

MANOR ROYAL BID COVID-19 RECOVERY PLAN PROGRESS TRACKER: DETAIL (LAST UPDATED: 09/10/20) (VERSION 2)						
PHASE	ACTION	REF	TASK	DESCRIPTION	STATUS	PROGRESS UPDATE
1: SHOCK & RESPOND	ACT	1.1	Revise 2020/21 BID budget (Internal) (1.1)	Taking account of possible impact on levy income	Complete	COVID-19 Budget adopted by Board
1: SHOCK & RESPOND	ACT	1.2	Suspend levy collection process (Internal) (1.2)	BID Levy bills issued in the normal way (March) in accordance with BID Regulations and Operating Agreement but suspend collection process until July.	Complete	Levy bills issued in March, as per Operating Agreement. Collection process suspended until 01 September 2020. CBC collection team notified.
1: SHOCK & RESPOND	ACT	1.3	Suspend face-to-face services and events (Internal) (1.3)	Key Manor Royal events (Know Your Neighbour, Manor Royal Matters, Careers EXPO and Football Tournament), volunteering service and next training phase postponed until Autumn 2020.	Complete	Face-to-Face events unlikely until February 2021
1: SHOCK & RESPOND	ACT	1.4	Suspend Ranger Recruitment & other additional security investments (Internal) (1.4)	Business Watch and Business Ranger service to continue but recruitment of new Ranger, purchase of radio system and additional security cameras put on hold.	Complete	Agreed by Board. Resumption of recruitment and procurement will be dependent on levy income and Board confidence.
1: SHOCK & RESPOND	ACT	1.5	Continue maintenance service (External) (1.5)		Complete	Some disruption due to lockdown restrictions. Only most basic baseline service continued until full resumption in May 2020.
1: SHOCK & RESPOND	ACT	1.6	Introduce online training platform (MicroLearn) (Internal) (1.6)		Complete	MicroLearn eLearning Hub went live in March 2020.
1: SHOCK & RESPOND	ACT	1.7	Move Board meetings online and increase frequency (Internal) (1.7)		Complete	
1: SHOCK & RESPOND	ACT	1.8	Produce business intelligence and economy updates (Internal) (1.8)	A regular series of research pieces providing information for businesses or economy updates for partners and stakeholders.	On going	Five Information Sheets and 3 Economic Update Reports produced and circulated. Possible future reports covering:MR Recovery Plan (Impact and Progress), Property (occupancy and availability), People (possibly a wider piece on skills and employment), Business health and recovery (possibly based on a second snapshot survey towards the end of the year or beginning of next)
1: SHOCK & RESPOND	ACT	1.9	Continue to deliver core services (External) (1.9)	Includes Business Watch, easit transport scheme, Jobs Board etc. all of which will be renewed and maintained throughout and beyond lockdown.	On going	Core services continue to be delivered, although take-up is reduced and some adaptation has been necessary
1: SHOCK & RESPOND	ACT	1.10	Suspend introduction of Parking Management Plan (External) (1.10)		Complete	View to start formal consultation in later part of 2020. Possible introduction from April 2021 onwards. Board to be consulted.
1: SHOCK & RESPOND	ACT	1.11	Promote use of Natwest MentorLIVE (Internal) (1.11)	Provision of free online business support, HR and regulatory advice	Complete	Limited take-up. Further promotion required and possible review.
1: SHOCK & RESPOND	ACT	1.12	Progress Crawley Growth Programme projects (External) (1.12)	Junction improvements, Metcalf Way One-Way, improved crossings, bus lane extensions, superhub bus stop designs, cycling and walking improvements as part of the Crawley Growth Programme to continue through detailed design and procurement.	On going	Crawley Growth Programme work has continued throughout. Design elements being progress to detail. Delivery expected to begin Autumn / Winter 2020. Delivery now expected 2021.
1: SHOCK & RESPOND	ACT	1.13	Support Crawley Borough Council's Community Hub (External) (1.13)	Connecting people and businesses to assist the Council in supporting vulnerable people.	Complete	Involved liaising with CBC in early phase of Lockdown and making connections to local suppliers of services.
1: SHOCK & RESPOND	COMMUNICATE	1.14	Suspend publication of Manor Royal News magazine (Internal) (1.14)		Complete	
1: SHOCK & RESPOND	COMMUNICATE	1.15	Increase eBulletin frequency (Internal) (1.15)	Content orientated to advice, guidance and business promotion	Complete	eBulletins increased to approx 2 per month.
1: SHOCK & RESPOND	COMMUNICATE	1.16	Set up and maintain COVID19 advice webpages (Internal) (1.16)		Complete	Set-up immediately and continues to be updated. <a href="http://www.manorroyal.org/covid19">www.manorroyal.org/covid19</a>
1: SHOCK & RESPOND	COMMUNICATE	1.17	Set up and maintain Manor Royal Message Board (Internal) (1.17)		Complete	Set-up immediately and continues to be updated.
1: SHOCK & RESPOND	COMMUNICATE	1.18	Help connect Manor Royal businesses to grants (External) (1.18)	Work with the Council to contact eligible Manor Royal businesses to encourage them to register to receive their Government Grant.	Complete	Involved working with CBC, informing businesses of their eligibility and process for liaising with Council. Also assisted companies with enquiries for other grants, namely those provided by C2C LEP
1: SHOCK & RESPOND	COMMUNICATE	1.19	Set up Manor Royal Feedback form (Internal) (1.19)	An easy to use form to allow quick feedback by businesses in need of support or for businesses to flag promotional or service updates that can be relayed via comms channels.	Complete	Set-up immediately. Initial take-up was good. Suspended to support the Taskforce Business Survey. Still available via <a href="http://www.manorroyal.org/covid19">www.manorroyal.org/covid19</a> After an initial take-up use has tapered off.
1: SHOCK & RESPOND	COMMUNICATE	1.20	Increase social media activity across all channels (Internal) (1.20)	Messages orientated towards advice, B2B messages, promotions and details of service updates via Twitter, LinkedIn, Instagram, Facebook.	On going	Activity and engagement across LinkedIn, Twitter, Instagram and Facebook increased. Series of short films with businesses proving popular and well-received.

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1: SHOCK & RESPOND	COMMUNICATE	1.21	Revise Digital Screen packages and messages (Internal) (1.21)	Digital screens used to carry advice messages and packages for businesses revised to make more affordable for local advertising.	Complete	A special COVID ratecard has been introduced offering incentives for take-ups. Current advertisers were provided a "free" period during lockdown. More COVID information messages displayed.
1: SHOCK & RESPOND	COMMUNICATE	1.22	Take advantage of press and media opportunities (External) (1.22)	Including stories and quotes for local press and engaging with TV and radio to highlight Manor Royal issues and position positive messages.	On going	Manor Royal featured in local press, Platinum Business Magazine, ITV News and BBC Radio. MR BID started to decline certain offers due to persistent negative focus of reporters.
1: SHOCK & RESPOND	INFLUENCE	1.23	Share economy updates with stakeholders (Internal) (1.23)	Highlight issues with Government support and impact on Manor Royal businesses to key partners e.g. Crawley Borough Council, West Sussex County Council, Coast-to-Capital LEP and MP.	Complete	All updates shared with Crawley BC, West Sussex CC, Coast to Capital Local Enterprise Partnership and MP.
1: SHOCK & RESPOND	INFLUENCE	1.24	Support the "Raise the Bar" Campaign (Internal) (1.24)	Initiated by Croydon BID, this campaign seeks to extend the support to more businesses working in retail, hospitality and leisure sectors who otherwise miss out on Government grants.	Complete	Declared support on behalf of Manor Royal BID. Signed up to the campaign and the petition to Government.
1: SHOCK & RESPOND	INFLUENCE	1.25	Represent issues raised by businesses (Internal) (1.25)	Involves maintaining a dialogue primarily with Crawley Borough Council who administer Government grants raising concerns and issues of business who "fall between the gaps" or otherwise need support. The BID will also elevate and highlight issues to Henry Smith MP and Coast-to-Capital LEP.	On going	Several issues raised include: access to grants, questions about discretionary grants and criteria, amenity tip issues, licensing issues, rogue traders and security (travellers and rough sleepers). Uncertain benefit with continuing to raise issues.
1: SHOCK & RESPOND	INFLUENCE	1.26	Continue involvement in industry bodies (External) (1.26)	Particularly via British BIDs (Advisory Board Member) and The BID Foundation (Council Member) to relay Manor Royal BID issues and benefit from insights.	On going	Manor Royal BID continues to be active at senior / board level at British BIDs and The BID Foundation Council (Institute of Place Management). Executive Director now chairs British BIDs Industrial BIDs group.
2: RESET & RESTART	ACT	2.1	Board to consider re-starting BID Levy collection process (Internal) (2.1)	Decision in June required for a re-start in July.	Complete	Board has agreed to re-start collection process on 01 September.
2: RESET & RESTART	ACT	2.2	Board to review collection rates (Internal) (2.2)	Review those projects and services that need to be rephased, reduced or stopped (if collection rates are low) or that can be restarted.	On going	Reported to the Board at Board meetings.
2: RESET & RESTART	ACT	2.3	Resume physical Board and Management Group meetings (Internal) (2.3)		Not started	Not yet possible.
2: RESET & RESTART	ACT	2.4	Resume events (Internal) (2.4)	Mix of digital / online delivery may be necessary in the interim, particularly to facilitate AGM.	Not started	Unlikely before 2021. KYN scheduled provisionally for 12 May 2021.
2: RESET & RESTART	ACT	2.5	Review delivery of face-to-face training (External) (2.5)	May require a period of digital training and seminars before ordinary resumption of training delivery is possible.	On going	Phase 10 has been converted to online. Will monitor and liaise with delivery partner (Crawley College) concerning resumption of face-to-face training. Phase 11 (starting January 2021) will be a blended offer of online and courses delivered at Crawley College e.g. First Aid.
2: RESET & RESTART	ACT	2.6	Resume Ranger Recruitment & other additional security investments in (External) (2.6)	Important for business confidence and place management as people and businesses return to their places of work.	Complete	Recruitment resumed in accordance with approval by the Board. Offer made 02 October. Subject to checks new Ranger expected to be in place in November 2020. Procurement process for security radios complete and first batch of radios on order for initial deployment in retail areas.
2: RESET & RESTART	ACT	2.7	Resumption and possible enhancement of maintenance service (External) (2.7)	Critical to business confidence that the public spaces are well-managed, maintained and perceived to be clean and healthy. This includes thorough cleansing of public areas, sign cleaning and replacement. Consideration should also be given to treatment of known "hot spot" areas.	On going	Dependent on funding, levy collection and Board decision. Initial exploratory conversations planned for October having successfully secured funding for facility upgrades (Micropark Trails) via the Towns Fund.
2: RESET & RESTART	ACT	2.8	Progress ReEnergise Manor Royal (External) (2.8)	Business case development for renewable energy generation, exploration of central energy management company (CEMC) arrangements plus district heat.	On going	Progress has slowed due to difficulty engaging businesses. Consultants working on Governance and technical matters.

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PHASE	ACTION	REF	TASK	DESCRIPTION	STATUS	PROGRESS UPDATE
2: RESET & RESTART	ACT	2.9	Progress MicroPark Trails Project (Internal) (2.9)	As a minimum complete artist appointment and develop new approach to phased delivery to improve and enhance facilities, look and feel and public realm throughout Manor Royal.	On going	Lack of funding has slowed delivery. Suspension of Lottery programmes has been a problem. However, required artists have been selected and Board has agreed to progress detailed design and planning for two sites. Funding secured for the first phase of delivery (4 areas) in October 2020. Expected completion by April 2021.
2: RESET & RESTART	ACT	2.10	Sensitive reintroduction of parking management plan (External) (2.10)	Towards the end of this phase	Not started	Requires WSCC and BID Board decision.
2: RESET & RESTART	ACT	2.11	Support for temporary cycling and walking interventions (External) (2.11)	Measures to support maintenance of active travel behaviours to prevent a wholesale return to car dependency as lockdown eases and confidence in public transport remains fragile.	Complete	Initial input and feedback provided. Awaiting details concerning delivery of Three Bridges to Manor Royal route. Design carried out with limited consultation. MRBID supportive of the principle although application initially has met with some resistance. Being kept under review by all concerned.
2: RESET & RESTART	ACT	2.12	Start delivery of Crawley Growth Programme projects (External) (2.12)	Towards the end of this phase	Not started	Scheduled for Autumn / Winter 2020. Delayed start to 2021.
2: RESET & RESTART	ACT	2.13	Monitor use of public spaces (Internal) (2.13)	Consider how social distancing and other measures are being maintained and take necessary remedial action e.g. additional signage, managing pedestrian and cycling flows or – worse case – closure of public areas.	On going	Managed via Business Ranger and Maintenance Teams.
2: RESET & RESTART	ACT	2.14	Revise Business Watch Scheme, plus Manager recruitment (External) (2.14)	As part of Business Watch Board in partnership with Crawley Borough Council and Police.	On going	Closer integration and better data-sharing required, especially for retailers. Executive Director is Vice-Chair of Crawley & Gatwick Business Watch (CGBW) which Manor Royal Business Watch is part of and is involved in scheme redesign and Manager recruitment. Manager role and JD updated. Recruitment underway in October 2020. Anticipated start date Nov/Dec 2020. New arrangement with NBCS agreed and expected to improve service levels and intelligence and data sharing available via DISC.
2: RESET & RESTART	ACT	2.15	Survey Manor Royal businesses (External) (2.15)	As part of the Crawley Economic Recovery Taskforce to establish intelligence and understanding of impact, support required, confidence and longer-range prospects of Manor Royal businesses.	On going	In addition to feedback form, one snapshot survey has been carried out with CBC. Another proposed for late 2020 or early 2021.
2: RESET & RESTART	ACT	2.16	Explore opportunities to support recruitment, redeployment & retraining (External) (2.16)	Continue dialogue with Crawley Job Centre to support those impacted by job loss.	On going	Initial conversations with DWP/Job Centre. Now overtaken by formation of Skills Taskforce Group. MRBID supportive of new initiatives including C2C LEP Careers Hub (route to delivering Open Doors programme). Teamed up with Crawley College so that Manor Royal companies can access the Government Kickstart programme.
2: RESET & RESTART	COMMUNICATE	2.17	Resume production and distribution of Manor Royal News (Internal) (2.17)	Include ability for inserts from businesses to support recovery and promotion	Complete	Issue 30 circulated in July. Issue 31 due October/November.
2: RESET & RESTART	COMMUNICATE	2.18	Establish “Back to Business” brand and messages (Internal) (2.18)	Messages of services and advice related to supporting businesses returning to their workplaces, including details of local suppliers, used predominantly online and on COVID19 pages.	Complete	Well received. Numerous local suppliers included backed by social media, web content and mini-films.
2: RESET & RESTART	COMMUNICATE	2.19	Heightened Manor Royal business engagement (Internal/External) (2.19)	Aligned but not limited to partnership work as part of the Crawley Economic Recovery Taskforce.	On going	
2: RESET & RESTART	INFLUENCE	2.20	Represent Manor Royal on the Crawley Economic Recovery Taskforce (External) (2.20)	Coordinated by Crawley Borough Council, the Taskforce will assess the impact of COVID19 on our economy, plan for its recovery and influence future investments e.g. the Towns Fund.	Complete	Manor Royal represented on the wider Crawley Taskforce and at Executive level.
3: TRANSFORM & GROW	ACT	3.1	Securing a more sustainable renewable energy future (External) (3.1)	Build on the aspirations of ReEnergise Manor Royal to create a new USP for the Business District that might stand as an exemplar for other business parks, includes establishment of the Central Energy Management Company concept.	On going	Building on ReEnergise Manor Royal Project. Highlighted for support as part of Towns Fund: Town Investment Plan.

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3: TRANSFORM & GROW	ACT	3.2	Improving digital connectivity for all (External) (3.2)	A consumer focussed solution to deliver easily accessible, "open access" gigabit connectivity for all.	Not started	Reassurances are still required concerning the publicly funded City Fibre project. Manor Royal BID has tested market and is clear on alternative delivery to meet requirements. Cannot progress without further information from local authority.
3: TRANSFORM & GROW	ACT	3.3	Improving public realm and facilities (Internal / External) (3.3)	Primarily through the delivery of the Micropark / Trail project aligned to Crawley Growth Programme and Superhub bus stop delivery.	On going	Relates to the delivery of the MicroPark Trails Project for which there is no funding commitment apart from by the BID. Highlighted for support as part of Towns Fund: Town Investment Plan. Project well placed to be delivered. Design well developed and contractors and suppliers lined up. Initial areas (phase 1) have secured funding via the Towns Fund and expected to be delivered by April 2021 as an "accelerator project". Other upgrades expected as part of the main Towns Fund allocation.
3: TRANSFORM & GROW	ACT	3.4	Deliver transport infrastructure improvements (External) (3.4)	Achievable in the first instance via successful delivery of the Crawley Growth Programme (CGP), consideration needs to be given to speeding up delivery and other improvements identified by the Manor Royal Transport Study and elsewhere.	On going	Linked to Crawley Growth Programme and includes improvements to walking and cycling facilities.
3: TRANSFORM & GROW	ACT	3.5	Promotion of Business / Innovation Hub (External) (3.5)	Long held ambition to improve facilities and provision of a facility to support growth orientated businesses and activities. Rated as a high priority by the Manor Royal BID for use of the Towns Fund. See also Manor Royal Hub paper.	On going	A known gap in the offer repeatedly highlighted in strategic reports since 2007. Highlighted for support as part of Towns Fund: Town Investment Plan. Any new facility needs to be aligned, as far as possible, to strategic gaps summarised in Hub Brief produced by the Manor Royal BID. Innovation elements to be delivered via the Innovation Centre at Thales (funded by the C2C LEP). Uncertain whether this will deliver wider area benefits as expressed in the MRBID Hub Paper.
3: TRANSFORM & GROW	ACT	3.6	Development of small industrial / workshop units (External) (3.6)	Recognising the lack of available space for smaller businesses, start-up and workshop space up to 5,000 square feet. Could link to innovation hub and support for entrepreneurs. Highly rated by Manor Royal BID for use of Towns Fund.	Not started	Highlighted for support as part of Towns Fund: Town Investment Plan. Real need identified for smaller space (circa 1,000 sq ft). Was not put forward as part of the Towns Fund making this difficult/impossible to deliver in the foreseeable future.
3: TRANSFORM & GROW	ACT	3.7	Gatwick Road Parade upgrade (External) (3.7)	A poorly functioning "parade" providing important supporting facilities and services to Zone 5 of Manor Royal hampered by poor / outdated design. See Manor Royal Projects Pack.	Not started	Highlighted for support as part of Towns Fund: Town Investment Plan. Awaiting confirmation from Government of funding allocation.
3: TRANSFORM & GROW	ACT	3.8	Explore benefits of partnership with Town Centre BID (External) (3.8)	Could include partnership on discrete projects or services where this provides mutual benefit, or more integrated forms of partnership including shared back office functions.	Not started	Very tentative exploratory conversations have been had but nothing material. The Manor Royal BID has been supportive and open to further discussions about mutually beneficial collaboration.
3: TRANSFORM & GROW	ACT	3.9	Revisit ideas for enhancing the "sense of community" (Internal) (3.9)	Taking account of changed circumstance revisit social and cultural ways to strengthen connections between people, businesses and to Manor Royal	Not started	Ideas have been tested at pre-lockdown events including Manor Royal Matters, People Conference and with Management Group. All ideas on hold due to COVID19.
3: TRANSFORM & GROW	ACT	3.10	Manor Royal BID Renewal 2023-28 (Internal) (3.10)	Possible renewal ballot February 2023 requiring preparations Spring 2022.	Not started	Development work to begin in Year 4 (2021/22) leading to Renewal Ballot in February 2023. Board will need to factor in COVID impact on business needs and appetite.
3: TRANSFORM & GROW	COMMUNICATE	3.11	Re-vamp of Manor Royal website (Internal) (3.11)	Including local directory enhancements and offers and promotional platform to support local trade Aligned to aspirations of the Crawley Growth Programme and opportunities to encourage and incentivise shift away from car dependency. Involves restoring confidence in public transport and re-visiting and, if necessary, revising "Move Manor Royal" document.	On going	Initial research and scope of work produced. Suppliers appointed early design work underway.
3: TRANSFORM & GROW	COMMUNICATE	3.12	Promotion of sustainable and active travel behaviours (External) (3.12)		Not started	Major push on this was planned as part of the Crawley Growth Programme. An activity outline and resource had been attached to this. Delivery will have to be reviewed in light of COVID19.

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3: TRANSFORM & GROW	INFLUENCE	3.13	Examine benefits of positive planning mechanisms (External) (3.13)	As recommended by the Economic Impact Study, consider the merits of introducing positive planning tools e.g. Local Development Order (LDO), Simplified Planning Zone (SPZ) or Local Enterprise Zone variants to positively promote and incentivise development objects.	On going	These have been highlighted before, most recently via the Economic Impact Study (Lichfields). Government have also introduced changes to Use Class Order and extended Permitted Development Rights (effective from September) the impact of which will need to be understood. More fundamental changes to introduce "zonal planning" may provide opportunities to achieve positive planning objectives. More detail needed. Concerns and opportunities discussed informally with Crawley BC.
3: TRANSFORM & GROW	INFLUENCE	3.14	Examine the impact of removal of safeguarding policy (External) (3.14)	Proposed as part of the Local Plan Review, encourage the Council to undertake a full impact appraisal of development north of Manor Royal and consider the merits of including this area in an expanded BID area as part of the Manor Royal BID Renewal.	Not started	Removal of safeguarded land to the north of Manor Royal proposed as part of the Crawley Borough Council Local Plan Review. This will significantly increase development land. The impact of this on the operation of Manor Royal and the BID will have to be assessed, particularly in the light of BID Renewal.
3: TRANSFORM & GROW	INFLUENCE	3.15	Engage with the LEP Local Industrial Strategy development process (External) (3.15)		On going	The BID has engaged with consultants being used by the LEP and responded to requests for information. It is anticipated the Local Industrial Strategy (LIS) will be reviewed in light of COVID19, as the Government is consulting on the relevance of its Industrial Strategy. BID to keep a watching brief.