

Manor Royal Business District BID

Annual Report 2015/6



ONE Manor Royal - our third year



Contents

Introduction	2
Chairman's message	3
Executive Director's report	4
Our plan, our commitment, our vision	5
Our financial performance so far	6
Our numbers for year three	7
Our commitment to deliver	8/9
Our board	10
Our successes	11
Our progress in pictures	12/13
Our standards	14
Our partners	15
Our year ahead	16

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 third 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 would like to become more involved in the work of MRBD Limited please get in touch.



Chairman's Message



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

Every year of the Manor Royal Business Improvement District (BID) is important and I, along with my fellow Directors and the rest of the team, are focused on making sure the Manor Royal BID delivers each and every year for the benefit of the businesses and employees of the Business District.

That said, I always felt the third year would be something of a milestone as it marks the mid-point in the first term of our BID. My expectation at the start was that by this stage we would have become a well-established and capable organisation, able to look back on a solid record of delivery.

I am pleased to report that I believe my expectations have been almost fully satisfied and I am convinced that only by being organised in the way we are, with the ability to plan and deliver projects, can we achieve our full potential and make the changes we want and need.

My three years as the Manor Royal BID Chair has proved to me that the BID is an excellent vehicle for achieving all of that and that without it, almost none of what you are about to read would have happened or, perhaps, would even have been discussed with any serious intent.

My thanks as always to those who give their time to support the Manor Royal BID - especially those on the Board, Management Group and project teams who do this voluntarily. My thanks also to our public partners who I feel are beginning to truly understand the value of the BID and how supporting it in turn helps achieve our shared objective of a healthy, attractive and sustainable Manor Royal on which so much of the town's success depends.

Thank you all for your continued support, involvement, interest and input.

Trevor Williams

Chair, MRBD Limited



Executive Director's Report



It is impossible not to be struck by the changes we have seen over the past year or so.

We have recently experienced the BREXIT referendum but we are still part of the EU, we have a new Prime Minister who still has to rise to the challenge of growing the economy while managing down debt and there is still the decision to be made on a second runway.

Everything has changed but nothing has changed, however, life in the BID could not be more different.

Since the introduction of Sam Murray as Executive Assistant we have really pushed things on. We have continued to attract additional funding to match with the BID Levy contributions and while the level of additional funding dropped off slightly in Year 3, we still attracted £1 for every £3 of Levy income – way above target with more to come in Year 4.

This has allowed us to plan with confidence and deliver projects like the area-wide signage and wayfinding, work on the Gateway 3 entrance at Betts Way and the Woolborough Lane Subway as well as complete the all-important faster fibre broadband roll-out.

In addition, we have introduced a new bespoke training programme with Central Sussex College, a new additional winter maintenance service, extended the reach and benefits of those using the easit transport initiative and seen the Procurement Hub (Auditel) make some decent savings for local companies.

On top of that we have organised a new event – the Manor Royal Matters Conference, began the audits of the soft (Green) and hard (Grey) infrastructure, embarked on an area-wide Travel, Transport and Parking Study and began work on our next projects.

Throughout the year, I have been asked for comment on many occasions by the local press and perhaps most notably by the BBC TV South East Politics Show, made numerous presentations about Manor Royal and the BID and – more importantly – been invited on behalf of the Business District to comment on and directly input to strategic plans and policy work as it impacts Manor Royal. This is evidence of our growing influence and recognition of the important role the BID has to play to intervene, influence and introduce new ideas, services and investment to improve Manor Royal as a place to work and trade.

I look forward to continuing to work with you and for Manor Royal into our fourth BID year.

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

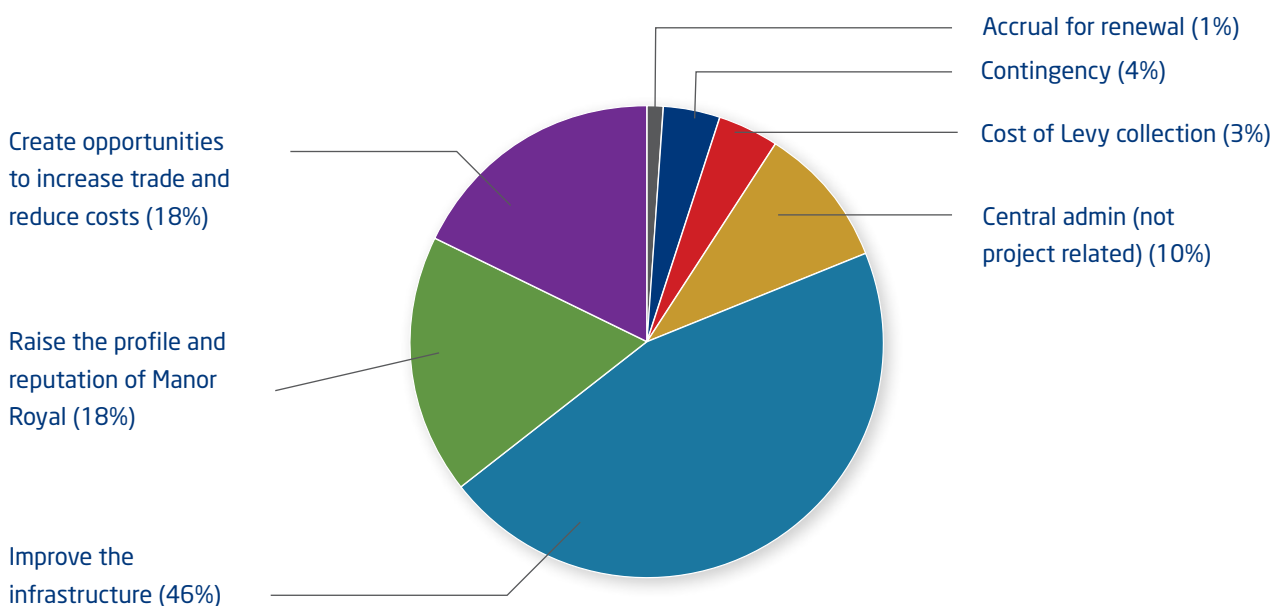
We promised to deliver on these objectives, including the associated deliverables set out in the plan, over a period of five years between 2013 and 2018.

One Voice

We also committed to provide a representative voice, 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

The following table shows our expectations for the first three years of the Manor Royal BID compared to our actual performance over those years.

	BUDGET TO DATE		ACTUAL TO DATE	
		% of income		% of income
INCOME				
Levy Income	£1,175,823	80%	£1,174,569	58%
Additional "other" income	£293,956	20%	£844,544	42%
Total Income	£1,469,780		£2,019,113	
EXPENDITURE				
Increase trade & Reduce costs	£258,417	18%	£164,254	8%
Raise the profile	£258,417	18%	£77,751	4%
Improve infrastructure	£681,713	46%	£1,357,845	67%
Central costs	£141,099	10%	£106,084	5%
Levy collection costs	£51,412	3%	£41,357	2%
Contingency	£60,293	4%	£0	0%
Total expenditure	£1,451,351	99%	£1,198,252	86%
Accrual for Renewal	£18,429	1%	£18,250	1%
BALANCE	£0	0%	£253,572	13%

Third party income generation continues to be better than expectations

The Manor Royal BID continues to be successful at generating additional income from other sources. To date 42% of the total BID income has been derived from other sources, almost three times more than predicted. For every £1 of Levy Income the Manor Royal BID has generated 72p from other sources. In year three BID Levy collection rates were an impressive 99.94%.

More investment in infrastructure

As in the previous year, much of the additional investment has been secured for infrastructure projects. Of particular note was start of the roll-out of the area-wide Wayfinding and Signage, initial work to improve Gateway 3 at Betts Way and early design work on the Manor Royal Pocket Park "The Terrace" and Gateway 1. On the other objectives the BID has introduced a new event, piloted and initiated bespoke on-site training, and a new additional winter maintenance service.

Lower central costs

As indicated last year, Central Costs have increased due to an enforced office move, the appointment of a part time resource and the on-going commitment to produce fully audited accounts. However, these costs remain below budget and the in-year spend on Central Costs as a proportion of income was just 7%, well below the industry best practice standard that the The Manor Royal BID remains committed to.

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 commitment to accrue a "renewal fund", the success in attracting additional funds, commitment to projects due to be completed in Year 4 (2016/7) and planned investment in new projects.

Our Numbers for year three

How we spent the BID Levy and other income in our third 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 2016

Income 2015/6		% of total
BID Levy	£427,977	64%
Grants & sponsorship	£244,543	36%
TOTAL	£672,520	
Expenditure 2015/6		
Costs to increase trade and reduce costs (objective 1)		
Communications between businesses	£21,860	
Events & joint work	£24,275	
Project management	£15,024	
TOTAL	£61,159	9%
Costs to raise profile and reputation (objective 2)		
Raising awareness & external communications	£20,174	
Project management	£15,024	
TOTAL	£35,198	6%
Costs to improve the infrastructure (objective 3)		
Transport & travel (easit)	£36,000	
Signage & wayfinding	£234,509	
Roads & paths (Green & Grey Audits)	£3,080	
Crime & security (Business Watch & cameras)	£6,537	
Amenities & facilities	£95,101	
Project management	£15,024	
TOTAL	£390,251	58%
Central Admin / Operating costs	£48,343	7%
Levy collection costs	£14,087	2%
TOTAL EXPENITURE	£549,038	89%
Accrual for Renewal	£9,250	1%
Net surplus carried forward into 2014/5	£114,232	17%

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 Three spend £61,159)

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
- 16 bespoke Manor Royal BID Training Programme sessions delivered saving participating companies £14,230 (an average of £200 per participating company)
- Buy Manor Royal seminar delivered attracting 50 delegates from 30 companies
- Manor Royal Showcase attracting c120 delegates from 80 companies
- Programme of lunchtime HR People Forums delivered
- Manor Royal football tournament and Comedy night (part of Crawley STEMfest) providing opportunities for companies to connect socially
- First “members only” Christmas event organised
- Facilitated volunteering and team building days provided in partnership with Sussex Wildlife Trust at Crawley’s Brook People’s Park generating c250 volunteer hours
- Manor Royal Procurement Hub (delivered by Auditel) delivers over £71,000 of savings to Manor Royal companies (average saving of £3,751 per participating company)
- Various savings for businesses and staff including; free easit and Business Watch Membership, Sussex Wildlife Trust volunteering, discounts on recruitment with GatwickDiamondJobs.com, Manor Royal Savers and GYM Group membership and promotions at Crawley Town Football Club.
- Circa £245,000 generated in additional funding for BID projects: £72p attracted for every £1 of BID levy with further funds committed but not yet received.



OBJECTIVE 2: Raise the profile and reputation (Year Three spend £35,198)

Create a widely held positive perception to attract interest and investment:

- Manor Royal News and eBulletin targeted at selected external audience, partners and decision makers
- Manor Royal prominently featured in local and regional press
- Initial designs/editorial for Manor Royal Information Pack produced.
- Hosted visit and tour of Manor Royal organised for new Coast to Capital Local Enterprise Partnership (LEP) Chief Executive and new Gatwick Diamond Initiative Executive Director.
- Manor Royal Business District and BID representatives featured on BBC Radio Surrey and Sussex live and recorded broadcasts and BBC TV South East Politics Show
- Manor Royal BID involved in recruitment process for new West Sussex County Council Director of Economy, Planning and Place
- Manor Royal BID Executive Director invited to contribute to the Crawley Place Plan strategic plan document - Manor Royal specifically identified as a priority.
- Representation of Manor Royal on key economic partnerships, including Crawley Local Economy Action Group (LEAG) and Gatwick Diamond Initiative Promote Group.
- Manor Royal BID actively supports the introduction of Article 4 Directive by Crawley Borough Council to remove Permitted Development Rights in the Business District to control conversion of offices and warehouses for use as housing.
- Management of website and social media
- Manor Royal receives South East in Bloom 2015 Silver Award for Crawter's Brook People's Park
- Manor Royal BID receives national British BIDs award.

OBJECTIVE 3: Improving the infrastructure (Year Three spend £390,251)

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

- Final broadband cabinets upgraded for superfast fibre broadband and ready for service⁽¹⁾
- easit business membership (the corporate travel initiative made available to all by Manor Royal businesses by the BID) rises to 63 generating savings for 7,998 users
- Manor Royal Business Watch Membership (funded by the BID) rises to 273 providing weekly security bulletins, ad hoc security alerts and access to secure password protected intranet
- Gatwick Road parade Traffic Regulation Order (TRO) to tackle the impact of long stay and holiday parking comes into force
- New additional winter maintenance service (gritting and snow clearance) introduced for those areas not covered by West Sussex County Council providing coverage to the entire Business District
- Manor Royal area-wide signage and wayfinding manufacture and installation 95% completed
- Work begins on the Gateway 3 entrance upgrade (Fleming Way and London Road roundabout)
- Woolborough Lane Subway enhancement project completed
- Initial designs for Gateway 1 entrance improvement and Manor Royal Pocket Park produced
- Grey and Green Infrastructure condition and maintenance audits begun

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>(Re-elected September 2015)</i>
	Jeremy Taylor, Gatwick Diamond Business BID Director (Voluntary) <i>(Re-elected September 2015)</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. Since the start of the BID three new Directors have been elected and one Director re-elected bringing membership of the Board to nine.

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:** All 21 broadband cabinets upgraded to fibre and superfast broadband
-  **More funds:** BID attracts additional £244,543 for projects - equivalent to 72p for every £1 of BID levy
-  **Team building:** In partnership with Sussex Wildlife Trust, the BID facilitated c250 hours of volunteering at Crawter's Brook People's Park
-  **Savings:** Participating businesses save over £2,160 on their volunteering costs
-  **Cheaper travel:** Number of businesses taking up easitTRAVEL membership increases to 63. Pre-BID membership was 13
-  **Savings:** easit saves £482.30 per year per Manor Royal employee on travel costs
-  **Fitter:** 215 members of staff register with the GYM Group generating a total saving of £12,900 for Manor Royal employee
-  **Savings:** Manor Royal Procurement Hub (run by Auditel) saves £71,000 for participating companies
-  **Communication:** 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 1,600 people
-  **Connecting:** 9 events organised attended by 654 delegates from over 370 businesses. (note 1)
-  **Training:** 16 training events delivered involving 148 delegates and over 40 businesses
-  **Savings:** Participating businesses save over £14,000 on their training costs
-  **Promoting:** Twitter followers break the 2,000 barrier (2,003). An in year increase of 413 (26% increase) against a pre-BID figure of 850. Meanwhile, the
- BID website, updated weekly, had 33,743 views throughout the year.
-  **Connecting:** Membership of the Manor Royal Linked In group increases to 325. An in year increase of 31 members (10.5%) compared to a pre-BID figure of 170 (note 2)
-  **Contributing:** Levy collection rates increase from 99.56% to 99.94%
-  **Cost-effective:** Running costs kept at 7% of income well below the 20% recommended industry standard.
-  **Recorded crime is up:** For the first time since the BID was created crime has not gone down compared to the previous year. An additional 61 crimes were recorded in 2015/6 (note 3)
-  **Security:** Manor Royal Business Watch membership increases to 273 members connected to share and receive security related intelligence.
-  **Fewer empties:** Last development site is sold (93 acres available pre-BID), office availability remains at 13% (pre-BID vacancy 20%) and industrial availability drops below 2% (pre-BID vacancy 6%)
-  **Connected:** Subscribers to the eBulletin rises to 1,625. An in-year increase of 33 following data cleaning, with a list average "open rate" of 25% (note 4)
-  **Investment:** Additional funding confirmed via West Sussex County Council "Your Energy Sussex" to support on-site clean energy generation feasibility work
-  **Maintenance:** Additional winter gritting service activated 13 times covering 65 km of surface treatment not provided by Council baseline service
-  **Satisfaction:** 53.9% of Showcase delegates believe Manor Royal has got better in the last year and 61% report feeling satisfied with Manor Royal as a place to do business (pre-BID satisfaction rated at 13%)

Notes:

- 1: Know Your Neighbour, our most popular event, did not happen in this financial year as it was moved to May. This would have increased the number of delegates attending a Manor Royal event to almost 1,000. Regardless an additional 20 companies attended a Manor Royal event during the year.
- 2: The Manor Royal Linked In Group is a closed Group. Over 100 prospective members have not been approved as they are not from Manor Royal based companies.
- 3: This might be as a result of increased Business Watch membership and the encouragement of businesses to report crime, reflecting previous under-reporting. Whatever the reason, this has hastened delivery of the second phase of the security camera project, continued liaison with Sussex police and consideration of other measures including drawing on good practice from elsewhere.
- 4: The industry standard is approximately 17.9%.

Our progress in pictures

April 2015:

- Manor Royal BID receives notice of funding approval in support of Gateway 3 and area-wide signage and wayfinding projects
- Woolborough Lane Subway artist workshops take place with businesses, Gatwick School and residents
- Manor Royal Comedy Night and Crawley STEMfest 2015 launch takes place
- Crossing point at Crawter's Brook People's Park is installed

May 2015:

- Confirmation of funding from Crawley Borough Council and West Sussex County Council to help meet the costs of the Woolborough Lane Subway project
- Gatwick Road Parade Traffic Regulation Order (TRO) restrict overnight parking is recommended

June 2015:

- Next broadband cabinet goes live
- Driver Hire win the Manor Royal Football Tournament
- The BID writes to Crawley Borough Council in support of Article 4 Directive to restrict conversion of commercial buildings in Manor Royal for housing
- Woolborough Lane Subway upgrade project official completion and opening

July 2015:

- Another Broadband cabinet is upgraded and ready for service
- Two team building sessions take place at Crawter's Brook People's Park, facilitated by Sussex Wildlife Trust
- The BID responds to Davies Commission on the proposals for a second runway
- Planning applications submitted for Gateway 3 Improvement project and area-wide wayfinding and signage
- Intention to pursue Article 4 Directive advertised to businesses

August 2015:

- Final fibre enabled broadband cabinet goes into commissioning phase

September 2015:

- Manor Royal receives South East in Bloom Award for Crawter's Brook People's Park
- HR Forum on mindfulness delivered at Doosan
- Manor Royal BID holds second AGM
- Official completion of the Manor Royal faster fibre broadband project - all cabinets upgraded to provide faster broadband speeds throughout the Business District



October 2015:

- Three more team building volunteering sessions take place at Crawter's Brook People's Park
- Manor Royal Bespoke training programme launched with Central Sussex College - four training session delivered
- Planning permission granted for Gateway 3 and area-wide wayfinding and signage projects

November 2015:

- Three more bespoke training events delivered
- Gatwick Road Parade Traffic Regulation Order (TRO) comes into effect
- First Manor Royal Matters Conference delivered to over 120 delegates

December 2015:

- Two more bespoke training events delivered
- New additional winter maintenance (gritting and snow clearance) service established
- First Manor Royal Christmas event hosted by Avensys
- Signage manufacturers and installers appointed

January 2016:

- Grey (Hard) infrastructure Audit begins
- Manor Royal BID Executive Director and Director interviewed for BBC TV South East Politics Show about permitted development rights
- HR Forum legal update session takes place
- Additional winter maintenance service activated six times

February 2016:

- Additional winter maintenance service activated six times
- Four more bespoke training events delivered as part of new Manor Royal Training Programme with Central Sussex College
- Manor Royal Showcase event attracts 120 people from 80 companies
- Manor Royal BID Survey launched
- Buy Manor Royal Opportunity event with Kier Construction and Crawley Borough Council delivered
- Green (Soft) infrastructure Audit begins
- Designs for Gateway 1 entrance upgrade and Manor Royal Pocket Park drawn up

March 2016:

- Three more bespoke training events delivered
- Work on Gateway 3 (Astral Towers roundabout) entrance begins
- Funding for on-site clean energy generation feasibility project approved
- The BID hosts a tour for new Coast-to-Capital Local Enterprise Partnership (LEP) Chief Executive and Gatwick Diamond Initiative Executive Director.
- Installation of the area-wide wayfinding and signage begin



PLUS

- BID website updated every week with news and events
- 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 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 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 already be doing
9. Progress against a published and publically available business plan is monitored and reported on
10. BID accounts are fully and independently audited and good practice principles are applied to procuring services
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 you cannot find what you are looking for please contact the BID Office for assistance.

In their own words

"Thank you and the BID - we now have fibre broadband in our office and it has already had a significant impact on our business. Yet another success for the BID and MRBD!!"

Tony, Vistavis commenting on the faster broadband project

"The subway now provides an inviting corridor from Manor Royal to Northgate. The Manor Royal BID has been successful in turning a dull, uninviting concrete structure into something integral to the community."

Sarah, Varian Medical Systems commenting on the Woolborough Lane Subway improvement project

"It was a pleasure to speak at the Manor Royal Matters event. The Business Improvement District (BID) continues to go from strength to strength."

Henry Smith, MP for Crawley

"The most impressive part of this venture is the concept of providing open space for office staff and workers in a built up area and should be praised and extended to other areas where possible."

Jean, South East in Bloom judge commenting on Crawter's Brook People's Park

"I have attended three BID Training Programme courses in the past six months which have been informative, exceptional value for money and an opportunity to meet a diverse mix of local businesses."

Michael, Cruiseway commenting on the BID Training programme

"Thanks to the Manor Royal initiatives, B&CE has been able to raise its profile and attract local talent who believe in what we do and our values."

Zoe, B&CE The People's Pension commenting on the value of the BID

Our partners

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

	<p>easit is a corporate transport initiative that aims to promote sustainable travel and discounts on public transport, plus other incentives. Normal cost of membership is up to £2,000 per business. The 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 by the BID savings companies between £475 and £674 per annum.</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 saving £60 per annum per employee.</p>
<p>Proud Partners of</p> 	<p>Our partnership with the award winning GatwickDiamondJobs.com jobs board means companies can benefit from 25% discount on their advertising costs.</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>
	<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>New in Year Three, this partnership delivers bespoke professional quality training, at substantially reduced rates at local venues delivering up to £155 savings per delegate on normal rates.</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>

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



Our year ahead

A glimpse of plans for the fourth year of the Manor Royal BID (2016/7)

We will carry on doing and providing...

- › Business Watch for all and related security services
- › easitCRAWLEY transport initiative membership for all
- › Provision of bespoke Manor Royal training (with Central Sussex College)
- › 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 and Manor Royal Matters 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, reduced price football tickets (with Crawley Town FC) and the pursuit of new benefits in keeping with the demands from employees and the ethos of the BID
- › Host Manor Royal Comedy Night as part of the Crawley STEMfest 2016 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
- › Manor Royal 6-a-side football tournament
- › Manor Royal online Business Directory
- › Maintenance and Monitoring of CCTV cameras (with Sussex Police)
- › Additional maintenance of Crawter's Brook People's Park

- › Representation of Manor Royal at a strategic level including the Gatwick Diamond Initiative and Crawley Local Economy Action Group (LEAG) and continued liaison with Gatwick Airport in respect of runway expansion.

We will complete what we started...

- › Final roll-out of the security camera project with Sussex Police including full back office integration
- › Green Lane pedestrian subway improvement
- › Completion of area-wide signage and wayfinding project, including final snagging
- › Completion of Gateway 3 entrance upgrade
- › Conclude the Grey (hard) and Green (soft) infrastructure audits, including recommendations for action and review of service levels in Manor Royal
- › Full survey of all Manor Royal businesses, including analysis of priorities for action

We will undertake new services and projects...

- › Conduct Transport, Travel and Parking Study - includes requirements for managing on-street parking and reviewing Traffic Regulation Orders (TRO)
- › Design and begin delivery of Gateway 1 (London Road / Fleming Way) entrance enhancement
- › Design and deliver the Manor Royal Pocket Park
- › Publish the Manor Royal Information Pack
- › Support the Manor Royal RE-energise project to test the feasibility of on-site "green" energy generation (with West Sussex County Council Your Energy Sussex and Crawley Borough Council)
- › Formally respond to the results and recommendations of various studies and BID Survey
- › Consider the appetite for and approach to building a new Business Plan to support BID2