</p>
<p>Manor Royal Business Watch</p> 	<p>Provides a password protected service to allow the secure sharing of information between Manor Royal companies, the police and other trusted partners to help protect Manor Royal. This is provided free to Manor Royal companies through the BID savings companies between £475 and £674 per annum.</p>
	<p>This partnership delivers professional quality training tailored to meet the needs of Manor Royal companies, at substantially reduced rates using local venues.</p>
	<p>In addition to the basic service provided by West Sussex Highways, the BID provides winter gritting and snow clearance to ensure all Manor Roads are clear during severe weather events, which can be extended to private roads if required.</p>
	<p>Our partnership with the award winning LoveLocalJobs.com now provides a dedicated jobs board providing free and unlimited jobs postings for Manor Royal companies.</p>
	<p>Recognising the importance and appetite for encouraging employee health and wellbeing, this partnership provides exclusive reduced price membership for Manor Royal staff at this 24/7 gym</p>
	<p>As well as providing regular inspection and maintenance advice, through the BID Sussex Wildlife Trust has supported volunteering and team building opportunities at Crawter's Brook People's Park for Manor Royal businesses at no cost. Normal cost is £45 per volunteer.</p>
	<p>The Hawth theatre offers exclusive discounts on theatre tickets, corporate conference and meeting rooms, cinema hire and refreshments.</p>
	<p>Our arrangement with Crawley Town FC means Manor Royal employees can benefit from reduced ticket prices at selected "Manor Royal Match Days".</p>
	<p>This partnership encourages ethical and responsible saving and access to more affordable lines of credit and financial advice for Manor Royal employees at no cost to employers.</p>

We would also like to thank for their support and commitment to helping to deliver the aims of the Manor Royal BID...



## Our year ahead

### A glimpse of plans for the next year of the Manor Royal BID (2018/9), which includes the first year of the renewed BID and new Business Plan

#### We will carry on doing and providing...

- Business Watch for all and related security services
- easitCRAWLEY transport initiative membership for all
- Subsidised training programme (with Crawley College)
- Free and unlimited use of the Manor Royal Jobs Board
- Provision of additional and dedicated grounds Maintenance Team
- Provision of dedicated Business Ranger Service (night and day)
- Additional winter maintenance plan for severe weather events (to cover those smaller business areas not covered by West Sussex County Council)
- Volunteering and team building opportunities
- Manor Royal Procurement Hub (Auditel) facility
- Know Your Neighbour, Manor Royal Showcase, Manor Royal Matters events and AGM
- Monthly eBulletins, Quarterly Manor Royal News, Managed website and social media
- Free business listings and offers
- Discounted services and benefits for Manor Royal staff, including reduced rate gym membership (with the GYM Group), reduced price Manor Royal Match Days (with Crawley Town FC), exclusive theatre ticket and room booking discounts at The Hawth Theatre, cheaper insurance
- Host Manor Royal Comedy Night as part of the Crawley STEMfest 2018 launch
- Continued liaison with service providers and monitoring of service levels
- Provision of single point of contact and programme delivery resource
- Continued lobbying for additional funding and resources
- Bespoke events like Manor Royal 6-a-side football tournament and members Christmas event
- Manor Royal online Business Directory
- Maintenance and Monitoring of security cameras (with Sussex Police)
- Maintenance of Crawter's Brook People's Park, The Terrace and Manor Royal signs assets
- On-going dialogue with Sussex Police and other authorities to act on car cruising and other anti-social behaviour issues
- Representation of Manor Royal at a strategic level including representation of Manor Royal interests on strategic level groups such as the Coast-to-Capital Local Enterprise Partnership (LEP), Gatwick Diamond Initiative and Crawley Local Economy Action Group (LEAG) and Gatwick Airport.

#### In addition we will undertake the following ...

- Delivery of Gateway 1 (London Road / Fleming Way) entranceway improvement project - subject to road space booking
- Delivery of digital advertising signs project
- Work with Crawley Borough Council and West Sussex County Council to deliver the Manor Royal elements of the Crawley Growth Programme transport infrastructure improvements
- Lobby for improved on-street parking management and enforcement arrangements
- Devise and deliver a new Manor Royal Careers EXPO event in partnership with Prowse & Co. Ltd
- Deliver a new Manor Royal People's Conference event (to replace the HR Forums)
- Support the delivery of the Manor Royal Re-energise project to test the feasibility of on-site energy generation from sustainable sources (with West Sussex County Council Your Energy Sussex and Crawley Borough Council)



For more information about the BID and to get involved, please contact the Manor Royal BID Office on: **01293 813 866**

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