

Our year ahead

A glimpse of plans for the third year of the Manor Royal BID (2015/6)

We will carry on doing and providing...

- › Business Watch for all and related security services
- › easitCRAWLEY transport initiative membership for all
- › Volunteering and team building opportunities
- › Manor Royal Procurement Hub (Auditel) facility and Group Waste Scheme
- › Know Your Neighbour and Manor Royal Showcase events
- › A programme of People Forum events
- › Reduced rate services for recruitment
- › 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) and reduced price Manor Royal Match Days (with Crawley Town FC)
- › 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
- › Representation of Manor Royal at a strategic level including representation of Manor Royal interests on strategic level groups such as the Gatwick Diamond Initiative and Crawley Local Economy Action Group (LEAG)
- › Bespoke events like Manor Royal 6-a-side football tournament
- › The Manor Royal online Business Directory
- › Maintenance and Monitoring of CCTV cameras (with Sussex Police)
- › Maintenance of Crawter's Brook People's Park (with Crawley Borough Council and volunteering)

We will complete what we started...

- › Phase two of the security camera project involving the install of ANPR cameras (and their monitoring and maintenance through Sussex Police)
- › Woolborough Lane pedestrian subway improvement
- › Delivery of area-wide signage and wayfinding project (following the completion of the signage audit and strategy delivered in year two)
- › Delivery of Traffic Regulation Order (TRO) for Gatwick Road Parade with associated resurfacing work (with West Sussex County Council)
- › Completion of area-wide fibre broadband roll-out

We will undertake new services and projects...

- › Deliver Gateway 3 (London Road / Fleming Way) entrance enhancement
- › A locally delivered programme of training with Central Sussex College
- › Production of Manor Royal welcome and benefits pack
- › Introduction of a new engagement event 'Manor Royal Matters'
- › Investigate the potential for a winter maintenance plan for severe weather events (to cover those smaller business areas not covered by West Sussex County Council)
- › Support the introduction of an Article 4 directive for Manor Royal to resist the loss of commercial premises to residential (with Crawley Borough Council)
- › Investigate potential for revised Traffic Regulation Order (TRO) in Crompton Way
- › Contribute and respond to the Second Runway debate and Crawley Local Plan development
- › Liaise with the police and other authorities to tackle Car Cruising activities



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

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Manor Royal Business District BID

Annual Report 2014/5



ONE Manor Royal - our second 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 its second year of a five year term.

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



Chairman’s Message



It is a privilege to present this Annual Report of the Manor Royal BID, detailing the progress that has been made during our second year.

At our last AGM three new Directors were elected to the Board and Michael Deacon-Jackson was re-elected.

The Board, and the BID as a whole, has benefitted from their collective and varied experience either as an employee of a large company or as the owner of one of the District’s smaller businesses. It is this diversity and mix that is such a feature of Manor Royal and we have tried to reflect that at Board level.

We must remember that all Board and Management Group members, give their time voluntarily. I know how difficult that can be so my thanks go to the Board, members of the Management Group and everyone who has supported us to make the BID a success.

Some of us have been involved with Manor Royal for some time but it is hard to believe that the Manor Royal BID is just two years young. In that time the BID has attracted or secured around £1.4m of additional funding, which does not take into account the in-kind support or other investments in improvements such as the new crossing point at the end of Manor Royal Road.

The BID has also opened a new facility in the form of the People’s Park, worked with West Sussex County Council to improve broadband, installed new CCTV cameras and is about to install ANPR across the area with Sussex Police. We have also won an award and received a Royal visit!

It is very satisfying that the BID is able to exert influence on behalf of Manor Royal in a way that previously would not have been possible.

We now have a more prominent role in influencing policy, being involved in discussions that matter to us, Gatwick expansion, conversion of commercial property to residential. The BID is constantly being asked for comment by the local and regional press. All this is testimony to our combined efforts – as businesses – to work together and make a difference through the BID.

Our focus over the coming months centres on maintaining that momentum. In the course of year three we look to start and finish two large projects, the area wide signage and Gateway 3 projects, in addition to completing the Broadband and Security Camera projects alongside our other on-going activities and commitments.

Thank you for your support and, as always, I encourage your involvement, interest and input.

Trevor Williams
Chair, MRBD Limited



Executive Director's Report



The second year of the Manor Royal BID has been another eventful one.

Midway through the year, the BID Office fell victim to the new Permitted Development Rights (PDR) that allowed the former Office Building to be converted into a residential development. This necessitated the hunt for a new office, which wasn't easy, but led to the BID sharing office space with the University of Brighton who moved into Manor Royal during the year.

The irony of this is that the BID had been, and continues to campaign for protection of the Business District as an employment area. It also highlighted the challenge of finding suitable, affordable space.

Over the course of the year we have seen many new starts on previously redundant sites and the number of vacant and empty properties recorded on Manor Royal has reduced. Whatever happens at Gatwick concerning the second runway, a debate we have been actively involved in, the availability of property will continue to be a challenge and is indicative of the enduring and growing popularity of the Business District.

I was also surprised about how difficult some landlords were about citing new broadband cabinets on their land. This slowed delivery down quite a bit, but we persisted and we hit the halfway mark in November and at the time of writing are very close to our objective of 100% fibre coverage and superfast broadband access for all.

Among the other highlights, was being able to collect an award from South East in Bloom that recognised the efforts of the Manor Royal BID to improve the look and feel of the area and the pride a number of businesses take in their properties. The sense of community that was evident was also highlighted and that's an important aspect of the BID.

Hosting the visit of HRH The Duke of Gloucester at the People's Park opening was a positive, in spite of the rain and Manor Royal proved to be a natural choice for a three hour feature on manufacturing by BBC Radio Sussex and Surrey.

This is all testimony to Manor Royal the place, the BID and most importantly the businesses and people. I am grateful to the Board and all those who support the BID in different ways with either encouragement or ideas. It is this that has kept me motivated in challenging times and helped generate the ability to attract additional funds and make the case for new investment to the area.

I am also pleased to report that towards the end of the year we appointed an assistant, Sam Murray, who I am sure will prove to be a big asset and make the BID more effective. Something we were able to do while keeping the central costs of the Manor Royal BID well below the recommended levels advised nationally for good practice in BIDs.

Year three is a big year for the BID as it will be, I hope, for those the BID seeks to support.

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:

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

Five Years

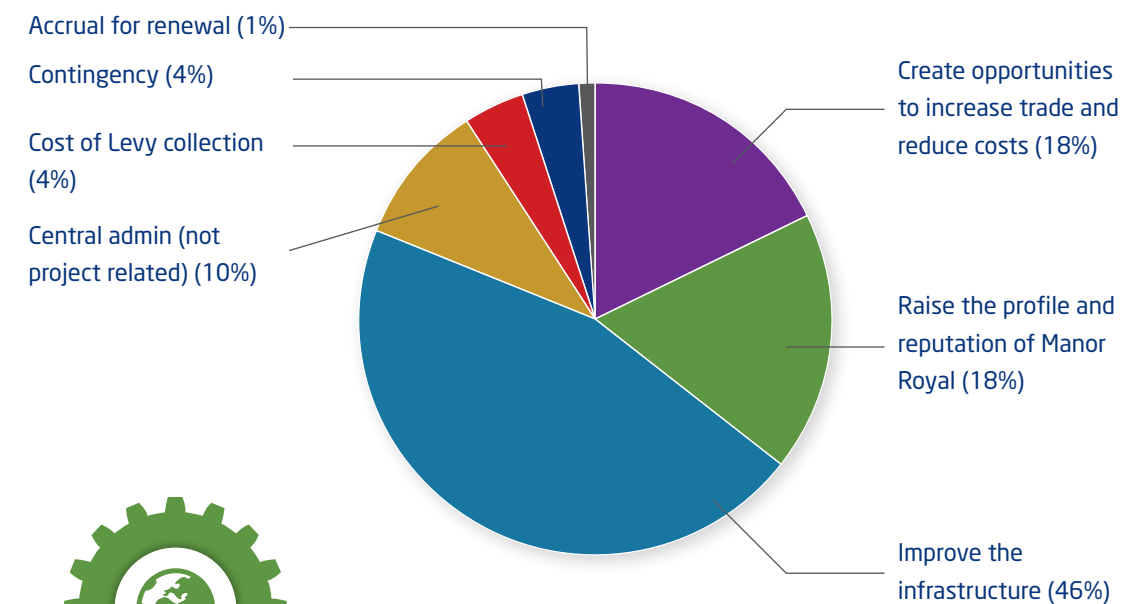
We promised to deliver on these objectives, including the associated deliverables set out in the plan, over a period of five years between 2013 and 2018.

One Voice

We also 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 will be allocated.



Our financial performance so far

The following table shows our expectations for the first two years of the Manor Royal BID against our actual performance over those years. The table shows the cumulative figures for years one and two and how the funds generated by the Manor Royal BID have been invested to date.

	BUDGET TO DATE		ACTUAL TO DATE	
		% of income		% of income
INCOME				
Levy Income	£747,333	80%	£746,592	55%
Additional "other" income	£186,833	20%	£600,001	45%
Total Income	£934,167		£1,346,593	
EXPENDITURE				
Increase trade & reduce costs	£165,131	18%	£103,095	8%
Raise the profile	£165,131	18%	£42,553	3%
Improve infrastructure	£434,171	46%	£967,593	72%
Central costs	£89,680	10%	£57,741	4%
Levy collection costs	£33,630	4%	£27,270	2%
Contingency	£37,367	4%	£0	0%
Total expenditure	£925,110	99%	£1,198,252	89%
Accrual for renewal	£9,056	1%	£9,000	1%
BALANCE	£1	0%	£139,341	10%

Better than expectations on third party income

The table shows that the Manor Royal BID has been much more successful at generating income from other sources. So far the Manor Royal BID has attracted over three times more than it anticipated at this point in the BID term representing 45% of all income. This means that for every £1.20 of BID Levy the BID has received £1 from other sources. This does not account for other funds that have been invested in infrastructure in addition to this sum.

More investment in infrastructure

Much of the additional investment has been spent on infrastructure, in particular the Broadband and security camera projects and creation of Crawter’s Brook People’s Park. Less money has been invested in the other project areas than expected even though the BID has been active in both areas.

Lower central costs

Central costs are almost 40% lower than against budget over the first two years of the BID. In year three that will change as the BID has had to move office and a part time resource has been appointed. The BID has also made a commitment to have its accounts fully audited.

Explanation of surplus

As a Not for Profit company it is not the intention of the BID to generate a surplus. The surplus can be explained by the retention of £50,000 as a reserve, the success in attracting additional funds, the late completion of projects and the retention of sums for major spend anticipated in year three.

Our numbers for year two

The table below shows how we spent the BID Levy and other income in our second 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 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 2015

Income 2014/5		% of total
BID levy	£413,823	
Grants & sponsorship	£565,386	
TOTAL	£979,209	
Expenditure 2014/5		
Costs to increase trade and reduce costs (objective 1)		
Communications between businesses	£20,024	
Events & joint work	£41,975	
PR & digital media	£4,148	
Project management	£11,729	
TOTAL	£77,876	8%
Costs to raise profile and reputation (objective 2)		
Raising awareness & external communications	£22,921	
Project management	£11,729	
TOTAL	£34,650	3.5%
Costs to improve the infrastructure (objective 3)		
Transport & travel (easit)	£36,000	
Signage & wayfinding	£16,076	
Broadband costs (refund)	(£8,508)	
Crime & security (Business Watch & cameras)	£248,709	
Amenities & facilities	368,423	
Project management	£11,729	
TOTAL	£672,429	68.7%
Central admin / Operating costs	£37,025	3.8%
Levy collection costs	£13,770	1.4%
TOTAL EXPENDITURE	£835,749	85.5%
Accrual for Renewal	£9,000	0.9%
Net surplus carried forward into 2014/5	£134,460	14%

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 Two spend £77,876)

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

- Launch of the online Manor Royal Business Directory
- Updated Manor Royal website providing news, events and opportunities for free business listings
- Manor Royal News published quarterly and distributed to every business on Manor Royal
- eBulletins circulated monthly, providing up-to-date news and business stories
- Three 'Buy Manor Royal' seminars delivered
- Annual 'Know Your Neighbour' event attracting c300 delegates and Manor Royal Showcase attracting c120 delegates bringing Manor Royal companies together
- Four 'HR People Forums' delivered
- Manor Royal football tournament and Comedy Night (part of Crawley STEMfest) providing opportunities for companies to connect socially
- Facilitated volunteering and team building days in partnership with Sussex Wildlife Trust at Crawter's Brook People's Park generating c300 volunteer hours
- Manor Royal Procurement Hub (delivered by Auditel) and Group Waste project delivers savings between £215 and £1,634 annually (equivalent to twice and in one example nine times the annual BID levy)
- Various savings for businesses (e.g. free easit and Business Watch Membership, Sussex Wildlife Trust volunteering) and staff (e.g. discounts on recruitment with GatwickDiamondJobs.com, Manor Royal Savers, GYM Group membership)
- Over £565,000 generated in additional funding for BID projects: £1.36 was attracted for every £1 of BID levy.



OBJECTIVE 2: Raise the profile and reputation (Year Two spend £34,650)

Create a widely held positive perception associated with Manor Royal to attract interest and investment:

- Manor Royal News and eBulletin targeted at selected external audience, partners and influencers
- Manor Royal prominently featured in local and regional press
- BBC Radio Surrey and Sussex outside broadcast focusing on manufacturing in Manor Royal organised
- Visit to Manor Royal by members of the Coast to Capital Local Enterprise Partnership organised
- Representation of Manor Royal on key economic partnerships, including Crawley Local Economy Action Group (LEAG) and Gatwick Diamond Initiative Promote Group
- Representation of Manor Royal at key events, including the Gatwick Diamond Economic Growth Forum
- Liaison with the local MP and prominent figures such as the local Police and Crime Commissioner to get action on roads and security matters
- Visit by HRH The Duke of Gloucester to open the People's Park organised and prominently featured in local and regional press
- Management of website and social media
- Formal responses sought from and given by MRBD Limited on strategic issues affecting the area, including second runway, Crawley Borough Council Local Plan, Government response to proposed planning reforms and Permitted Development Rights as they affect the Business District
- Manor Royal awarded a Silver award and overall BID Category winner by South East in Bloom 2014.

OBJECTIVE 3: Improving the infrastructure (Year Two spend £672,429)

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

- 16 of 21 Broadband cabinets upgraded for superfast fibre broadband and ready for service⁽¹⁾
- Phase 1 of the security camera project in place with the infrastructure for all CCTV and ANPR cameras installed and seven CCTV cameras at strategic locations around Manor Royal operational.
- Crawter's Brook People's Park completed and officially opened
- New pedestrian crossing constructed at Fleming Way (funded by Section 106 monies)
- easit business membership (the corporate travel initiative made available to all by Manor Royal businesses by the BID) rises to 53 generating savings for 5,642 users
- Manor Royal Business Watch Membership (funded by the BID) rises 262 providing weekly security bulletins, secure password protected intranet and generating 125 security alerts to members throughout the year
- Gatwick Road Parade Traffic Regulation Order (TRO) to tackle the impact of long stay and holiday parking negotiated and formally advertised
- New Crossing point at Manor Royal Road and Gatwick Road installed (funded by West Sussex County Council)
- Manor Royal area-wide signage and wayfinding audit completed
- Initial design and consultation for Gateway 3 (entrance to Manor Royal at Fleming Way and London Road) undertaken
- Liaison with Sussex Police and Local Authorities over parking issues in Napier Way / Woolborough Lane leading to reinstatement of double yellow lines and enforcement
- Joint action on car cruises in partnership with Sussex Police, Business Watch and other Crawley based businesses.

Note
(1) This project to provide 100% fibre coverage to Manor Royal involves the investment by West Sussex County Council as part of its BDUK Better Connected project as well as direct investment by the Manor Royal BID

Our Board

Drawn from Manor Royal businesses, members of the Board give their time on a voluntary basis. The Board provides a 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 <i>(First subscriber May 2013)</i>		Paul Searle, P&H Motorcycles BID Director <i>(First subscriber May 2013)</i>
	Jeremy Taylor, Gatwick Diamond Business BID Director (Voluntary) <i>(First subscriber May 2013)</i>		Michael Deacon-Jackson, FTD Johns BID Director (Independent) <i>(Re-elected September 2014)</i>
	Cllr Peter Smith, Crawley Borough Council BID Director (Local Authority)		Markus Wood, Avensys BID Director <i>(Elected September 2014)</i>
	Zoe Wright, B&CE The People's Pension BID Director <i>(Elected September 2014)</i>		Keith Pordum, Bon Appetit BID Director <i>(Elected September 2014)</i>

The Articles of the BID Company allow for Board membership of up to nine individuals. Three new Directors were elected at the first AGM and one Director re-elected bringing the Board membership during year two to eight.

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

Our Business Plan sets out a number of measures and key performance indicators against which we will measure the success of the Manor Royal BID.

- ⬆️ **New infrastructure:** 16 of 21 broadband cabinets upgraded to fibre and superfast broadband. The remaining cabinets are in the commissioning phase.
- ⬆️ **More funds:** Manor Royal BID attracts £565,386 to Manor Royal projects – that’s equivalent to £1.36 for every £1 of BID levy.
- ⬆️ **Faster broadband:** Businesses report improved broadband speeds from previous lows of less than 2Mbps to over 30Mbps (and in some cases up to 70Mbps) and greater reliability.
- ⬆️ **Cheaper travel:** The number of businesses taking up easitTRAVEL membership increases from 35 to 53 businesses. Pre-BID membership was just 23 businesses.
- ⬆️ **Cheaper travel:** 5,642 Manor Royal employees registered for an easitCARD enjoying an average saving of £76 per year on their train tickets.
- ⬆️ **New infrastructure:** The infrastructure for CCTV and ANPR is in place and seven CCTV cameras are now operational and monitored by Sussex Police.
- ⬆️ **Recorded crime is down** compared to pre-BID levels. In spite of a slight increase on last year the level of reported crime in Manor Royal is still 14% lower than pre-BID levels.
- ⬆️ **Team building:** In partnership with Sussex Wildlife Trust, the BID facilitated c300 hours of volunteering at Crawter’s Brook People’s Park.
- ⬆️ **Security:** Manor Royal Business Watch membership increases by 11% to 262 members connected to share and receive security related intelligence.
- ⬆️ **Fitter:** 194 members of staff registered with the GYM Group generating a saving of £60 per annum in gym fees for each Manor Royal employee.
- ⬆️ **Savings:** Companies save between two and nine times their annual BID Levy through Manor Royal Procurement Hub run by Auditel.
- ⬆️ **Communication:** 10,000 copies of Manor Royal News produced and distributed to Manor Royal businesses and selected partners throughout the year.
- ⬆️ **Connecting:** The BID organised 14 events throughout the year attended by 780 delegates representing over 350 businesses.
- ⬆️ **Connecting:** Attendance at the annual Know Your Neighbour event increases from 230 to 300 delegates.
- ⬆️ **Promoting:** Twitter followers increase from 1,200 to 1,590 (32.5% increase) against a pre-BID figure of 850.
- ⬆️ **Connecting:** Membership of the Manor Royal Linked In group increases from 220 to 294 compared to a pre-BID figure of 170 (note 1)
- ⬆️ **Contributing:** BID Levy collection rates increase from 99.18% to 99.56%.
- ⬆️ **Cost-effective:** BID running costs kept at 12% well below the 20% recommended benchmark industry standard as a percentage of the BID levy collected (does not include value of third party funds).
- ⬆️ **Security:** 125 security alerts issued by Manor Royal Business Watch.
- ⬆️ **Fewer empties:** The total number of vacant and empty properties drops by 5% from 14.7% to 9.7% - a reduction of 35 properties from 102 in year one to 67 in year two recorded as empty or vacant.
- ⬆️ **Satisfaction:** 76% of Showcase delegates believe Manor Royal has got better in the last year.
- ⬆️ **Focus:** 78% of Showcase delegates believe the BID is focussed on the right things and 72% believe the BID is doing a good job and a further 97% report being supportive of the BID.
- ⬆️ **1,592** subscribers to Manor Royal eBulletin with an open rate of 29.2% (see note 2).
- ⬆️ **810** monthly visits to the Manor Royal website
- ⬆️ **2,800** Manor Royal website page views

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 industry standard is approximately 17.93%.

Our progress in pictures

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

April 2014:

- › Kick Start funding secured from WSCC to support the installation of security cameras and complete the Crawter's Brook People's Park
- › The first Manor Royal People's Forum

May 2014:

- › Manor Royal plays host to a visit from Coast to Capital Local Enterprise Partnership (LEP)
- › MRBD responds to second runway proposals and writes to Secretary of State voicing concern about Permitted Development Rights

June 2014:

- › Amarii win the Manor Royal Football Tournament
- › Manor Royal Comedy Night takes place as part of Crawley STEMfest

July 2014:

- › The first two Broadband cabinets are upgraded and ready for service

August 2014:

- › Another two broadband cabinets go-live

September 2014:

- › Another three broadband cabinets go-live
- › Manor Royal BID wins a Silver Award and is overall BID category winner at South East in Bloom 2014
- › The Buy Manor Royal breakfast takes place at Premier Inn followed by MRBD's first AGM
- › Three new directors are elected to the Board
- › MRBD responds to Crawley's Local Plan and to the Department for Communities and Local Government about proposed planning reforms

October 2014:

- › Practical completion of Crawter's Brook People's Park
- › First company signs up to the Manor Royal Group Waste project
- › Third People Forum takes place
- › MRBD participates in joint action against car cruising
- › Various volunteering activities take place at Crawter's Brook supported by Gatwick Greenspace



November 2014:

- › Fleming Way pedestrian crossing opens (funded by section 106 monies)
- › Another Broadband cabinet goes-live. Project approaches half way point
- › Crawter's Brook People's Park Officially opened by HRH The Duke of Gloucester
- › Buy Manor Royal Social Media workshop & Manor Royal Showcase event at Thales
- › Consultation begins on Gateway 3 design

December 2014:

- › Next three broadband cabinets go-live
- › Fourth People's Forum takes place at Elekta
- › Buy Manor Royal Procurement workshop
- › Signage and wayfinding strategy completed

January 2015:

- › MRBD moves to shared office with University of Brighton
- › MRBD responds to Airports Commission consultation

February 2015:

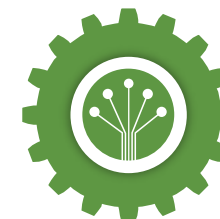
- › Local artists Ginger Moo appointed to upgrade Woolborough Lane subway
- › First phase of security cameras (CCTV) goes live
- › New website launched

March 2015:

- › Executive Assistant appointed
- › Gatwick Road Traffic Order formally advertised
- › Manor Royal online Business Directory launched
- › Manor Royal Know Your Neighbour 2015 attracts 300 delegates and over 100 businesses

PLUS

- › 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



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 set up 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 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. Minutes from Board and Management Team meetings 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. If however you cannot find what you are looking for please contact the BID Office for assistance.

In their own words

"As a result of the successful delivery of superfast broadband via the BID I am saving more than £6,000 per year." **Paul Searle, P&H Motorcycles** who was able to stop paying for an expensive leased line.

"I'm over the moon that faster fibre broadband has finally arrived at Manor Royal. Previously slow speeds were restricting the service we could offer." **Mark Curtis, Split Image** who was considering moving out of Manor Royal because of previously poor speeds.

"A successful start has been made in making a difference to the area." Judge, South East in Bloom following a visit and tour of the Business District as part of South East in Bloom 2014.

"Walking through the trees, plants and wildlife was such a contrast to my previous route, through a gloomy industrial estate with commuters buzzing past. I hope more places like Crawters Brook are established in other Industrial areas." **Jenny, Welland Medical** commenting on how Crawler's Brook People's Park had transformed her walk to work.

"I am delighted to say that we worked with the Auditel Cost Management team who provide the resources for the MRBD Procurement Hub. Auditel found us an offer (on electricity) that would provide savings of circa £15,000 over two years (10%)." **Alex, Chemigraphic** who made use of the Manor Royal Procurement Hub and made additional savings of £4,000 over two years on their gas.

"I am looking forward to visiting this beautiful park again. Well done to everybody involved." **Carol, local resident** writing in the Crawley Observer about Crawler's Brook People's Park.

Our partners

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

	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 £2,000 per business. The Manor Royal BID provides this to Manor Companies at no cost.
Manor Royal Procurement Hub 	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 and organise the Group Waste project.
Manor Royal Business Watch 	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 £480 and £674 per annum.
	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, saving £60 per annum per employee.
	Our partnership with the award winning GatwickDiamondJobs.com jobs board means companies can benefit from 25% discount on their advertising costs.
	Our arrangement with Crawley Town FC means Manor Royal employees can benefit from reduced ticket prices at selected "Manor Royal Match Days".
	This partnership encourages ethical and responsible savings and access to more affordable lines of credit and financial advice for Manor Royal employees at no cost to employers.
	Throughout year two Sussex Wildlife Trust has supported unlimited volunteering and team building opportunities at Manor Royal and provided advice on the development of Crawler's Brook People's Park.

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

