

# Manor Royal Business District BID

Annual Report 2016/7



ONE Manor Royal - our fourth 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 fourth 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



It is my pleasure to present for your consideration our fourth Annual Report.

This is the time of year when we formally take stock of what we have done and put to fellow Manor Royal companies our report for their approval. We also look ahead and think about what we intend to deliver in the next year.

The Annual Report is a crucial part of the BID accountability by ensuring that everything we do is available for scrutiny, challenge and creative input from as many companies as are willing to provide it. It is that process, embodied by this report, which will be presented at the Annual General Meeting, that energises our BID and the Business District we work, trade and increasingly take pride in.

However, I must confess to being more diverted than usual by thoughts of the future.

In spite of having achieved so much over the past year, for which I am as usual grateful to all those that support and give their time to making the Manor Royal BID the success it is, I am acutely aware that this is the last report we consider before we go to the Renewal Ballot in February 2018.

Because of the BID we have more influence, more leverage, new and additional services, more investment, better facilities, improved standards of maintenance, better roads, new signage and infrastructure, faster broadband, a stronger sense of community and a focus on continued and lasting improvement.

The BID Ballot next February will determine whether we can carry on and extend the work of the Manor Royal BID.

I hope you all feel as proud of our achievements as I do and that it is reflected by a positive vote from businesses at the ballot next year.

### **Trevor Williams**

Chair, MRBD Limited



## Executive Director's Report



A change is as good as a rest but having had to change office again in our fourth year I was seriously beginning to question that particular piece of wisdom. That said the change actually was good – not as good as a rest – but good.

At various times the BID office has occupied almost all five zones with the exception of zone four. Nothing against zone four, it's just how things worked out. This means we have experienced Manor Royal from a variety of geographical points on the zonal map.

The change of office has allowed us to be more productive, more open and available, more secure and more able to accommodate some of the plans we have discussed and promised to deliver.

We have done this while being able to keep the central costs below the suggested industry standard. From the very beginning I wanted to ensure we ran the Manor Royal BID in the most efficient way we could, adopting best practice in how we operate and importantly making every penny of the BID Levy work hard to deliver projects and lever in additional funding wherever we could.

We've stayed true to that in Year Four and have delivered some of our most exciting projects like The Terrace Pocket Park, completed the security camera project with Sussex Police, undertaken some major studies like the Transport Study that is already shaping a number of planned improvements, extended our training programme and put in place plans to introduce a new additional grounds maintenance service and Business Ranger scheme.

On top of that we broke the £1m mark in terms of attracting other investment into Manor Royal to match with the BID Levy income itself, without which there is no BID at all.

Year Five is very much about extending the reach and remit of the BID, building on what we have achieved to date and looking to do more without increasing costs. That is the ethos we are taking into the planning for BID2, something I am very excited about subject to the February Ballot.

My thanks to those that continue to support the Manor Royal BID and the work we do.

**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

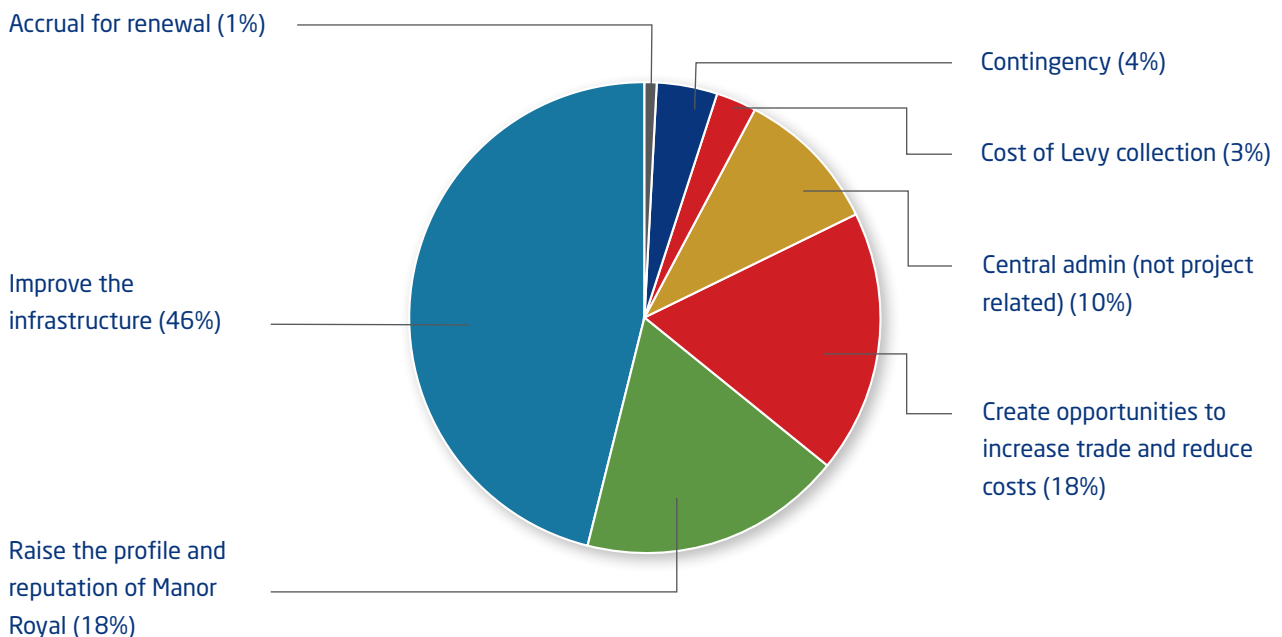
We promised to deliver on these objectives, including the associated deliverables set out in the plan, over a period of five years between 2013 and 2018.

### One Voice

We 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	£1,619,310	80%	£1,599,016	61%
Additional "other" income	£404,828	20%	£1,017,895	39%
<b>Total Income</b>	<b>£2,024,139</b>		<b>£2,616,911</b>	
<b>EXPENDITURE</b>				
Increase trade & Reduce costs	£354,968	18%	£255,091	10%
Raise the profile	£354,968	18%	£121,086	5%
Improve infrastructure	£937,919	46%	£1,867,377	71%
Central costs	£194,317	10%	£157,967	6%
Levy collection costs	£71,369	3%	£55,725	2%
Contingency	£82,468	4%	£0	0%
<b>Total expenditure</b>	<b>£1,941,671</b>	99%	<b>£2,484,996</b>	94%
<b>Accrual for Renewal</b>	<b>£28,130</b>	1%	<b>£27,750</b>	1%
<b>BALANCE</b>	<b>£0</b>	0%	<b>£131,915</b>	5%

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

The Manor Royal BID has been almost twice as successful as it anticipated at attracting additional income breaking the cumulative £1m mark in year four. For every £1 of Levy Income the BID has generated 64p from other sources.

### Significant investment in infrastructure

Year four was the highest spend on this objective since the second year of the BID. This is accounted for by the work on The Terrace Pocket Park, completion of Gateway 3, upgrade to the Green Lane subway, contribution to a key cycleway link and design work for the improvement to Gateway 1. The BID also invested in conducting a significant Transport Study (with contributions from Crawley Borough Council, West Sussex County Council and Gatwick Airport) plus the Green and Grey Infrastructure Audits. The BID also produced the Information Pack for new tenants and investors, a promotional film and delivered a full year of subsidised training with Central Sussex College.

### Central costs remain low

Central running costs remain below 10% in spite of additional costs incurred due to an enforced office move. This remains well below the industry best practice standard. The Manor Royal BID remains committed to that standard.

### Explanation of the in-year deficit

For the first time the BID spent more than it generated resulting in an in-year operating deficit. This was a planned and managed operating deficit funded by income carried forward from previous years for specific projects.

### Explanation of overall surplus

As a Not for Profit company it is not the intention 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 5 (2017/8) and planned investment in new projects.

## Our Numbers for year four

How we spent the BID Levy and other income in our fourth 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 2017

Income 2016/7		% of total
BID Levy	£424,447	71%
Grants & sponsorship	£173,351	29%
<b>TOTAL</b>	<b>£597,798</b>	
<b>Expenditure 2015/6</b>		
<b>Costs to increase trade and reduce costs (objective 1)</b>		
Communications between businesses	£24,946	
Events & joint work	£37,307	
Reduced overheads (Training etc)	£12,863	
Project management	£15,721	
<b>TOTAL</b>	<b>£90,837</b>	<b>15%</b>
<b>Costs to raise the profile and reputation (objective 2)</b>		
Raising awareness & external communications	£27,614	
Project management	£15,721	
<b>TOTAL</b>	<b>£43,335</b>	<b>7%</b>
<b>Costs to improve the infrastructure (objective 3)</b>		
Transport & travel	£76,270	
Signage & wayfinding	£1,502	
Roads & paths (Green & Grey Audits)	£16,605	
Crime & security (Business Watch & cameras)	£7,775	
Amenities & facilities	£391,656	
Project management	£15,721	
<b>TOTAL</b>	<b>£509,532</b>	<b>85%</b>
<b>Central Admin / Operating costs</b>	<b>£51,883</b>	<b>9%</b>
<b>Levy collection costs</b>	<b>£14,368</b>	<b>2%</b>
<b>TOTAL EXPENITURE</b>	<b>£709,955</b>	<b>119%</b>
<b>Accrual for Renewal</b>	<b>£9,500</b>	<b>2%</b>
<b>Net deficit carried forward into 2017/8</b>	<b>(£121,656)</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 Four spend £90,837)

#### 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
- 34 bespoke Manor Royal BID Training Programme sessions delivered saving participating companies £25,445 (an average of £203 per participating company)
- Manor Royal Showcase attracted c114 delegates from 66 companies
- Manor Royal Know Your Neighbour Expo attracted c265 delegates from 105 companies
- Manor Royal Matters Conference attracted c140 delegates from 89 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 Trust at Crawter's Brook People's Park generating c290 volunteer hours
- Manor Royal Procurement Hub (delivered by Auditel) delivers savings to Manor Royal companies
- 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)
- Circa £173,351 generated in additional funding for BID projects: £41p attracted for every £1 of BID levy.





## OBJECTIVE 2: Raise the profile and reputation (Year Four spend £43,335)

### 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 media with more than 45 press releases written during the year
- Detailed Business Survey completed, results from 157 companies inform future plans and projects
- Manor Royal Information and Welcome Pack published online and in printed form
- Manor Royal promotional film "A Shared Success" produced
- Partnership event for Crawley Borough Council and West Sussex County Council elected members hosted at Thales UK
- Written representation to Government on Business Rates revaluations as it affects Manor Royal
- Manor Royal BID Executive Director significantly involved in the development of the Crawley Growth Package that includes Manor Royal as a priority for investment to address transport issues
- 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 including more than 90 news stories and picture updates, plus additional pages for partner benefits and company promotions
- Regular social media updates on Twitter and LinkedIn
- Crawters Brook People's Park "Highly Commended" by the Landscape Institute
- Wayfinding and Signage Project shortlisted for national British BIDs award.

## OBJECTIVE 3: Improving the infrastructure (Year Four spend £509,532)

### Putting in place those services and facilities expected in a modern business environment:

- Area-wide security camera project completed (with Sussex Police)
- easit business membership (the corporate travel initiative made available to all by Manor Royal businesses by the BID) rises to 76, generating savings for c9,000 users
- Specification for Additional Maintenance Team and Business Ranger Service drawn up. Recruitment and procurement process started
- 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
- Gatwick Road Footbridge is re-designed and re-opened (with West Sussex County Council)
- Additional winter maintenance (gritting and snow clearance) service activated 17 times
- Gateway 3 entrance upgrade (Fleming Way and London Road roundabout) completed
- Green Lane Subway enhancement project completed
- Transport Study and Grey & Green Infrastructure condition and maintenance audits completed – recommendations start to be acted on
- The Terrace Pocket Park designed and constructed.

## 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 Manor Royal BID to make sure it keeps to plan and is properly managed.

	<b>Trevor Williams,</b> <b>Thales UK</b> BID Director and Chair <i>(Re-elected 2016)</i>		<b>Paul Searle,</b> <b>P&amp;H Motorcycles</b> BID Director <i>(Re-elected September 2015)</i>
	<b>Jeremy Taylor,</b> <b>Gatwick Diamond Business</b> BID Director <i>(Re-elected September 2015)</i>		<b>Michael Deacon-Jackson,</b> <b>FTD Johns</b> BID Director <i>(Re-elected September 2014)</i>
	<b>Cllr Peter Smith,</b> <b>Crawley Borough Council</b> BID Director (Local Authority)		<b>Markus Wood,</b> <b>Avensys</b> BID Director <i>(Elected September 2014)</i>
	<b>Zoe Wright,</b> <b>B&amp;CE The People's Pension</b> BID Director <i>(Elected September 2014)</i>		<b>Keith Pordum,</b> <b>Bon Appetit</b> BID Director <i>(Re-elected 2016)</i>
	<b>Anthony Maynard,</b> <b>CGG</b> BID Director <i>(Elected September 2016)</i>		

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:** Completion of the security camera project providing 21 CCTV and ANPR cameras at strategic locations monitored by Sussex Police.
-  **More funds:** Manor Royal BID attracts £173,351 to Manor Royal projects –equivalent to 41p for every £1 of BID levy.
-  **Team building:** In partnership with Sussex Wildlife Trust, the BID facilitated c290 hours of volunteering at Crawter's Brook People's Park.
-  **New infrastructure:** Completion of the Green Lane Subway upgrade.
-  **Savings:** Participating businesses save over £2,610 on their volunteering costs.
-  **Cheaper travel:** The number of businesses taking up easitTRAVEL membership increases to 76 businesses. Pre-BID membership was just 13 Manor Royal businesses.
-  **Savings:** Businesses save £75,000 in easit membership fees per year.
-  **Savings:** Numbers of employees saving on transport costs via easit membership rises to c9,000.
-  **Communication:** 55,971 website views by 13,424 users.
-  **Fitter:** 300 members of staff register with the GYM Group generating a total saving of £18,000.
-  **More funds:** The BID breaks the £1m barrier for additional funds generated.
-  **Communication:** 10,000 copies of Manor Royal News produced and distributed to every Manor Royal business and selected partners throughout the year.
-  **Communication:** 12 eBulletins produced and distributed to c1,700 people every month.
-  **New infrastructure:** Completion of Gateway 3 Entranceway upgrade.
-  **Connecting:** 14 events organised throughout the year attended by 1,213 delegates representing over 400 businesses.
-  **Training:** 34 training events delivered involving 231 delegates and over 125 businesses.
-  **Savings:** Participating businesses save over £25,000 on their training costs (average of £110 per delegate).
-  **Promoting:** Twitter followers break the 2,400 followers barrier. An in-year increase of 397 followers (19% increase) against a pre-BID figure of 850.
-  **New infrastructure:** Gatwick Road Footbridge re-designed and re-opened (with West Sussex County Council).
-  **Connecting:** Membership of the Manor Royal LinkedIn group increases to 376. An in-year increase of 51 members (15.5%) compared to a pre-BID figure of 170 (note 1).
-  **Contributing:** Levy collection rates remain high at 99.32%.
-  **Cost-effective:** Running costs kept at 9% 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 31 crimes were recorded in 2016/7 (note 2).
-  **Security:** Manor Royal Business Watch membership increases to 289 members connected to share and receive security related intelligence, against pre-BID membership of 126.
-  **Connected:** Subscribers to the eBulletin rises to 1,789. An in-year increase of 164 (10%), with a list "open rate" of between 22-27% (see note 3).
-  **Maintenance:** Additional winter gritting service activated 17 times covering 85 km of surface treatment in addition to West Sussex County Council standard baseline service.
-  **Satisfaction:** 97% of respondents said they were "satisfied" or "very satisfied" with Manor Royal as a place to do business (pre-BID satisfaction rated at 13%) and 59% said the Business District had improved in the last year (Manor Royal BID Survey 2016).

### Notes:

1: The Manor Royal LinkedIn 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: 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 the delivery of the Business Ranger service that provides a night-time security function for when the Business District is quiet.

3: The industry standard is approximately 17.9%.

## Our fourth year in pictures

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

### April 2016:

- Four training events delivered (Excel, Effective Negotiation, Employment Law, Marketing)
- Green (soft) and Grey (hard) infrastructure audits begin
- Manor Royal Comedy Night and Crawley STEMfest 2016 launch takes place
- HR People Forum delivered

### May 2016:

- Re-energise Manor Royal (renewable energy project) stakeholder meetings held
- Area-wide Wayfinding & Signage project completed
- Green Lane Subway upgrade project workshop held
- Four training events delivered (Team leading, First Aid, Social Media, Excel)
- Manor Royal Travel Pack / Guide published
- Gatwick Road Footbridge removed
- Know Your Neighbour Expo delivered

### June 2016:

- Thales win the Manor Royal Football Tournament
- Two team building sessions take place at Crawter's Brook People's Park
- Two training events delivered (Sales skills, Working safely)
- Manor Royal BID Survey closes
- Gatwick Road (north) resurfacing work begins
- Green Lane Subway upgrade completed

### July 2016:

- Manor Royal BID formally responds to the Tinsley Lane Development Brief
- Three team building sessions take place at Crawter's Brook People's Park
- Gatwick Road (north) resurfacing work completed
- New partnership with the Hawth Theatre launched
- Transport Study begins
- Gateway 3 artwork install begins
- HR Forum delivered

### August 2016:

- One team building session takes place at Crawter's Brook People's Park
- Manor Royal BID commits to Langley Green-County Oak cycle path project
- Transport Study stakeholder session conducted
- Manor Royal BID Survey results published
- The Terrace Pocket Park planning application is registered

### September 2016:

- Gateway 3 Entranceway upgrade completed
- Two training events delivered (Excel, Team Leading)
- Wayfinding & Signage Project shortlisted for national British BIDs award





- Manor Royal BID holds third AGM
- Manor Royal Information and Welcome Pack published
- Official completion of the Manor Royal security camera project

### October 2016:

- Three training events delivered (Manual Handling, Working Safely, Customer Service)
- Re-designed Gatwick Road Footbridge re-opened (with West Sussex County Council)
- HR Forum takes place

### November 2016:

- Manor Royal Matters Conference delivered
- Six training events delivered (First Aid, Fire Safety, Marketing, Presenting, Social Media, Excel)
- Additional winter gritting service activated twice
- Crawter's Brook People's Park "highly commended" by the Landscape Institute

### December 2016:

- One bespoke training event delivered (Emotional Intelligence / Resilience)
- Additional winter gritting service activated twice
- Manor Royal BID moves office
- Manor Royal Christmas event hosted by Harwoods Jaguar-Land Rover

### January 2017:

- Construction begins on The Terrace Pocket Park
- Additional winter gritting service activated twelve times
- Three training events delivered (Excel, Appraisals, Manual Handling)
- Transport Study Final Report published
- Gateway 1 upgrade planning application submitted

### February 2017:

- Additional winter gritting service activated twice
- Five bespoke training events delivered (Social Media, First Aid, Working Safely, Risk Assessment, Excel)
- Manor Royal Showcase event takes place
- BREXIT Breakfast event with HSBC delivered
- Trials of Additional Grounds Maintenance Team conducted

### March 2017:

- Three more bespoke training events delivered (Excel, Mailchimp, Time Management)
- Additional Grounds Maintenance Team appointed (with Crawley Borough Council)
- HR Forum takes place
- Initial scoping for digital media / outdoor advertising project
- Procurement process for Business Ranger service provider begins



### 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 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 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.

## In their own words

*"On behalf of the residents of Green Lane, I would like to thank Manor Royal BID for commissioning the work on the Green Lane subway. It had been an eyesore and could feel quite intimidating. I am delighted with the transformation!"*

**Julie, Northgate resident** commenting on the Green Lane subway upgrade

*"We are always looking for new ways to make a positive impact on our local community, so we are delighted to support the Manor Royal BID with this new and innovative project."*

**Patrick, B&CE** commenting on The Terrace Pocket Park project

*"Manor Royal Business District is of major importance to the wider West Sussex economy. These improvements to signs and the look and feel of the area strengthens the district and we were delighted to support it."*

**Cllr Louise Goldsmith, Leader of West Sussex County Council** commenting on Gateway 3 and new signage

*"WOW - what an event. The buzz was incredible and there were people everywhere."*

**Lisa, GO Vauxhall** commenting on the Manor Royal Know Your Neighbour Business Expo

*"Getting involved with the BID has certainly been successful for us, and we are pleased to be working with a high-profile company such as Varian Medical Systems."*

**Sam, Slim Maintenance** commenting on the value of attending a BID event

**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.**



## 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 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>
	<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 saving £60 per annum per employee.</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 Crawler'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 fourth year of the Manor Royal BID (2017/8)

### 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)
- 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
- 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 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 2017 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
- 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

### We will complete what we started...

- Design and obtain planning permission to improve Gateway 1 (London Road / Fleming Way) entrance
- 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)

### We will undertake new services and projects...

- Act on the recommendations of the Transport Study
- Act on the recommendations of the Green (soft) and Grey (hard) infrastructure audits
- Introduce a dedicated team to provide additional grounds maintenance services
- Introduce a dedicated Business Ranger service providing day-time and night-time cover
- Explore the feasibility of installing digital advertising screens at key locations managed by the BID
- Introduce a dedicated Manor Royal Jobs Board providing free and unlimited job postings
- Introduce a new group waste and recycling service and insurance partner

## The Future - Manor Royal BID2 (2018 - 2023)

A priority for the final year of the BID is to pursue its continuation by publishing a new Business Plan for businesses to vote on in the BID Renewal Ballot in February 2018. The outcome of the Ballot will dictate whether the existing and planned services continue beyond the life the current BID Term. If businesses vote to continue, the Manor Royal BID services will be retained and expanded. If the outcome is not positive the Manor Royal BID will be forced to close along with the services, plans and projects for which it is responsible.



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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