



MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Manor Royal BID Mid Term Survey 2016: ALL FINDINGS

March-June 2016



Public Relations
Marketing
Events
Research
Economic Development
www.prowse.co.uk

1. Survey Methodology & Scope

- Paper-based and online survey distributed to Manor Royal BID contacts between March and June 2016.
- Respondents represented all company size bands on Manor Royal Business District.
- The largest response group was the '11 to 50 employees' category (39%). This was closely followed by the '10 or less' employee category (35%). (Q9)

THE NUMBERS...

157 Total Number of responses to the survey overall

128 Responses from Levy Paying Companies (81.5% of respondents)

2. Levy Payer Company Respondents:

Allaero	Day Group Ltd	Gatwick School	Manufacturing Ltd	Peter Perks Ltd	Split Image Ltd
Allport Cargo Services	DCL Print Ltd	GB Fleetcare Ltd	JPL Maintenance	Pinnacle Furniture	Smoke Control
Air Menzies Ltd	DNA Express	GEW (EC) Ltd	Kelvin Precision	Pordum Foods Ltd	SOS Systems
Alpha Flight	Couriers	Go Vauxhall	Products Ltd	Premier Inn	SSD Safety Ltd
Amey Plc	Document Options	Goldgreen Land Ltd	Kier construction	Product	Skychef
Ampito Group Plc	DOOSAN POWER	Grant Thornton	LOOSEYoga Ltd	Perceptions	Soft Play Ltd
Ana Aviation Services	SYSTEMS	Great Gizmos Ltd	M.A. Flooring &	PSI Air	Sussex Building
Aviareps UK Ltd	DS Autowerks Ltd	Harwoods Jaguar	Carpets Ltd.	Compressors Ltd	Control
B&CE	Dualit Ltd	Land Rover	Magvari UK Ltd	Rainbo Supplies	Thales
Barnardos	Dyer & Butler	Horley	Mansell Group	Redcare Logistics	Topps Tiles
Ballpoint Office	Electrical Ltd	BookshopsFastsigns	Mastercool Southern	Redcoat Express	TPC Ltd
Supplies	EEZEHAUL Logistics	Crawley	Menzies Court	Remmers UK Ltd	Transvalair UK
BEW Electrical	Edmundson	HSBC Bank Plc	MetalScan Ltd T/A	Rentokil Initial	Treasure Chest
Boeing Flight Services	Electricals	ILG	ARUN Technology	Retrotouch UK Ltd	Treetop Printing
Brook & Churches Bros	Elektta Limited	Innovation Fire &	Metrobus	ROC Electrical Ltd	Ultra Ice (UK)
Builders Beams	Ellingham Ltd	Security Ltd	Motech Control Ltd	Rogers Ceramics	University of
CGG Services (UK) Ltd	Evans Cycles	Inspired	MS Roofing Supplies	Rotronic	Brighton
Chep Aerospace	FASTSIGNS	Communications	Motorline Nissan	Instruments (UK)	Varian
Complete Interior	FTD	Instalrite Design Ltd	NatWest	Saywers	Vega
Design Ltd	Gamesman ltd	Intercleanse	Niton 999 Group	Publishing Group	Virgin Atlantic
Complete Tech	Gatwick Diamond	Intermedia	P&H Motorcycles	Select Appts.	W H Commercial
Cruiseway Limited	Business	Integrated Security	Papergraphics	Sivantos	Welland Medical
			Pelican Cargo Ltd		

Other Respondents

B and CE

Beta Futures Ltd

CGBW and MRBW

Chart lane

Crawley STEMfest

Cruiseway Ltd

Document Options Ltd

Elekta Limited

Evans Cycles

Flawless Lashes Ltd

Gatwick Diamond Business

Greenstar Cleaners limited

Horsham District Council

Prowse & Co. Ltd

Rentokil Initial

Sivantos Limited

Slim Maintenance

Split Image

Sussex Building Control

Sussex Chamber of Commerce

The Gatwick School

University of Brighton/EngineeringUK

Vindex systems Ltd

Virgin Atlantic

Welland Medical

3. Key Findings/1

Manor Royal BID

- 76% of respondents are 'supportive of the BID', whilst 7% are not. 17% are undecided. (Q13)
- 68% of respondents felt they were well informed about BID activities. 9% felt they were not well informed. (Q22)
- 42% of respondents would like to be more involved in the work of the BID. (Q24)
- Just 12% of respondents felt that BID activities were not relevant to their business. (Q23)

3. Key Findings/2

Manor Royal BID Activities

- When asked to rank a list of current BID activities, the following were selected as ‘very important’ by respondents (in order of priority):
 1. Provide a representative voice on issues impacting on the business district eg. PDR (70%)
 2. Keep Manor Royal companies informed of business issues (68%)
 3. Promote businesses on Manor Royal (64%)
 4. Build a sense of community (58%)
 5. Attract new business/inward investment (57%)

‘Negotiate benefits for staff’ and ‘Provide a single point of contact for businesses’ were ranked most frequently as ‘Not at all important’. (Q16)

3. Key Findings/3

Manor Royal BID Activities

- When asked to rank a range of current initiatives (excluding capital projects), respondents chose the following as 'very important (in order of priority):
 1. Manor Royal Business Watch (40%)
 2. Subsidised travel & transport initiatives (36%)
 3. Additional winter maintenance (32%)
 4. Business overheads savings (procurement hub) (30%)
 5. Bespoke discounted training (28%)

Reduced price tickets for Crawley FC was deemed the least important initiative. (Q18)

3. Key Findings/4

Manor Royal BID Potential Activities

- When asked to rank the importance of potential new activities for the BID, respondents selected the following items as 'very important' for action (in priority order):
 1. Even faster broadband (48%)
 2. Improvements to the business district entrances (39%)
 3. Improved business directory (36%)
 4. Additional maintenance (30%)
 5. On-site renewable energy (29%)

The potential new activity deemed 'not at all important' among respondents was 'Christmas lights'. (Q20)

3. Key Findings/5

BID Marketing

- When asked to rank the importance of various promotional channels, the following were selected as the most important (in priority order): (Q19)
 1. Provide a business directory (52%)
 2. News updates in the Manor Royal BID ebulletin (46%)
 3. Website/social media channels (45%)
 4. Company publicity via Manor Royal News (43%)
- 63% of respondents indicated they receive the Manor Royal quarterly newsletter, whilst 30% said they would like to receive it. Just under two thirds of respondents (60%) said they received the monthly ebulletin. 35% indicated they would like to subscribe. (Q14)

3. Key Findings/6

BID Marketing

The following events were seen as the most important for the BID to provide (in order of priority):

1. AGM (41%)
2. Manor Royal Know Your Neighbour (41%)
3. Manor Royal Showcase (40%)
4. Manor Royal Matters Conference (38%)

The least important events ranked by respondents were 'The Manor Royal Football Tournament' and the Manor Royal Comedy Night (Stemfest Launch). (Q17)

3. Key Findings/7

Manor Royal as a Business Location

- 97% of respondents said they were 'satisfied' or 'very satisfied' with Manor Royal as a place to do business. Just 3% said they were 'dissatisfied' with the business location. (Q10)
- 59% of respondents said that Manor Royal had 'improved as a business location during the past year'. 28% felt there had been no change and 5% felt it had got worse. (Q11)
- 74% felt the BID has 'helped' or 'somewhat helped', whilst 9% did not. 17% of respondents were unsure. (Q12)

3. Key Findings/8

Manor Royal as a Business Location

- When asked to rank a range of business issues, the following were perceived as the top ten priorities for the BID where action is needed. (Listed in order of importance.)
 1. Condition of the roads (41%)
 2. Ease of parking for customers and visitors (28%)
 3. Ease of getting around (traffic circulation and congestion (26%)
 4. Ease of parking for staff (22%)
 5. Condition of footpaths (22%)
 6. Quality of the facilities (places to eat, drink and relax) (17%)
 7. Interest shown by local and county councils (15%)
 8. Quality of street scene (how the place looks) (14%)
 9. Tidiness (litter and rubbish) (13%)
 10. Broadband speeds (12%)

Interestingly, daytime security and personal safety were issues of the lowest concern, followed by staff retention and staff recruitment. (Q15)

3. Key Findings/9

Manor Royal as a Business Location

- When asked to name three things which would make the biggest difference to Manor Royal Business District, the following themes featured most frequently in responses.
 - Roads and congestion
 - Parking
 - The look and feel of Manor Royal and the desire for better facilities
 - Networking and local trade initiatives

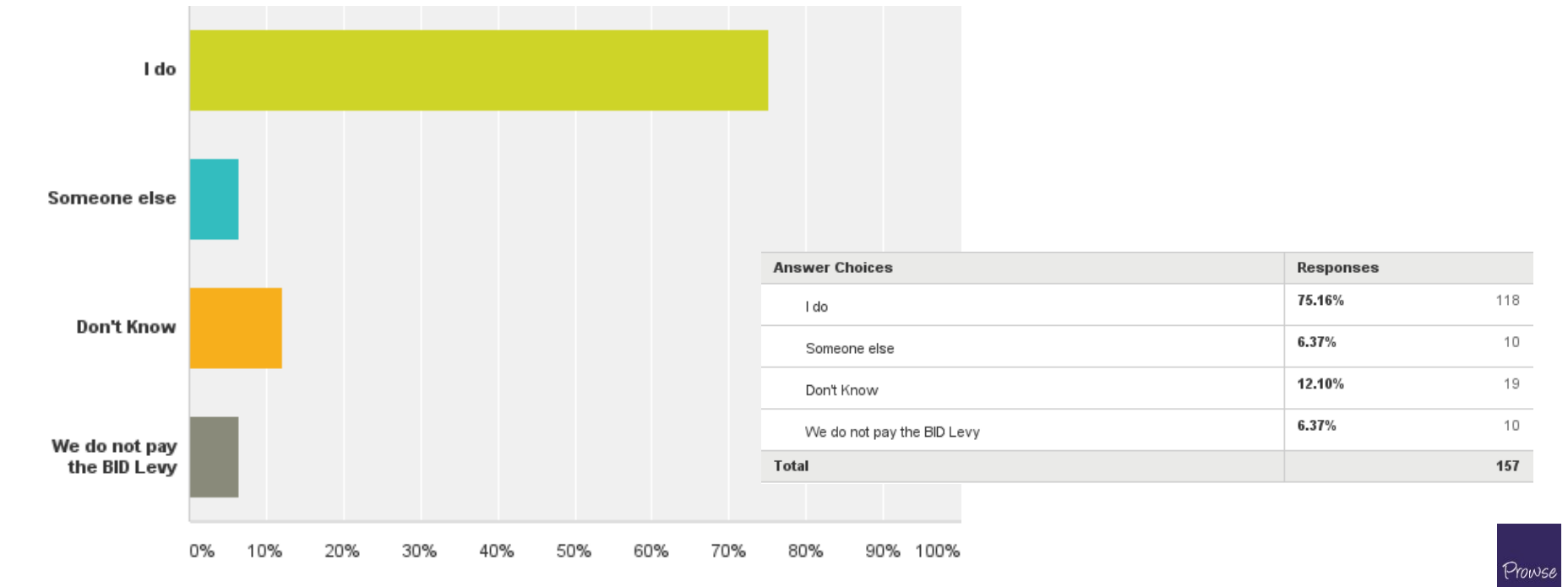
Please see slides 37-39 for all verbatim comments (Q21).

4. Data Tables

- The following charts detail all responses.
- Note Questions 1 to 8 contain control data and are not included in this report for confidentiality reasons.

Q8: Who in your company/organisation votes on the Manor Royal BID?

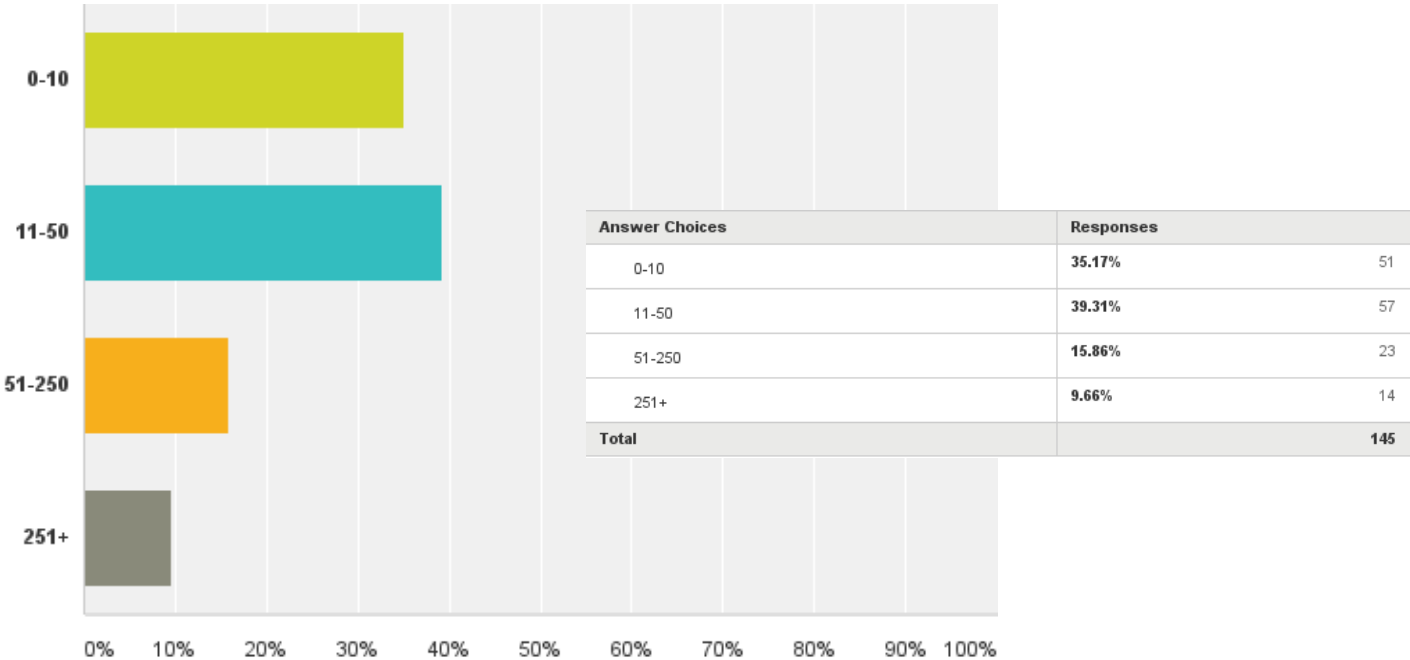
Answered: 157 Skipped: 0



Q9: How many people work at your organisation's Manor Royal premises?



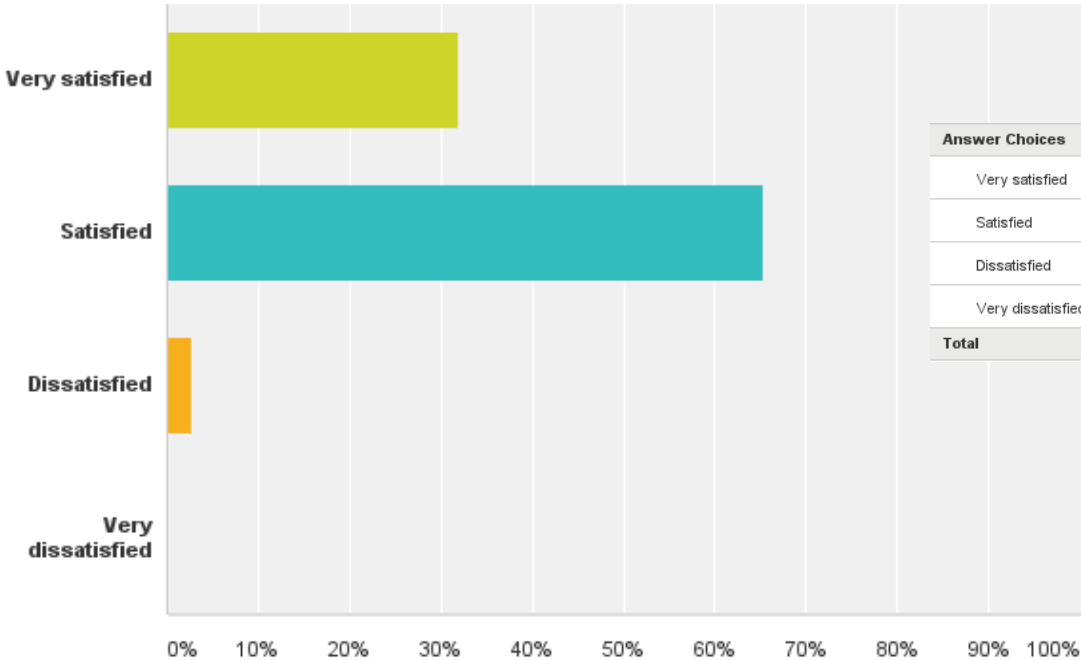
Answered: 145 Skipped: 12



Q10: How satisfied are you with Manor Royal as a place to do business?



Answered: 147 Skipped: 10

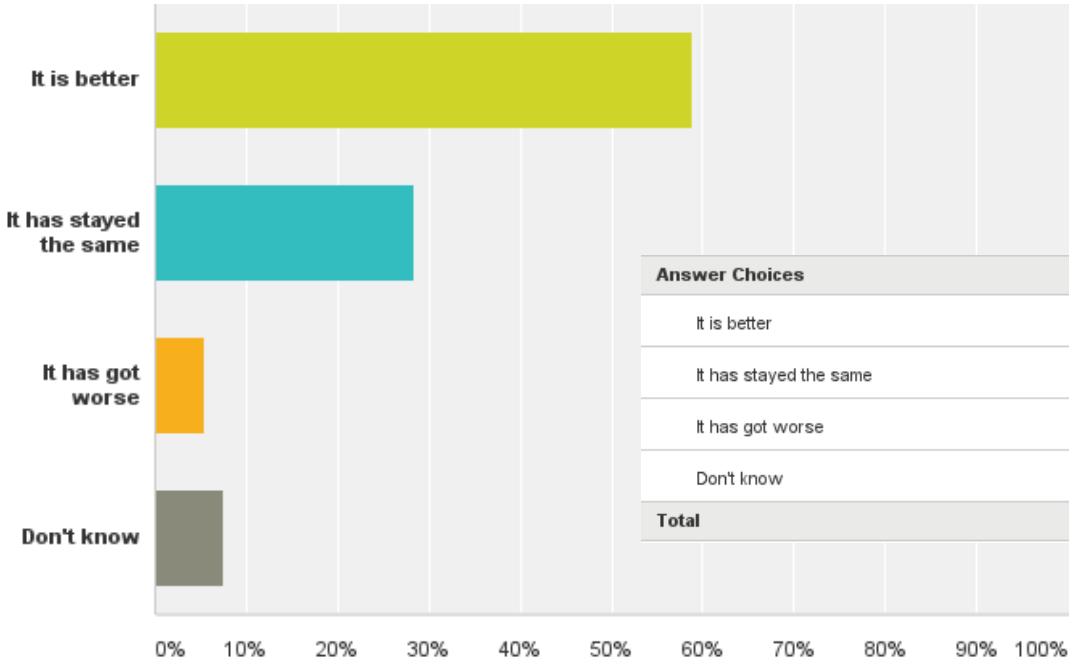


Answer Choices	Responses	
Very satisfied	31.97%	47
Satisfied	65.31%	96
Dissatisfied	2.72%	4
Very dissatisfied	0.00%	0
Total		147

Q11: As a business location, how has Manor Royal changed over the past year?



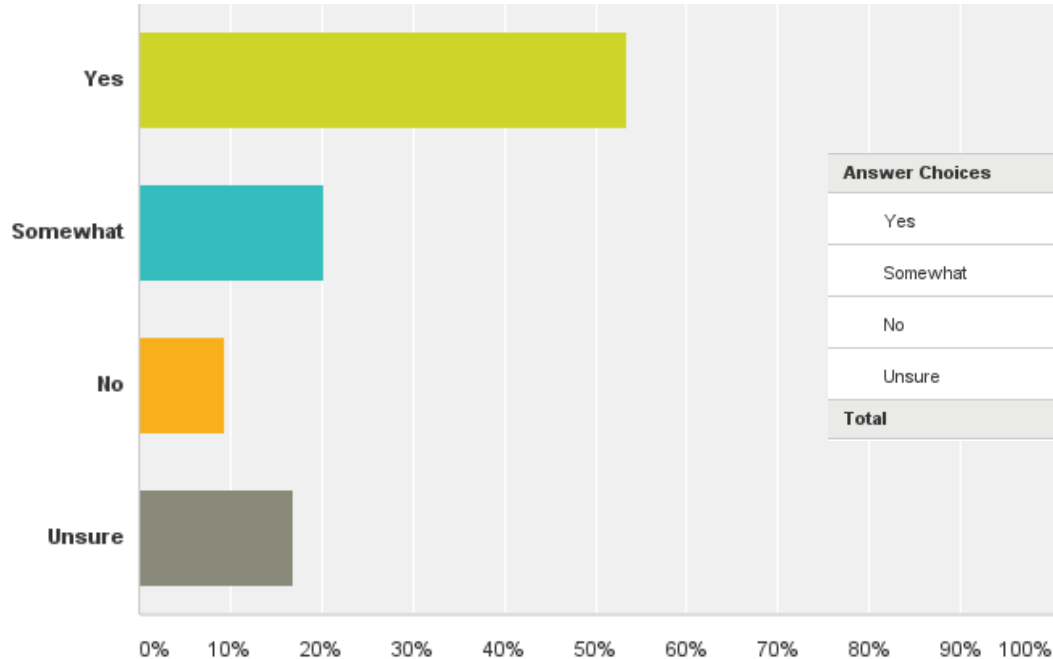
Answered: 148 Skipped: 9



Answer Choices	Responses
It is better	58.78% 87
It has stayed the same	28.38% 42
It has got worse	5.41% 8
Don't know	7.43% 11
Total	148

Q12: Do you think the BID has helped?

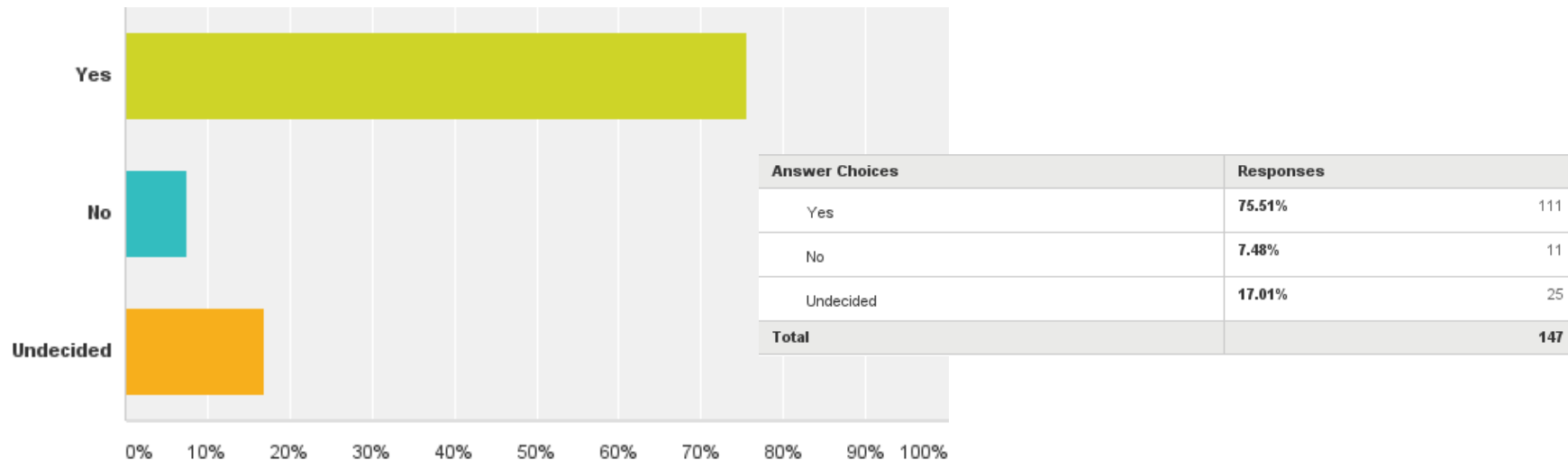
Answered: 148 Skipped: 9



Answer Choices	Responses
Yes	53.38% 79
Somewhat	20.27% 30
No	9.46% 14
Unsure	16.89% 25
Total	148

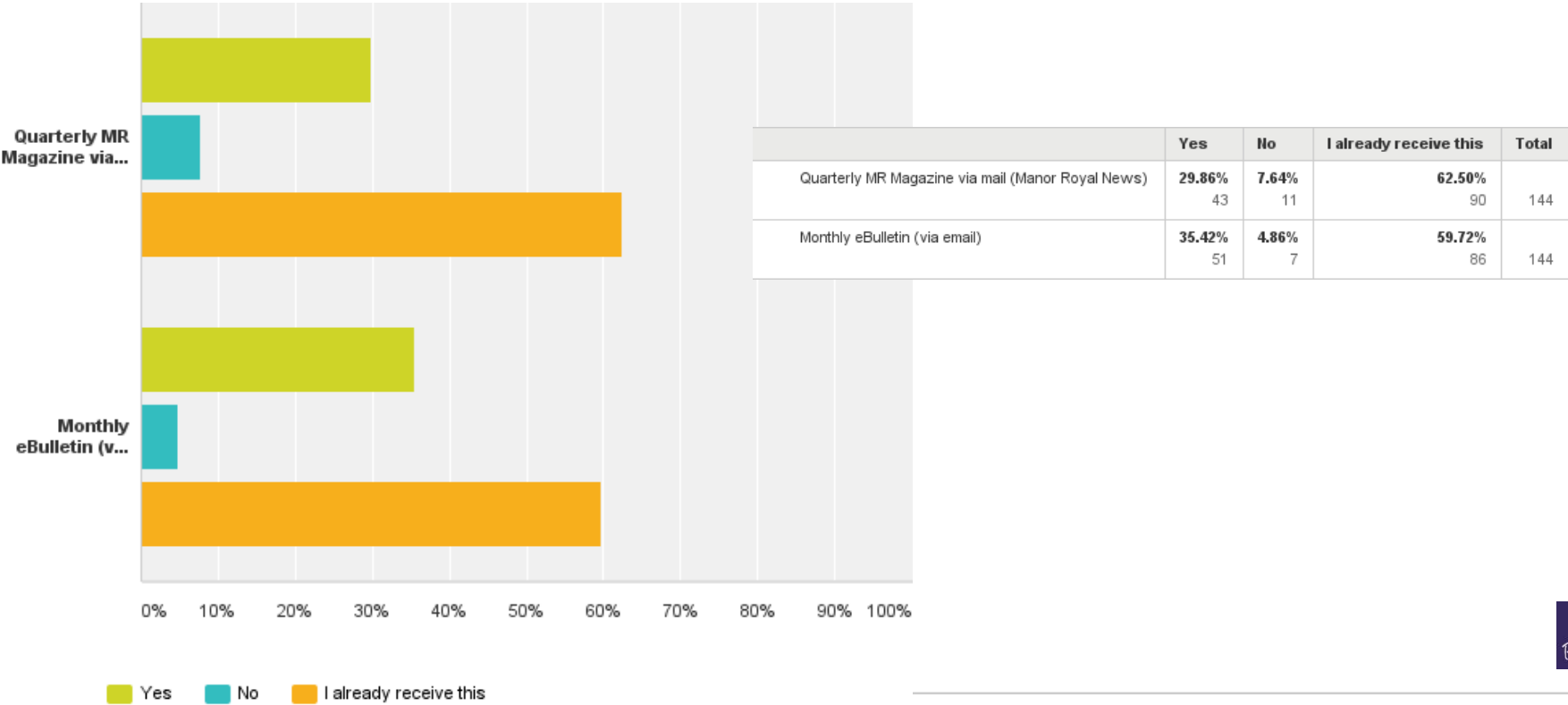
Q13: Are you supportive of the BID?

Answered: 147 Skipped: 10



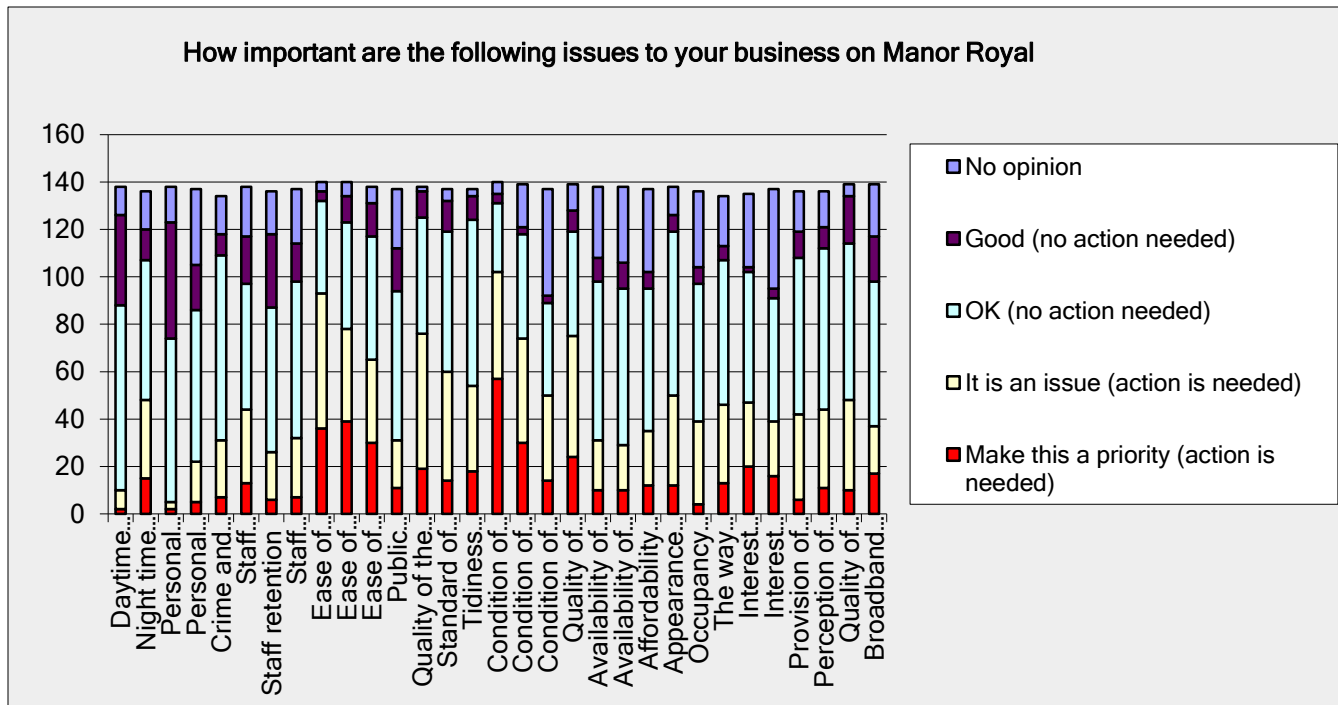
Q14: Would you like to receive the following?

Answered: 148 Skipped: 9



Q15: How important are the following issues to your business on Manor Royal

Answered: 141 Skipped: 16



Q15: How important are the following issues to your business on Manor Royal

Answered: 141 Skipped: 16

	Good (no action needed)	OK (no action needed)	It is an issue (action is needed)	Make this a priority (action is needed)	No opinion	Total
Daytime security	27.54% 38	56.52% 78	5.80% 8	1.45% 2	8.70% 12	138
Night time security (including weekends)	9.56% 13	43.38% 59	24.26% 33	11.03% 15	11.76% 16	136
Personal safety (daytime)	35.51% 49	50.00% 69	2.17% 3	1.45% 2	10.87% 15	138
Personal safety (night time)	13.87% 19	46.72% 64	12.41% 17	3.65% 5	23.36% 32	137
Crime and security generally	6.72% 9	58.21% 78	17.91% 24	5.22% 7	11.94% 16	134
Staff recruitment	14.49% 20	38.41% 53	22.46% 31	9.42% 13	15.22% 21	138
Staff retention	22.79% 31	44.85% 61	14.71% 20	4.41% 6	13.24% 18	136
Staff development/skills	11.68% 16	48.18% 66	18.25% 25	5.11% 7	16.79% 23	137

Q15: How important are the following issues to your business on Manor Royal

Answered: 141 Skipped: 16

	Good (no action needed)	OK (no action needed)	It is an issue (action is needed)	Make this a priority (action is needed)	No opinion	Total
Ease of getting around (traffic circulation and congestion)	2.86% 4	27.86% 39	40.71% 57	25.71% 36	2.86% 4	140
Ease of parking (customers/visitors)	7.86% 11	32.14% 45	27.86% 39	27.86% 39	4.29% 6	140
Ease of parking (staff)	10.14% 14	37.68% 52	25.36% 35	21.74% 30	5.07% 7	138
Public Transport provision	13.14% 18	45.99% 63	14.60% 20	8.03% 11	18.25% 25	137
Quality of the street scene (how the place looks)	7.97% 11	35.51% 49	41.30% 57	13.77% 19	1.45% 2	138
Standard of landscaping, green areas and verges, including maintenance	9.49% 13	43.07% 59	33.58% 46	10.22% 14	3.65% 5	137
Tidiness (litter and rubbish)	7.30% 10	51.09% 70	26.28% 36	13.14% 18	2.19% 3	137
Condition of roads	2.86% 4	20.71% 29	32.14% 45	40.71% 57	3.57% 5	140

Q15: How important are the following issues to your business on Manor Royal

Answered: 141 Skipped: 16

	Good (no action needed)	OK (no action needed)	It is an issue (action is needed)	Make this a priority (action is needed)	No opinion	Total
Condition of footpaths	2.16% 3	31.65% 44	31.65% 44	21.58% 30	12.95% 18	139
Condition of cycle paths	2.19% 3	28.47% 39	26.28% 36	10.22% 14	32.85% 45	137
Quality of facilities (places to eat, drink and relax)	6.47% 9	31.65% 44	36.69% 51	17.27% 24	7.91% 11	139
Availability of meeting space	7.25% 10	48.55% 67	15.22% 21	7.25% 10	21.74% 30	138
Availability of suitable premises	7.97% 11	47.83% 66	13.77% 19	7.25% 10	23.19% 32	138
Affordability of premises	5.11% 7	43.80% 60	16.79% 23	8.76% 12	25.55% 35	137
Appearance of the buildings	5.07% 7	50.00% 69	27.54% 38	8.70% 12	8.70% 12	138
Occupancy levels e.g. number of vacant premises/sites	5.15% 7	42.65% 58	25.74% 35	2.94% 4	23.53% 32	136

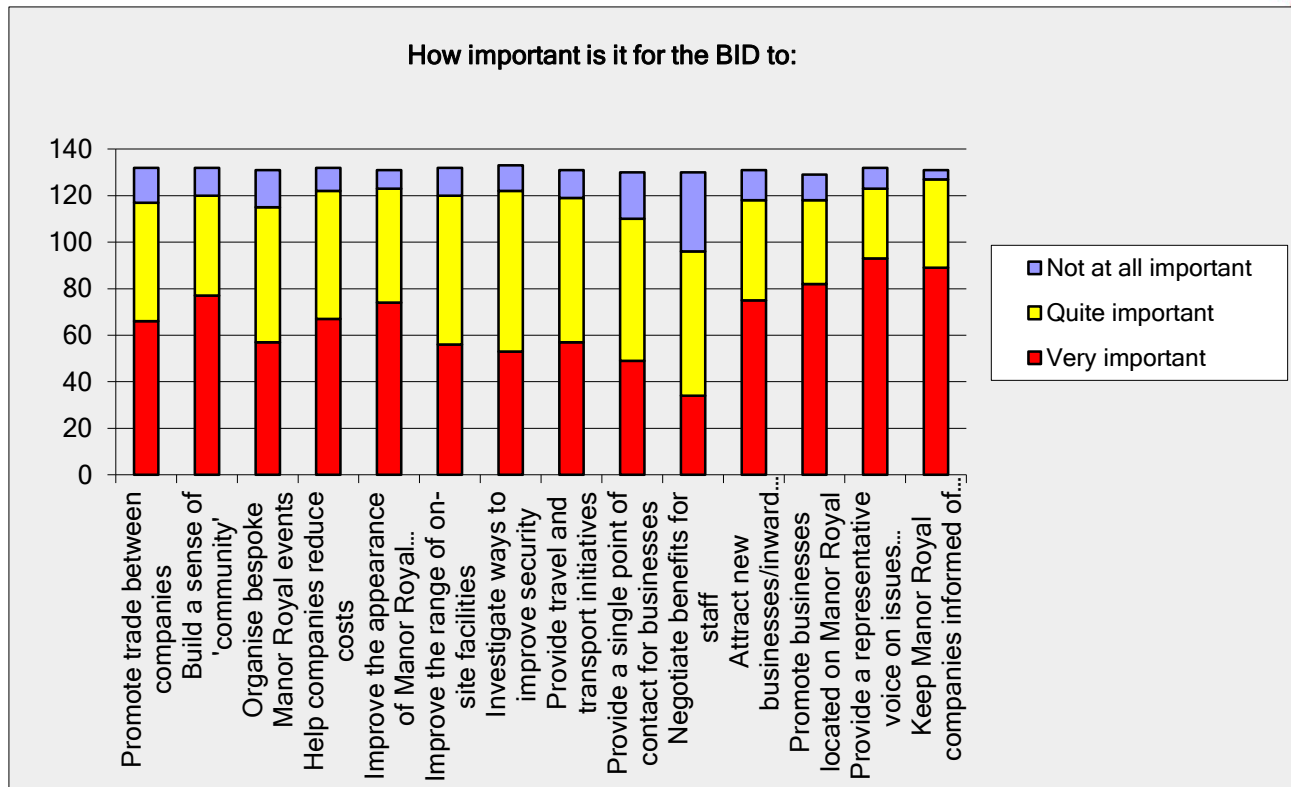
Q15: How important are the following issues to your business on Manor Royal

Answered: 141 Skipped: 16

	Good (no action needed)	OK (no action needed)	It is an issue (action is needed)	Make this a priority (action is needed)	No opinion	Total
The way businesses work together	4.48% 6	45.52% 61	24.63% 33	9.70% 13	15.67% 21	134
Interest shown by local and county councils	1.48% 2	40.74% 55	20.00% 27	14.81% 20	22.96% 31	135
Interest shown by landlords	2.92% 4	37.96% 52	16.79% 23	11.68% 16	30.66% 42	137
Provision of open spaces	8.09% 11	48.53% 66	26.47% 36	4.41% 6	12.50% 17	136
Perception of Manor Royal for visitors, colleagues and customers	6.62% 9	50.00% 68	24.26% 33	8.09% 11	11.03% 15	136
Quality of signage and visitor information	14.39% 20	47.48% 66	27.34% 38	7.19% 10	3.60% 5	139
Broadband speeds	13.67% 19	43.88% 61	14.39% 20	12.23% 17	15.83% 22	139

Q16: How important is it for the BID to:

Answered: 133 Skipped: 24



Q16: How important is it for the BID to:

Answered: 133 Skipped: 24

	Very important	Quite important	Not at all important	Total
Promote trade between companies	50.00% 66	38.64% 51	11.36% 15	132
Build a sense of 'community'	58.33% 77	32.58% 43	9.09% 12	132
Organise bespoke Manor Royal events	43.51% 57	44.27% 58	12.21% 16	131
Help companies reduce costs	50.76% 67	41.67% 55	7.58% 10	132
Improve the appearance of Manor Royal Business District	56.49% 74	37.40% 49	6.11% 8	131
Improve the range of on-site facilities	42.42% 56	48.48% 64	9.09% 12	132
Investigate ways to improve security	39.85% 53	51.88% 69	8.27% 11	133
Provide travel and transport initiatives	43.51% 57	47.33% 62	9.16% 12	131

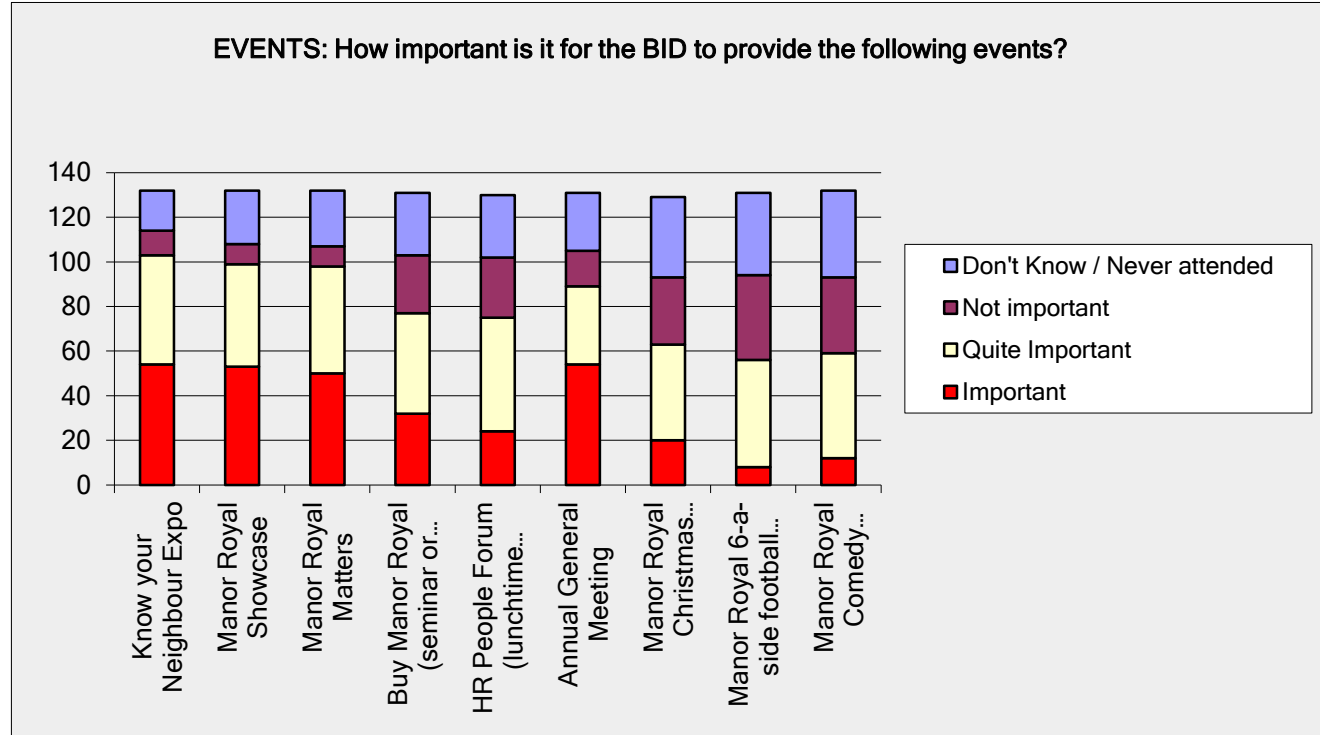
Q16: How important is it for the BID to:

Answered: 133 Skipped: 24

	Very important	Quite important	Not at all important	Total
Provide a single point of contact for businesses	37.69% 49	46.92% 61	15.38% 20	130
Negotiate benefits for staff	26.15% 34	47.69% 62	26.15% 34	130
Attract new businesses/inward investment	57.25% 75	32.82% 43	9.92% 13	131
Promote businesses located on Manor Royal	63.57% 82	27.91% 36	8.53% 11	129
Provide a representative voice on issues impacting on Manor Royal eg. Permitted Development Rights, planning issues, parking, Gatwick Airport...	70.45% 93	22.73% 30	6.82% 9	132
Keep Manor Royal companies informed of business issues	67.94% 89	29.01% 38	3.05% 4	131

Q17: EVENTS: How important is it for the BID to provide the following events?

Answered: 132 Skipped: 25



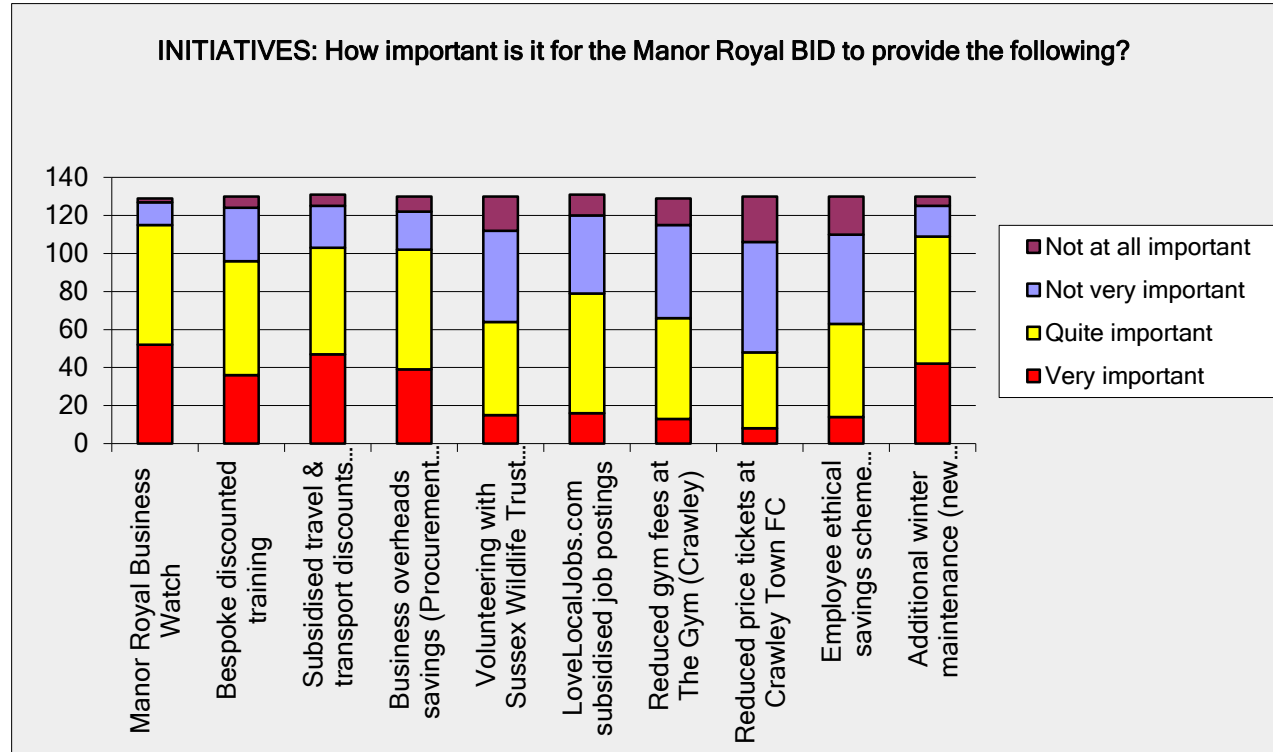
Q17: EVENTS: How important is it for the BID to provide the following events?

Answered: 132 Skipped: 25

	Important	Quite Important	Not important	Don't Know / Never attended	Total
Know your Neighbour Expo	40.91% 54	37.12% 49	8.33% 11	13.64% 18	132
Manor Royal Showcase	40.15% 53	34.85% 46	6.82% 9	18.18% 24	132
Manor Royal Matters	37.88% 50	36.36% 48	6.82% 9	18.94% 25	132
Buy Manor Royal	24.43% 32	34.35% 45	19.85% 26	21.37% 28	131
HR People Forum	18.46% 24	39.23% 51	20.77% 27	21.54% 28	130
AGM	41.22% 54	26.72% 35	12.21% 16	19.85% 26	131
MR Xmas Event	15.50% 20	33.33% 43	23.26% 30	27.91% 36	129
Football tournament	6.11% 8	36.64% 48	29.01% 38	28.24% 37	131
MR Comedy Night	9.09% 12	35.61% 47	25.76% 34	29.55% 39	132

Q18: INITIATIVES: How important is it for the Manor Royal BID to provide the following?

Answered: 131 Skipped: 26



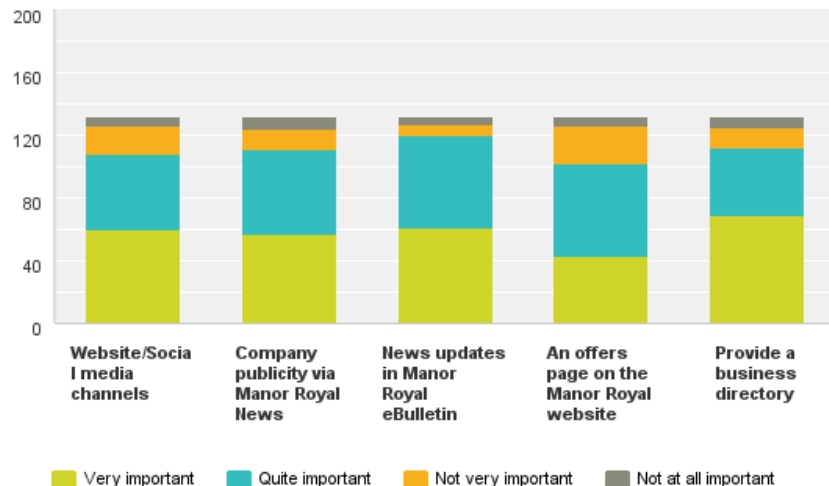
Q18: INITIATIVES: How important is it for the Manor Royal BID to provide the following?

Answered: 131 Skipped: 26

	Very important	Quite important	Not very important	Not at all important	Total
Manor Royal Business Watch	40.31% 52	48.84% 63	9.30% 12	1.55% 2	129
Bespoke discounted training	27.69% 36	46.15% 60	21.54% 28	4.62% 6	130
Subsidised travel & transport discounts (easit)	35.88% 47	42.75% 56	16.79% 22	4.58% 6	131
Business overheads savings (Procurement Hub)	30.00% 39	48.46% 63	15.38% 20	6.15% 8	130
Volunteering with Sussex Wildlife Trust (at People's Park or elsewhere)	11.54% 15	37.69% 49	36.92% 48	13.85% 18	130
LoveLocalJobs.com subsidised job postings	12.21% 16	48.09% 63	31.30% 41	8.40% 11	131
Reduced gym fees at The Gym (Crawley)	10.08% 13	41.09% 53	37.98% 49	10.85% 14	129
Reduced price tickets at Crawley Town FC	6.15% 8	30.77% 40	44.62% 58	18.46% 24	130
Employee ethical savings scheme (Manor Royal Savers)	10.77% 14	37.69% 49	36.15% 47	15.38% 20	130
Additional winter maintenance (new service)	32.31% 42	51.54% 67	12.31% 16	3.85% 5	130

Q19: PROMOTIONS: How important is it for the Manor Royal BID to provide the following?

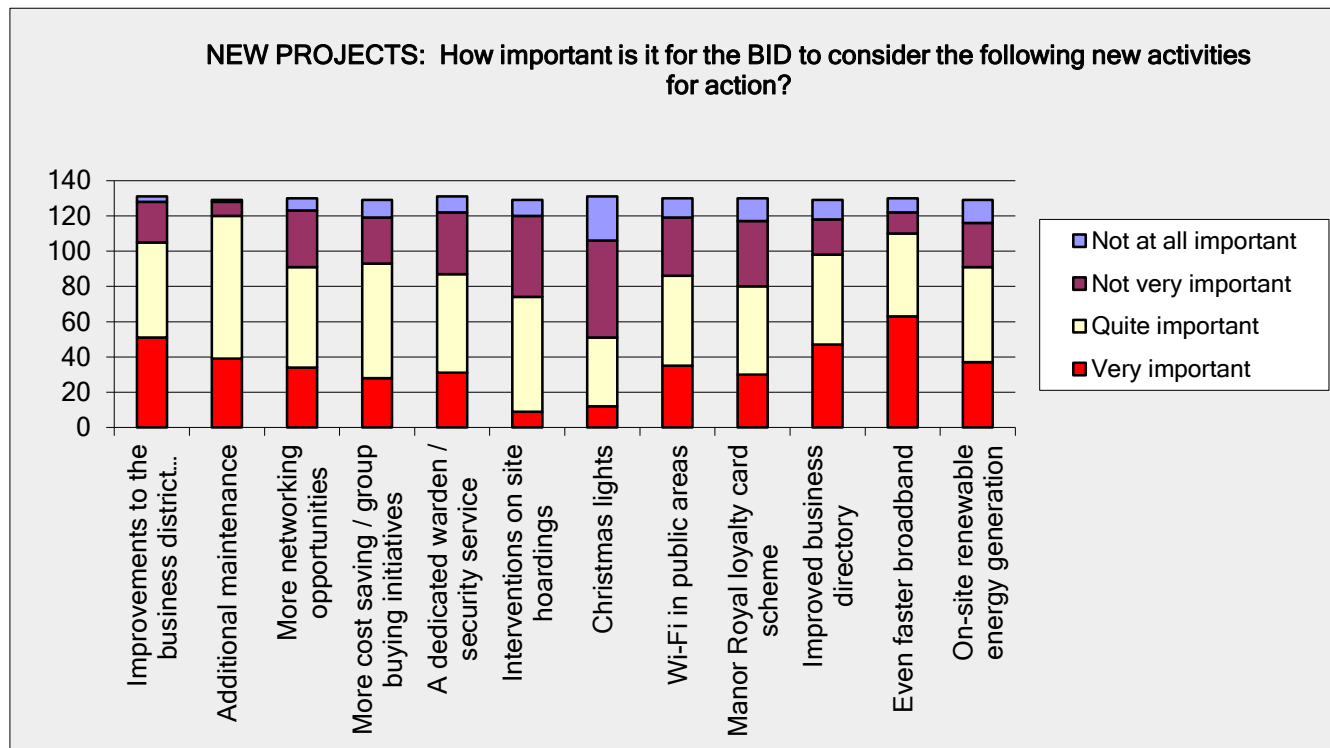
Answered: 132 Skipped: 25



	Very important	Quite important	Not very important	Not at all important	Total
Website/Social media channels	45.45% 60	36.36% 48	13.64% 18	4.55% 6	132
Company publicity via Manor Royal News	43.18% 57	40.91% 54	9.85% 13	6.06% 8	132
News updates in Manor Royal eBulletin	46.21% 61	44.70% 59	5.30% 7	3.79% 5	132
An offers page on the Manor Royal website	32.58% 43	44.70% 59	18.18% 24	4.55% 6	132
Provide a business directory	52.27% 69	32.58% 43	9.85% 13	5.30% 7	132

Q20: NEW PROJECTS: How important is it for the BID to consider the following new activities for action?

Answered: 132 Skipped: 25



Q20: NEW PROJECTS: How important is it for the BID to consider the following new activities for action?

Answered: 132 Skipped: 25

	Very important	Quite important	Not very important	Not at all important	Total
Improvements to the business district entrances	38.93% 51	41.22% 54	17.56% 23	2.29% 3	131
Additional maintenance	30.23% 39	62.79% 81	6.20% 8	0.78% 1	129
More networking opportunities	26.15% 34	43.85% 57	24.62% 32	5.38% 7	130
More cost saving / group buying initiatives	21.71% 28	50.39% 65	20.16% 26	7.75% 10	129
A dedicated warden / security service	23.66% 31	42.75% 56	26.72% 35	6.87% 9	131
Interventions on site hoardings	6.98% 9	50.39% 65	35.66% 46	6.98% 9	129
Christmas lights	9.16% 12	29.77% 39	41.98% 55	19.08% 25	131

Q20: NEW PROJECTS: How important is it for the BID to consider the following new activities for action?

Answered: 132 Skipped: 25

	Very important	Quite important	Not very important	Not at all important	Total
Wi-Fi in public areas	26.92% 35	39.23% 51	25.38% 33	8.46% 11	130
Manor Royal loyalty card scheme	23.08% 30	38.46% 50	28.46% 37	10.00% 13	130
Improved business directory	36.43% 47	39.53% 51	15.50% 20	8.53% 11	129
Even faster broadband	48.46% 63	36.15% 47	9.23% 12	6.15% 8	130
On-site renewable energy generation	28.68% 37	41.86% 54	19.38% 25	10.08% 13	129

Q20: NEW PROJECTS: How important is it for the BID to consider the following new activities for action?

Answered: 112 Skipped: 16

Additional Verbatim Comments...

- There should be extra car parking facilities ie Multi-story for those who work on the estate for free.
- There should be parking facilities for Lorries and Coaches instead of taking up precious space along side of roads. No lorries parked on these roads causing obstruction and possible accident and dangerous pulling out onto another road as almost happened to me last night turning right onto Newton Road as I could not see left of me down the road because of a very large parked vehicle!!!
- More parking on Gatwick Road where Charlie's Deli is and the hairdresser
- Improvements to the entrance ways is a complete waste of money
- Summer verge cutting
- A Manor Royal Loyalty card scheme would be very good, there are schemes such as Easit which are very good but not taken advantage of because of the administrative awkwardness
- Regular online networking events - perhaps using Twitter on a monthly basis at a set time and day.
- Weekly or monthly company profile exposure on landing page of Manor Royal Org
- Repair potholes in road.
- Intervene in new builds (the building opposite ours has been a complete disruption for months (dirt and noise) and now it is almost complete it is both hideous looking and huge.
- More parking (utilise empty buildings parking spaces).

Q21: NEW PROJECTS: What three things would make the biggest difference to Manor Royal? / Responses A

Verbatim comments -

- A proper traffic management system
- keeping the road surfaces up to scratch
- Look & feel - roads
- Road repair. Total resurface not patching.
- Road repairs improvements/quicker response
- Improved road condition - first impressions
- Improvement to the roads - pot holes!
- Sort put the traffic
- Less congestion in and out (traffic)
- Traffic congestion reduced
- easing of traffic at peak times
- sort out the road to A23 and M23 out of Crawley
- Better roads
- Better road surfaces
- Road layout coming from (and to) M23 abysmal - horrible horrible
- Traffic flow - through the old GSK site
- Traffic flow
- Better traffic flow in rush hour, small incidents make big traffic jams
- Better roads they are awful
- Reliable and hard wearing road surfaces
- Better Signposting
- Improving the condition of the roads
- Improve quality of overused roads!
- Better road conditions ie pot holes
- traffic at jnc manor royal and gatwick road - v. difficult to cross from flyover to left lane
- Improvement in traffic delays at 5pm
- Road surface maintenance
- No lorries, coaches or vans parked on side of roads!
- Better Roads
- Better public transport
- improved bus priority - bus lanes
- more parking on Gatwick Road
- Make the road surfaces better
- fill in the holes in the road
- Desperate for customer and staff parking
- More available parking
- Parking Facilities for staff
- Ease of staff & customer parking due to taxi firms using available space.
- Better parking facilities
- Better parking & travel
- Parking
- More parking or provision for parking
- Free multi-story car parking
- Customer/Visitor/Staff parking
- ore parking at the area for charlies deli cafe
- Parking restrictions
- Reduce overnight parking
- Better parking
- better car parking and park & ride
- keep the area clean and free from litter
- Stop the fly tipping
- make manor royal more aesthetically pleasing eg brighter
- improvements to the business district entrances
- Entrances
- better access to county oak
- No site hoardings
- Appearance
- Appearance improvements to entrances
- Look and feel
- Signage / Zones
- The look and feel as you drive in to Manor Royal, it needs to be welcoming and professional.
- More places to walk to where you can sit down for lunch (like 3 City Place)
- Fibre internet (the speed of the internet)
- Better broadband speed
- Cost savings through buying initiatives
- Up to date business directory
- More events
- Information event for new businesses locating to area
- B2B trading More networking / sense of community
- Attracting more catering businesses eg. cafes
- Better signage for companies
- Signage on entry points
- Fibre internet (the speed of the internet)
- Companies doing business with one another
- Buy Local campaign
- A loyalty card that public transport and shops recognised
- B2B trading
- More online networking opportunities
- More trading / networking between local companies
- More job opportunities for local people
- promote trade - keep it local
- Working Together
- Central business hub meeting place
- Business network
- Affordable Property
- Security
- Improved security especially at night

Q21: NEW PROJECTS: What three things would make the biggest difference to Manor Royal? / Responses B

Verbatim comments -

- Removal of speed cameras
- Pedestrian crossing islands / facilities to cross the road
- Get rid of bus lanes by mr road as it has 2 laybys for buses and it causes back up in manor royal
- More road maintenance
- Cut off the turning in to the slip road - sort the roundabout - 2 exits 3 lanes!?!
- Stop the travellers
- On road parking is a pain at our site
- More parking
- Better parking for workers on manor royal
- Parking
- On Road parking is a pain at our site
- Better parking around Priestly Way
- parking
- Parking on corners, grass verges
- Parking areas - less yellow lines?
- The condition of roads is very poor
- Better roads
- Road conditions priority but you are dealing
- better flow of traffic so less congestion at peak times
- 30-40 mph. A lot of people getting speeding tickets as they don't realise its 30 mph
- Ease of use, parking transport etc
- Dedicated warden
- Security / warden
- Reduction/elimination of litter
- Maintain gritting during winter months
- Improve the condition of the roads
- Traffic flow improvement at peak times
- Easing the congestion of traffic
- Poor lane markings, easily solved
- Repair roads, not just main roads
- Improve the road surfaces No winter road pot holes
- Fix roads and paths and kerbs
- Prevention of unloading articulated trucks outside pets r us during rush hour at county oak
- Transport
- Ease of access
- Better signage
- Improved signage
- Signage. The new ones are difficult to read as a driver.
- General overall look upon entering manor royal
- Improved entrances to enhance image
- Projects continuing
- Get rid of all the eyesore buildings on gatwick road
- Improved visual appeal - sites, building, verges etc.
- Improve some of the tired looking buildings
- Improving the entrances
- Easing congestion at start and end of day
- Improved green spaces
- Consistent look across the district
- Appearance
- Better transport links
- Security
- Maintenance of environment eg. Gateways, facilities
- Ever faster broadband
- Better broadband speed
- Faster broadband
- Improved broadband speeds
- More places to eat/drink/socialise
- Local facilities
- Shops in walking distance of office location
- Places to meet
- More retail/lunch outlets
- HR support for small businesses
- Urge local council to keep it local
- Increase opportunities for networking - encourage big business to participate More business 2 business
- Networking opportunities
- More advertising for companies
- M.r. businesses buying more from each other
- Better knowledge of other businesses on Manor Royal
- A publication for customers shopping on the trade park
- Major promotion of local buying, especially the largest companies
- Better group buying to reduce costs
- Networking - inter trading
- Working together and retaining commitment of all involvd
- More HR support
- Get rid of the advertising hoardings
- Better looking new builds
- Direct easy airport links

Q21: NEW PROJECTS: What three things would make the biggest difference to Manor Royal? / Responses C

Verbatim comments -

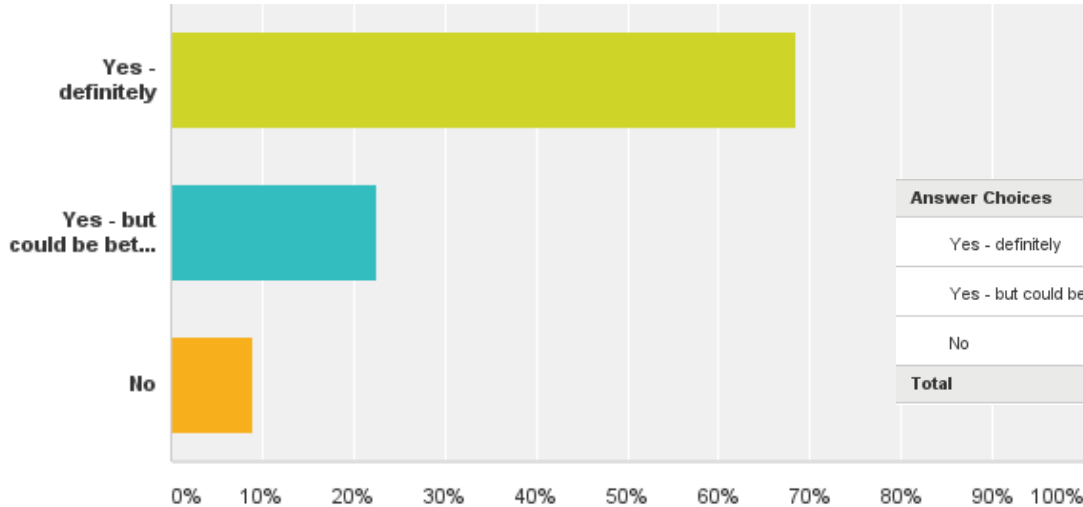
- More communal green areas - more trees
- Landscaping
- Smarter entrance ways
- Better road surfaces
- Improve appearance of manor royal
- Road improvements, stop the winter pot holes.
- More parking
- Affordable parking
- More parking availability
- More Parking
- More parking
- More focus on appearance as you enter mr
- Improved access to the area improved traffic flows if possible
- The road on the estate need repair
- General appearance / cleanliness
- Sort the roads out as they are full of pot holes which is costing us lots of repairs on vans
- Improve road surfaces
- Improve road surfaces
- Sort pot holes
- Improve potholes
- The road on the estate need repair
- sort the holes in the roads
- Improved road surfaces
- Keeping appearances/litter removal/improving environment
- Improved cycling lanes
- Force cyclists to wear hi-vis jackets and helmets!
- Signage - being dealt with.
- Warden to control parking of white vans outside yodel between 7.30 am and 9am
- Police the area, patrol and parking
- Litter tidying
- Better security
- More lay-bys for parking or a central parking area for reps to walk to appointments.
- Improved connections to three bridges & round the district
- More amenities
- Better facilities
- Good local cafe and/or restaurant
- Cafe and food retail units required
- Facilities (food/cafe)
- More retail business to attract custom
- Introduce broadband
- Better broadband speed
- Faster broadband
- Wi fi in public areas
- Interventions on site hoardings
- Networking/sharing information
- Discounted training programmes
- Business directory to promote business
- Better mix of businesses
- More information on what is available
- improved knowledge of companies on MR
- Up to date business directory
- Urge bigger companies to support SMEs
- Networking
- More awareness of the vast range of businesses that trade here.
- More local networking
- Cost savings
- Get all residents to use ballpoint for office supplies
- Staff development opportunities & training
- Community
- Better communication between BID members
- Events
- Christmas lights
- Promote community feeling
- Less traffic
- Easier method of b2b comms on "for sale/wanted"
- Continuing the good work that has been gone over the bid years.
- Affordable rents
- Affordable rents
- Litter Removal
- Start up & grow on business space
- No 2nd runway

Other comments from non-levy payers

- *Better Parking Provision*
- *Cleaner pathways - hedge trimming*
- *Clearing up the litter and rubbish along the footpaths*
- *Easy parking*
- *Improve road surfaces (Gatwick Road is appalling)*
- *Improved Parking*
- *Improved public transport, bus lane southbound Manor Royal between London Road and Faraday Road*
- *Improved Road Conditions*
- *Local Businesses using each others Services*
- *More parking (cars and cycles)*
- *More shops/restaurants*
- *More staff parking*
- *More trade between companies*
- *Representation of Manor Royal re. the Airport expansion.*
- *Traffic improvements*
- *Better bus connections to Three Bridges Station*
- *Better public transport, particularly to town centre and stations*
- *Deal with litter, in some areas it is very bad*
- *Decent local trade initiative*
- *Discounted travel for local people to commute to work*
- *Grit the pavements*
- *Less Congestion*
- *Loyalty accounts with MR Partners*
- *loyalty card*
- *Loyalty Discount using particular services*
- *Make more people aware of cycle routes*
- *Reliable bus service after 5pm week days*
- *Road quality*
- *Transport issues being addressed*
- *Update of BID members re progress and opportunities re the Airport expansion*
- *A railway station*
- *Access to skilled staff*
- *Availability of affordable premises to rent*
- *Community Building & Promotion*
- *Improve areas for staff lunch breaks*
- *Improve surroundings by cutting hedges which block half the pavements because they are cut so infrequently, repairing - the council is letting down Manor Royal BID*
- *improve traffic congestion*
- *Joint social activities, christmas, fundraising*
- *Less litter*
- *More Parks/facilities*
- *Representation of MR re transport, planning etc.*
- *Stronger identity- better look and feel*

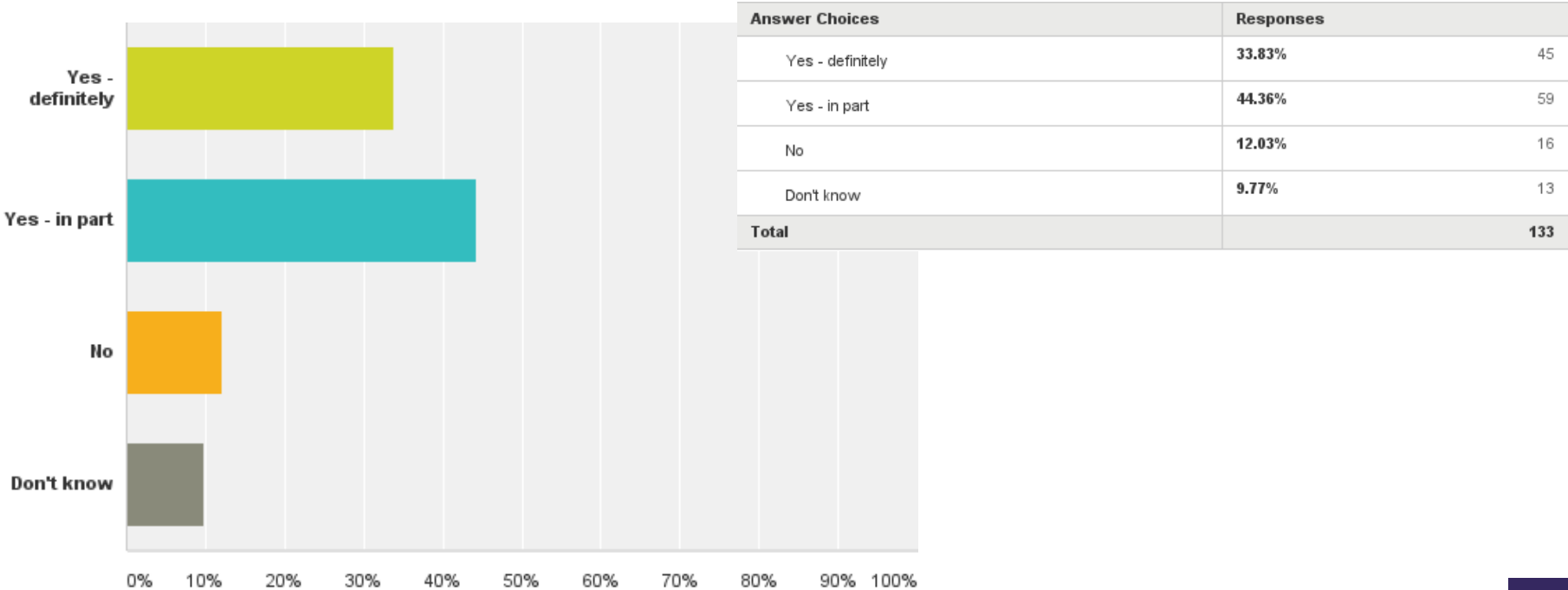
Q22: Are you well informed of BID activities?

Answered: 133 Skipped: 24



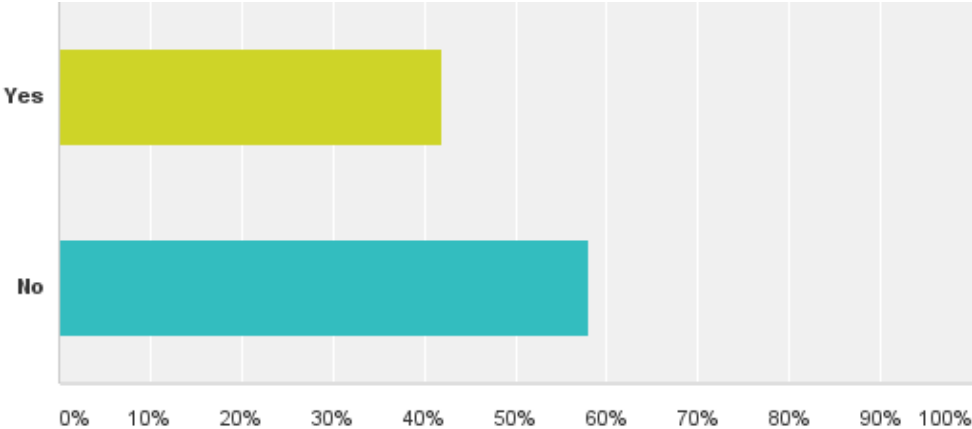
Q23: Are the BID activities relevant to your business?

Answered: 133 Skipped: 24



Q24: Would you like to be more involved in the work of the BID?

Answered: 129 Skipped: 28



Answer Choices	Responses	
Yes	41.86%	54
No	58.14%	75
Total		129



Do you have anything else you would like to suggest or say? /1

Verbatim Comments -

- *Why not have an opt-out for companies who have no interest in Manor Royal BID? This would force the BID to offer value for money which we do not believe they do at present.*
- *Continue the good work. It makes a real difference.*
- *There seems to be progress in non-core issues. For the last 2 years as a resident of Manor Royal there seems to be a lot of talk and very little progress over major issues such as roads, broadband, security.*
- *It's just wonderful being part of the community and all your hard work.*
- *It's a waste of money*
- *Gamesman are proud to be part of the BID and the work in Manor Royal*
- *Personally, I feel we have not had value for money*
- *See email to steve dated 6 April*
- *BID Activities had no impact on business but has financial cost to the business*
- *Thanks for your work so far to all the team*
- *No, I think the bid is doing well*
- *Well done to all involved in this task and its success. Thank you.*
- *Feel free to use Slim Maintenance commercial services*
- *Recently used Contact section of Manor Royal BD and had very quick and helpful response. Excellent service*
- *I don't think that there should be a school on the Manor Royal estate*
- *Still happy to discuss the provision of MRBG dedicated Networking events*
- *So many MR issues are dependent on the opportunities presented by development of the Airport, in whatever way.*

Do you have anything else you would like to suggest or say? /2

Verbatim Comments -

- *Sort the road surfaces out*
- *Keep up the good work*
- *Excellent job so, no complaints only praise.*
- *Help with more car parking*
- *Thanks for the hard work :)*
- *Your survey was waaaaaay too long, i nearly gave up*
- *Please help with the parking in front of my business. There are lines & restrictions but they're not enforced & so useless.*
- *Well done to Steve and Sam*
- *Carry on the great work achieved so far!*
- *I think the BID is a great, Steve and Sam have been very supportive and I really appreciate their efforts.*
- *Because of the nature of our business we can't make the most of what BID has to offer, but that's of no fault of BID itself*
- *Steve is a great ambassador for the Bid and works tirelessly to ensure all "residents" feel they are getting value from the Bid.*
Always supportive and professional - we're in great hands. Thank you
- *Thank you to those that commit and spend valuable time with the Manor Royal BID, it is very much appreciated.*
- *Yes, but not on this form.*
- *Not presently*