

**MANOR ROYAL**  
**BUSINESS DISTRICT**  
CRAWLEY & GATWICK



## Manor Royal Matters 2019 Report

14 November 2019

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## INTRODUCTION

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Manor Royal Matters took place on 14<sup>th</sup> November 2019 at the Sandman Signature Hotel. Manor Royal Matters is one of the main Manor Royal BID events of the year and this year incorporated the Manor Royal BID AGM.

The event provided an opportunity for delegates to find out about and comment on the progress of the Manor Royal BID by participating in an electronic voting session covering people's experience of doing business on the Manor Royal Business District, their feelings about what the BID should do and wider issues impacting on business in Manor Royal.

As well as the BID AGM, the event comprised a presentation on the performance of the BID, its plans for the future, voting on questions using electronic voting pads and a keynote presentation from RBS Economist Marcus Wright. After the break delegates attended one of three breakout sessions on: Place Matters, Property Matters or Wellbeing & Community Matters.

Over 100 delegates attended the event of which between 80 and 90 participated in the electronic voting session.

This report provides a commentary on the how the Manor Royal delegates voted and will be used to inform the work of the Manor Royal BID.

## DEMOGRAPHIC OF DELEGATES

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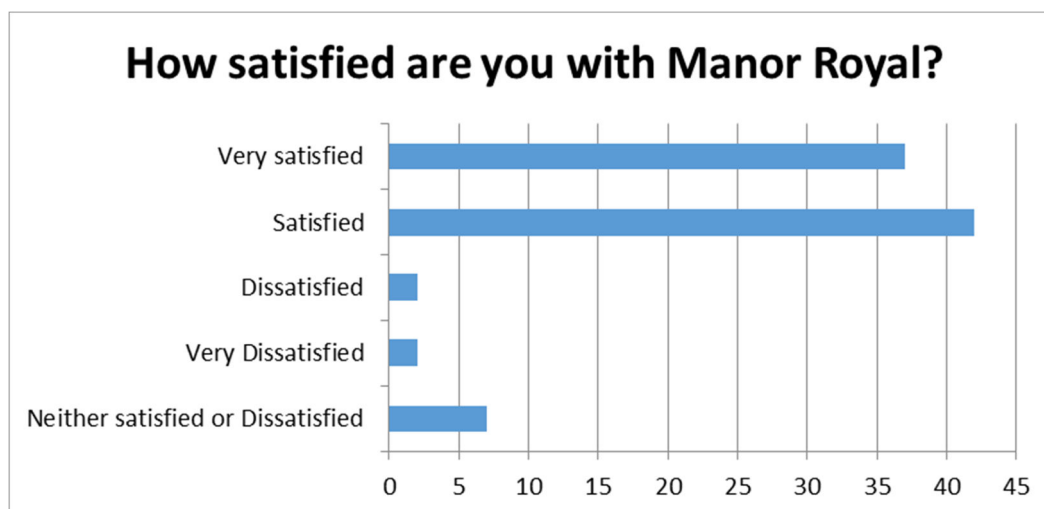
Micro business (less than 10 employees)	26.1%
Small business (between 10 and 50 employees)	15.2%
Medium sized business (between 50 and 250 employees)	16.3%
Large sized business (250 plus employees)	42.4%

Companies of different sizes were fairly well represented, although most delegates were from a large company employing more than 250 employees. While not representative of the company profile of Manor Royal (where about 89% of Manor Royal companies employ less than 250 employees), it is more closely representative of the area's employee profile.

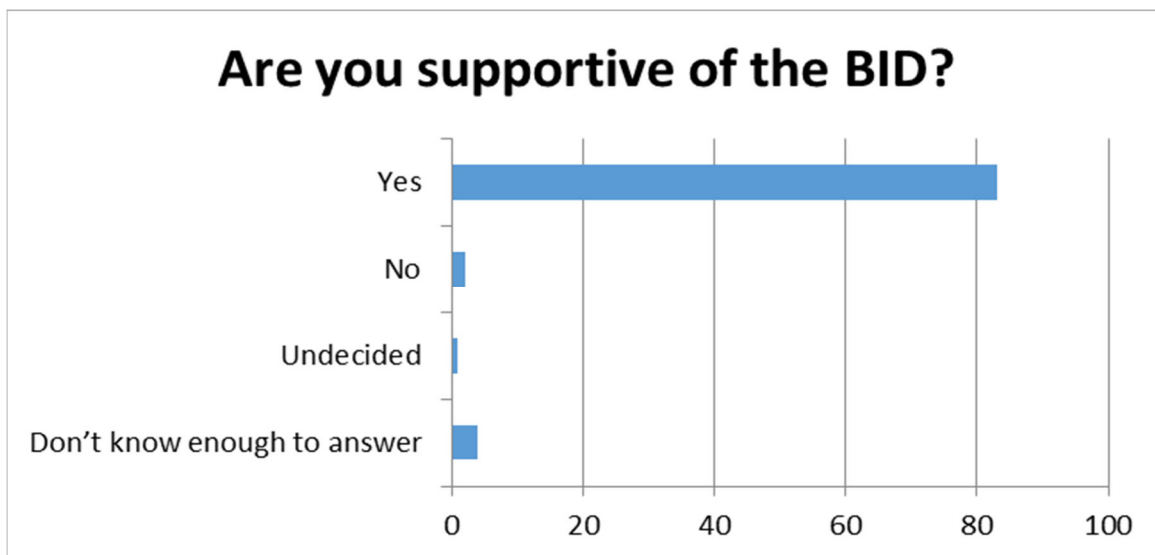
## HOW SATISFIED ARE YOU WITH MANOR ROYAL?

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90.2% of those voting from Manor Royal said they were either satisfied or very satisfied with Manor Royal, compared to 82.8% who made the same claim last year. Fewer people said they were Dissatisfied (7.8%) compared to last year (10%) although the BID is still keen to understand why.



40% also felt that Manor Royal had got better in the last year, compared to 73.3% who felt the same way in 2018, while another 40% felt the place had stayed the same.



Over 90% of people said they were supportive of the Manor Royal BID, with 86% reporting that the BID was focussed on the right things. 72% felt the BID was doing a good job on delivery with a further 11.6% who felt the BID was doing OK. 4% felt the BID was not focussed on the right things and 10% felt the BID was mostly focussed on the right things but that something was missing. The Manor Royal BID actively encourages feedback to help us continually improve the service we can provide.

**ON MANOR ROYAL BID PROJECTS**

When asked about the Manor Royal BID projects people most valued there was a reasonable consistency between what people said this year compared to last year. Events still rank highly as does the work done to represent and promote the area. Training & Recruitment support dropped down a few places compared to last year but remains very popular in terms of take up of the Training Programme and free to access dedicated Manor Royal Jobs Board.

Project	2019		2018	
	%	Rank	%	Rank
Helping to connect businesses	-	-	22.1%	1
Events	22.9%	1	16.2%	2
Representing & promoting the area	20.0%	2	14.7%	3
Projects that improve appearance & facilities	14.3%	3	10.3%	5
Enhanced maintenance service	11.4%	4	8.8%	6
Dedicated security and management	11.4%	5	7.4%	7
Looking at on-site energy generation from renewables	11.4%	6	4.4%	8
Training & recruitment support	5.8%	7	11.8%	4
Initiatives to save money	-	-	4.4%	

Those aspects of place management (Maintenance and Security) have increased slightly in importance compared to last year, as have aspects of place improvement (appearance and facilities).

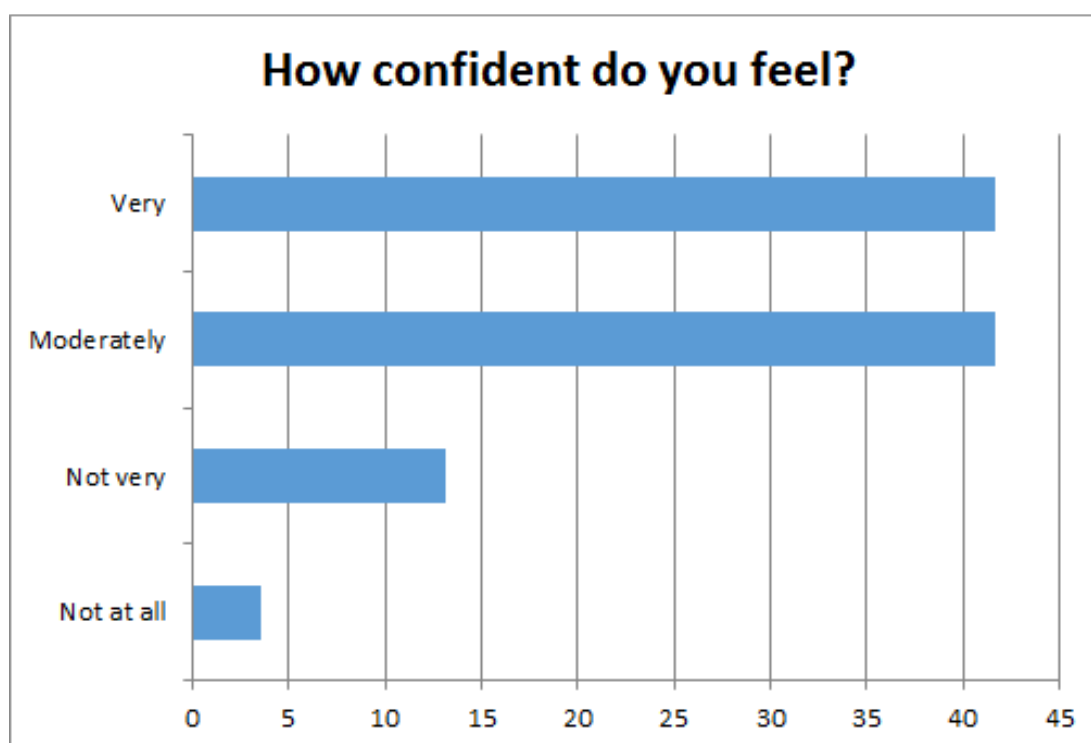
## ON WAYS TO IMPROVE MANOR ROYAL

This question focussed on ways delegates would like to see Manor Royal improve. There was a significant degree of variation from last year with “Building a strong community” moving from near the bottom to the top of the list of improvements supported. “Faster broadband” has moved up in importance, while “Parking and transport issues” remains at or near the top of the list.

Description	2019		2018	
	Rank	%	Rank	%
Build a strong community	1	27.3%	=7	8.8%
Tackle parking & transport issues	2	18.2%	1	26.3%
Faster broadband	3	13.6%	=5	8.8%
Improve the appearance / tidiness	4	11.4%	3	12.3%
Better facilities / open spaces	=5	9.1%	2	19.3%
Strive for excellence in sustainability	=5	9.1%	=7	7.0%
Better security	7	6.8%	=5	8.8%
Help reduce costs	8	4.5%	-	-

## CONFIDENCE LEVELS & PREDICTED GROWTH

Manor Royal companies reported high-levels of confidence with over 80% reporting feeling either moderately or very confident. 77% expected their business to grow in the next year, while 14.6% expected things to remain the same. Just 6.3% of respondents anticipated that their business would shrink in the year ahead.



## WHAT'S HOLDING BACK YOUR BUSINESS?

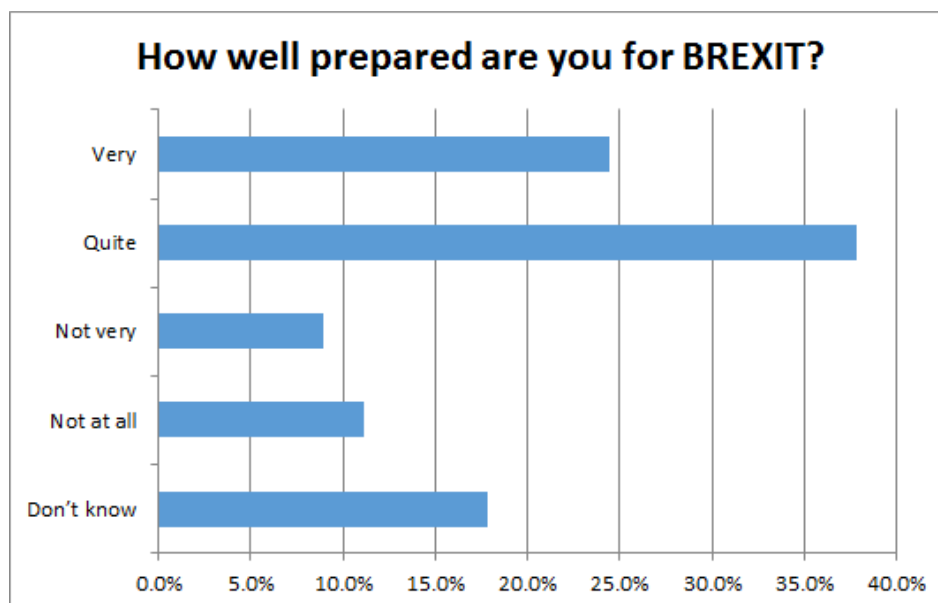
This question was asked to gain an insight into those issues that are holding Manor Royal businesses back in some way. Perhaps unsurprisingly “Economic uncertainty” topped the list of concerns. Recruitment and skills issues remain difficult along with those associated with “Rising costs”.

Description	2019		2018	
	Rank	%	Rank	%
Economic uncertainty	1	34.9%	-	-
Difficulty with recruitment / skills	=2	16.3%	1	18.9%
Rising costs	=2	16.3%	2	17.0%
Access to finance	=4	9.3%	5	11.3%
Transport / congestion / parking	=4	9.3%	=3	15.1%
Availability of property / land	=6	4.7%	9	1.9%
Generating sales / new markets	=6	4.7%	=3	15.1%
Something else	=6	4.7%	8	3.8%
Nothing	9	0.0%	7	7.5%

## ON BREXIT

56.5% of the audience reported feeling worried about BREXIT, a significant reduction on the 80% who felt worried in the previous year. 32.6% said they had no worries at all compared to 20% who had no worries about BREXIT from last year.

In contrast 53.7% felt that BREXIT would have some sort of negative (either direct or indirect) impact on their business, almost exactly the same as the previous year. 24.4% felt BREXIT might have a positive impact on their business.



Encouragingly most (62.2%) Manor Royal companies felt prepared for BREXIT, although 20% reported feeling either “not very” or “not at all” prepared and a further 17.8% didn’t know.

## KEEP IN TOUCH

For further information about this report, event or the Manor Royal BID please contact the Manor Royal BID office.

[www.manorroyal.org](http://www.manorroyal.org)

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