



## Manor Royal Know Your Neighbour Expo 2024 Report 14 May 2024

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**Manor Royal Business Improvement District (BID) Company (MRBD Limited)**

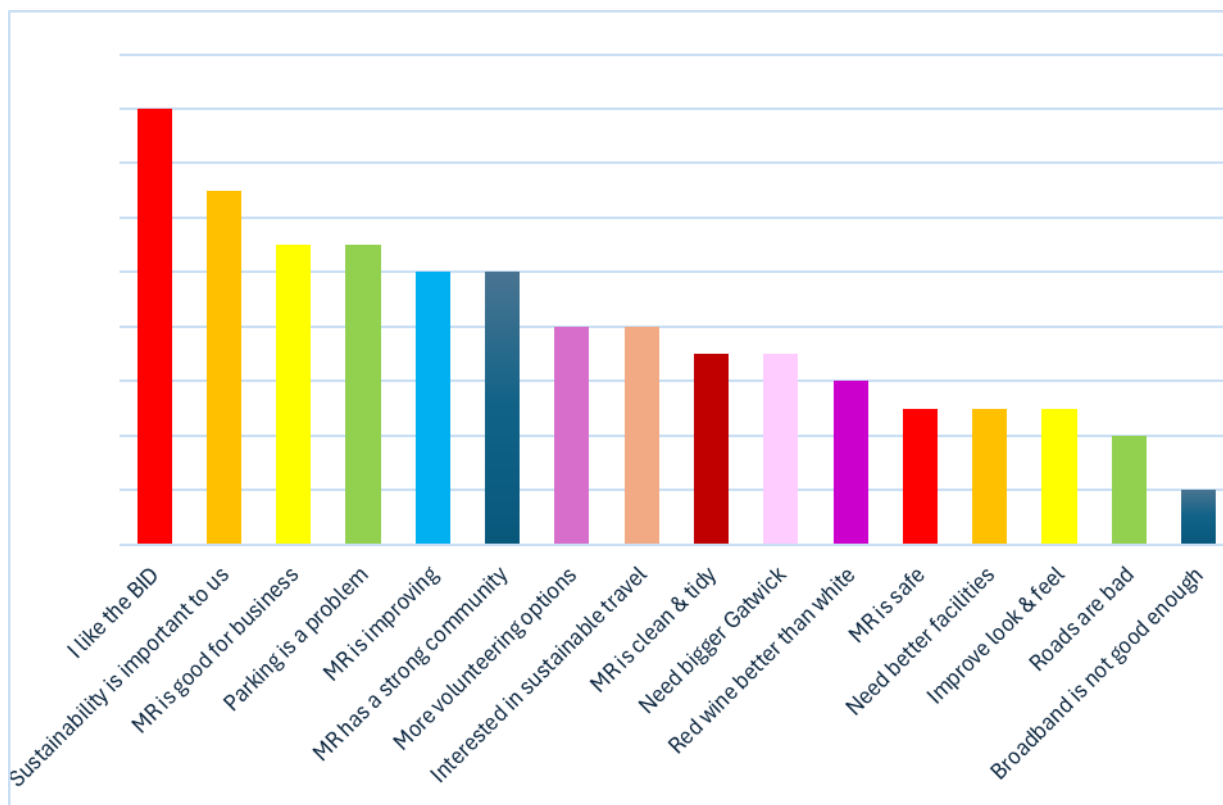
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[www.manorroyal.org](http://www.manorroyal.org)



## LIKEY – NO LIKEY

Delegates were presented with a series of questions to which they were asked whether they agreed or disagreed. If they agreed, they stuck a green dot alongside the statement. Red dots indicated delegates disagreed.



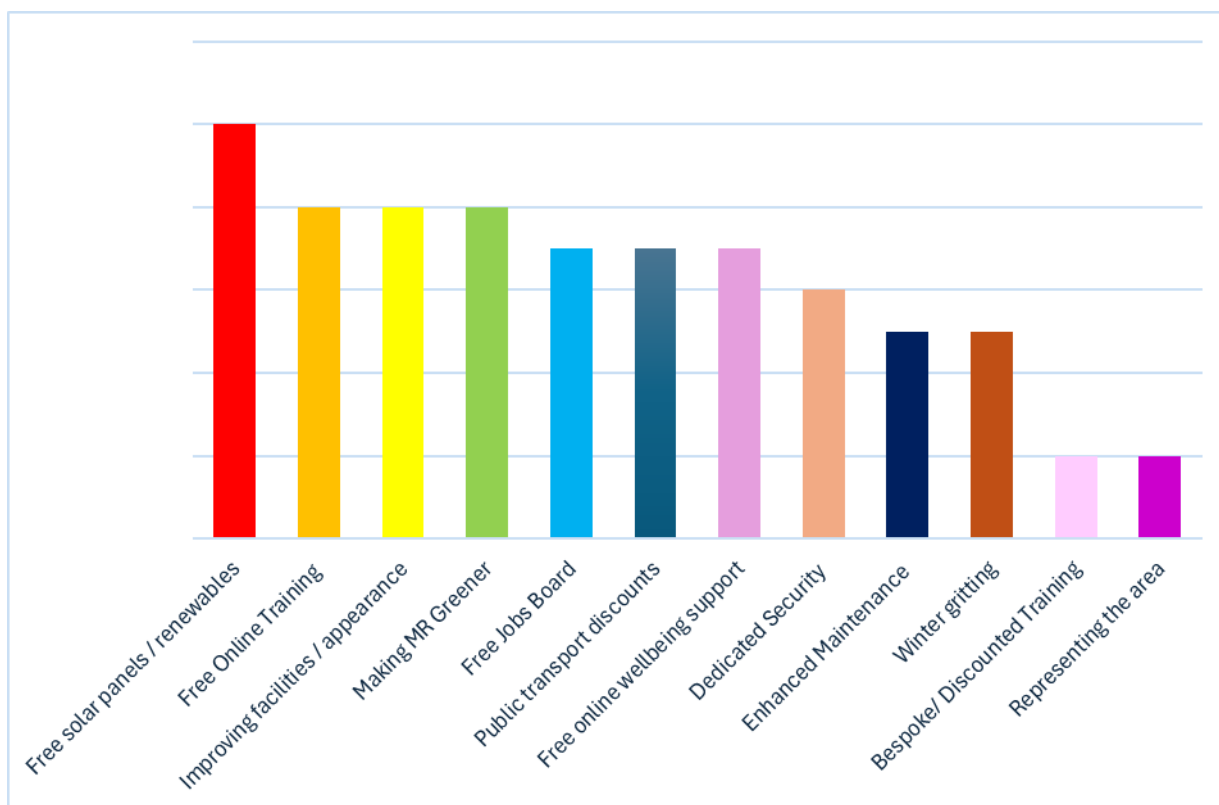
Rank	Statement	Commentary
1	I like the BID	Delegates were positive in their support of the Manor Royal BID and felt it was a good place to do business with a reasonably strong sense of community. They also felt that Manor Royal was improving, although one delegate disagreed.
2	Sustainability is important to us	
3	MR is good for business	
4	Parking is a problem	
5	MR is improving	Responses indicated that sustainability was important to businesses, although parking again was highlighted as an issue.
6	MR has a strong community	
7	More volunteering options	
8	Interested in sustainable travel	The statement “We need a bigger Gatwick Airport” received moderate support. However, more red (disagree) dots were stuck alongside this statement than green (agree) dots.
9	MR is clean & tidy	
10	Need bigger Gatwick	
11	Red wine better than white	On the whole, most delegates tended to prefer white wine to red, although it was close.
12	MR is safe	
13	Need better facilities	
14	Improve look & feel	
15	Roads are bad	
16	Broadband is not good enough	

### Other comments

Wildflower areas were mentioned as a positive for the area. Potholes were mentioned as something that needed attention along with more places for food and drink.

## OUR PROJECTS

Key projects and services delivered by the Manor Royal BID were listed. Again, delegates were asked to show their support by sticking a green dot alongside the project or service, or a red dot if they didn't support it.

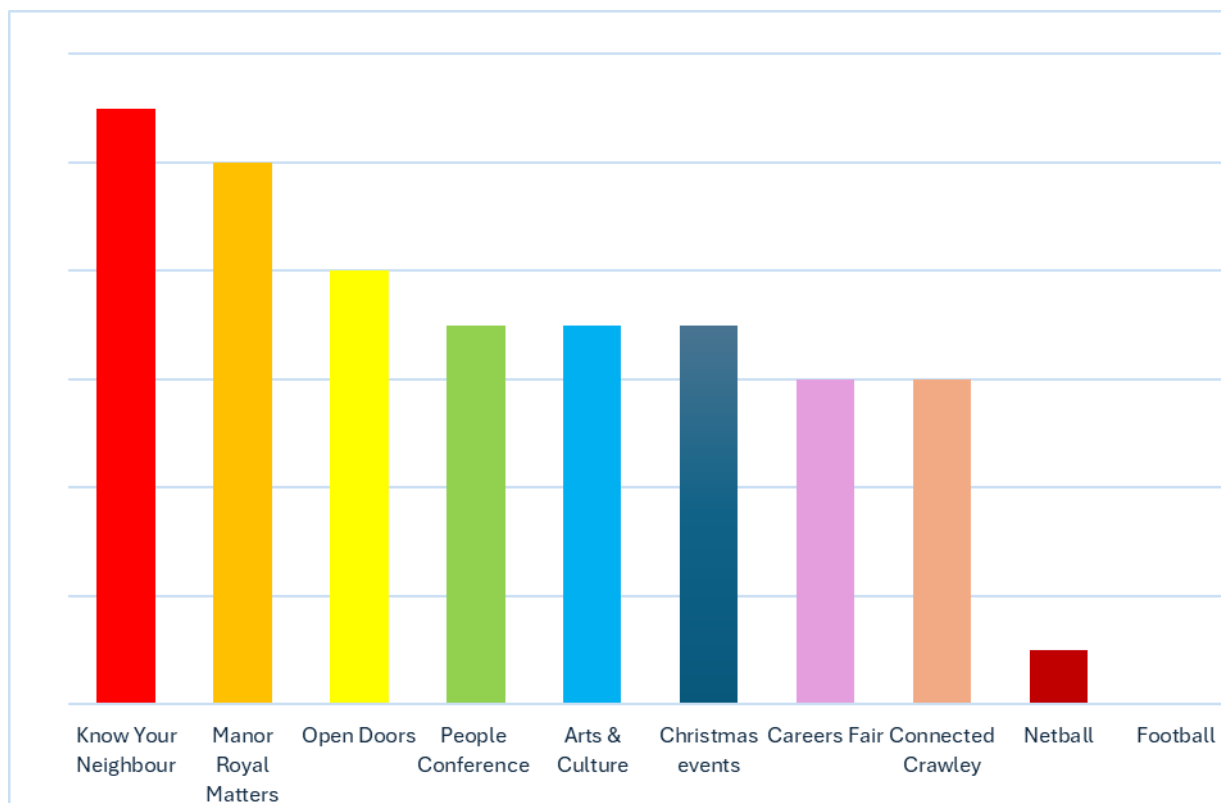


Rank	Project / Service	Commentary
1	Free solar panels / cheaper energy from renewables	Projects related to sustainability, relating to the new Objective 4 (Sustain & Renew) in the BID Business Plan, received good support with generating energy from renewables receiving the most support from delegates.
2	Free Online Training	
3	Improving facilities / appearance	
4	Making MR Greener	
5	Free Jobs Board	Other key services and projects delivered by the BID also attracted support e.g. efforts to improve facilities and appearance, free jobs board and public transport discounts.
6	Public transport discounts	
7	Free online wellbeing support	
8	Dedicated Security	However, a degree of caution is necessary. While access to free online training received good support few companies have taken this up. While Bespoke and discounted training received relatively little support but is one of our most popular services.
9	Enhanced Maintenance	
10	Winter gritting	
11	Bespoke/ Discounted Training	
12	Representing the area	



## OUR EVENTS

In common with the other exercises, delegates stuck green dots alongside those events delivered by the BID they most supported.



Rank	Event	Commentary
1	Know Your Neighbour	Unsurprisingly, Know Your Neighbour was voted the most popular event. It is also our longest running event and has the capacity to engage the most people and businesses.
2	Manor Royal Matters	
3	Open Doors	
4	People Conference	Manor Royal Matters also received good support, as did the People Conference. Open Doors, an initiative to connect schools and business, was also well-supported although it can be difficult in practice to secure the commitment of businesses.
5	Arts & Culture	
6	Christmas events	
7	Careers Fair	
8	Connected Crawley	Only the Netball and 6-a-side football received low/poor support although the football tournament is popular and we consistently have a wait list from teams that want to play.
9	Netball	
10	Football	

### Other comments

Other suggestions for events from delegates included; an Eco-Fair, a Sustainability Forum, an Agents / Landlords Forum, a walking event (Walk a Mile at lunchtime with volunteer walk guides, a Scavenger / Treasure Hunt possibly for charity with prizes for participants / teams).

There was also a suggestion for a Millennium Big Band event and fundraiser and a social dinner dance.

It is probable that the suggestion for us to learn Aussie Rules Football was a joke.

## YOUR IDEAS

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This consultation board invited delegates to use post-it notes to make suggestions for future work, events or projects that the BID could consider delivering. A straight-forward verbatim list of suggestions is repeated below.

- More parking options, paid or unpaid. *(Two others put green dots against this).*
- More coffee places for people to meet. *(Two others put green dots against this).*
- High kerbs on key corners to stop (verge) parking
- Jobs with more “school friendly” times / T&Cs
- Some sort of website or information site which can be accessed by those seeking an apprenticeship.
- Open up Know Your Neighbour to visitors outside Manor Royal. *(One other put green dots against this).*
- Space out exhibitors a bit more – if possible (referring to Know Your Neighbour).
- Fix the pot holes!
- Improve travel connectivity
- Advertise to businesses outside of Manor Royal to attend the event (Know Your Neighbour). *(One other put green dots against this).*
- Know Your Neighbour could be merged with Job Fair. KYN 8 – 10. Job Faair 10 – 2?
- Badminton match
- CSR / ESG brokerage link to charities
- Dear Mr Manor Royal, please can we have a lovely swimming pool indoors or out. Thank you.

## IN CONTEXT

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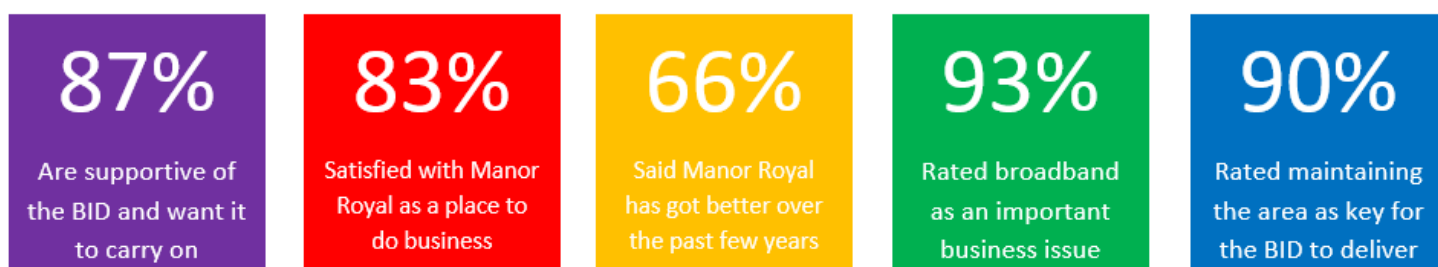
Consultation exercises like this are regularly carried out by the Manor Royal BID using different techniques at different events. In isolation they are useful for gauging opinion but small participant numbers should be kept in mind as low response rates can impact reliability.

However, data collected from multiple consultation exercises and surveys, including the BID Renewal Survey (2022), when considered collectively helps to build a more comprehensive and reliable picture of opinion, needs and priorities in Manor Royal.

The following pages provide a series of summaries from the most recent consultation exercises carried out by the Manor Royal BID and will be used to inform the work of the BID.

## MANOR ROYAL BID RENEWAL SURVEY (2022)

As reproduced in the Manor Royal BID Business Plan (2023-28). These results were produced as part of an extensive survey made available in paper and electronic survey form that was completed by 40% of Manor Royal BID levy paying businesses.



<i>Important for the BID to deliver</i>	<i>Very Important</i>	<i>Very &amp; quite important</i>
Keep place tidy/well maintained	<b>53%</b>	<b>90%</b>
Lobby for investment in roads/pavement	<b>51%</b>	<b>83%</b>
Make broadband faster	<b>49%</b>	<b>82%</b>
Attract more investment to area	<b>48%</b>	<b>80%</b>
Represent & lobby on behalf of MR	<b>44%</b>	<b>85%</b>
Improve the facilities & infrastructure	<b>43%</b>	<b>82%</b>
Help solve parking problems	<b>42%</b>	<b>76%</b>
Help with cheaper renewable energy	<b>42%</b>	<b>77%</b>
Establish EV Charging network	<b>39%</b>	<b>70%</b>
Additional security	<b>39%</b>	<b>74%</b>

### Top issues for businesses

(% very important)

1. Broadband speeds (64%)
2. Security and safety (62%)
3. Rising costs/inflation (59%)
4. Traffic and congestion (58%)
5. Conditions of roads/pavements (57%)
6. Tidiness (litter/rubbish) (53%)
7. Parking (47%)
8. Street scene quality (47%)
9. Climate change/sustainability (44%)
10. Staff recruitment (44%)

### Top 3 priority areas

(% ranking in top 3)

1. Help solve parking problems (26%)
2. Investment in roads/pavement (24%)
3. Attract more investment to the area (19%)
4. Keep the place tidy & well-maintained (19%)
5. Make broadband faster (19%)
6. Improve facilities & infrastructure (17%)
7. Additional security measures (16%)
8. Invest in cheaper renewable energy (15%)
9. Establish and EV charging network (14%)
10. Promote businesses to the wider area (13%)

## MANOR ROYAL PEOPLE CONFERENCE (February 2024)

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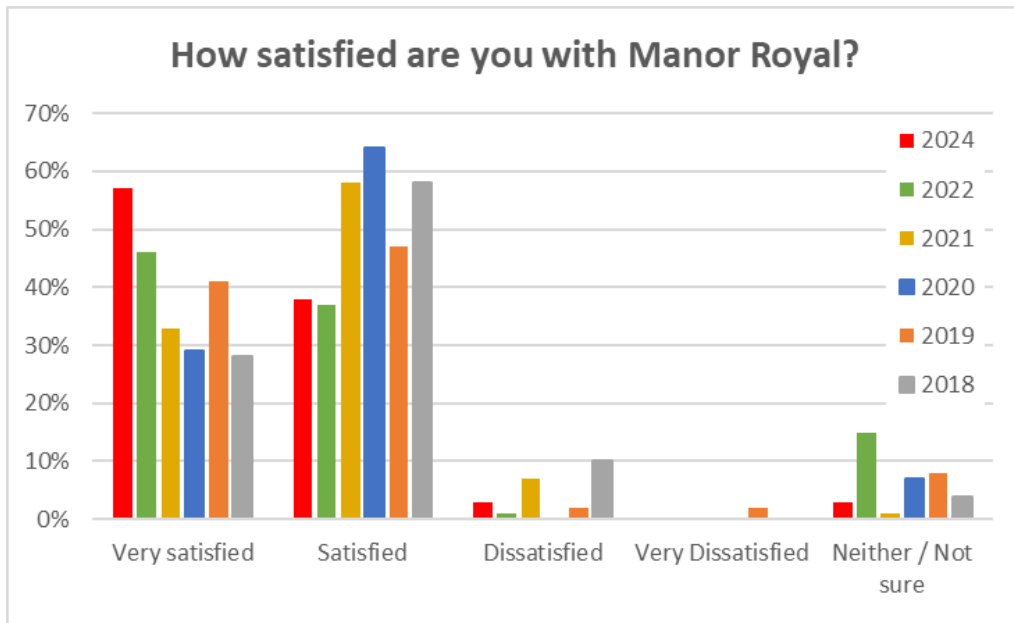
Conducted as part of the Manor Royal People Conference attended by almost 100 delegates of which 40 participated in an electronic voting session. The post-event survey report produced the results in context of previous surveys to provide some trend data.

### HOW SATISFIED ARE YOU WITH MANOR ROYAL?

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95% said they were either satisfied or very satisfied with Manor Royal, compared to 83% who responded to the same question as part of the BID Renewal Survey (2022). Since 2018 satisfaction levels have consistently been in the high 80% to 90% range. A huge improvement on pre-BID satisfaction levels of just 13%.

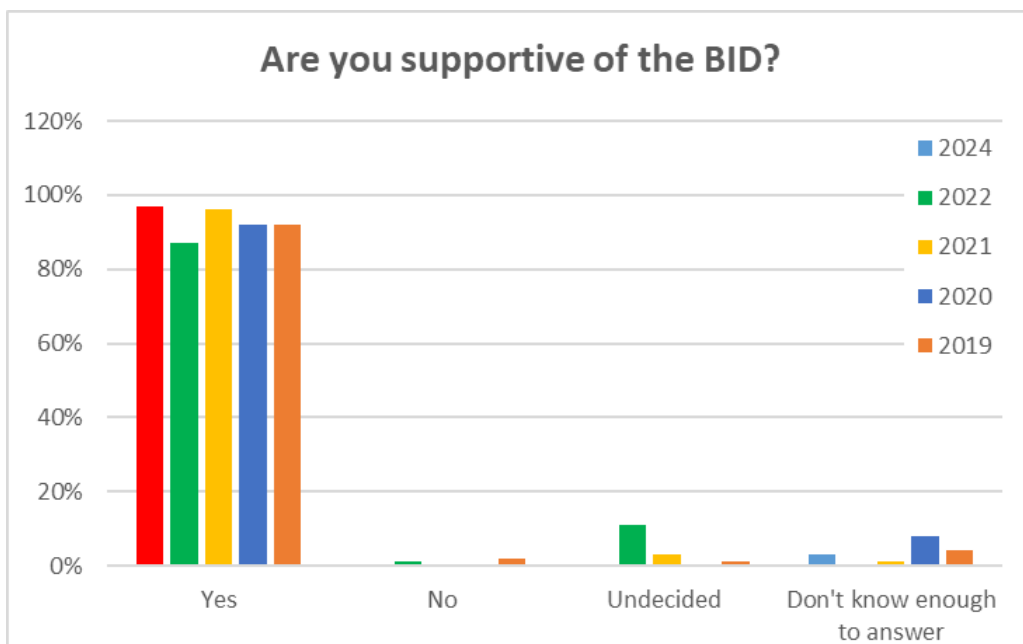
81% felt that Manor Royal had got better in the last year.



### ABOUT THE BID

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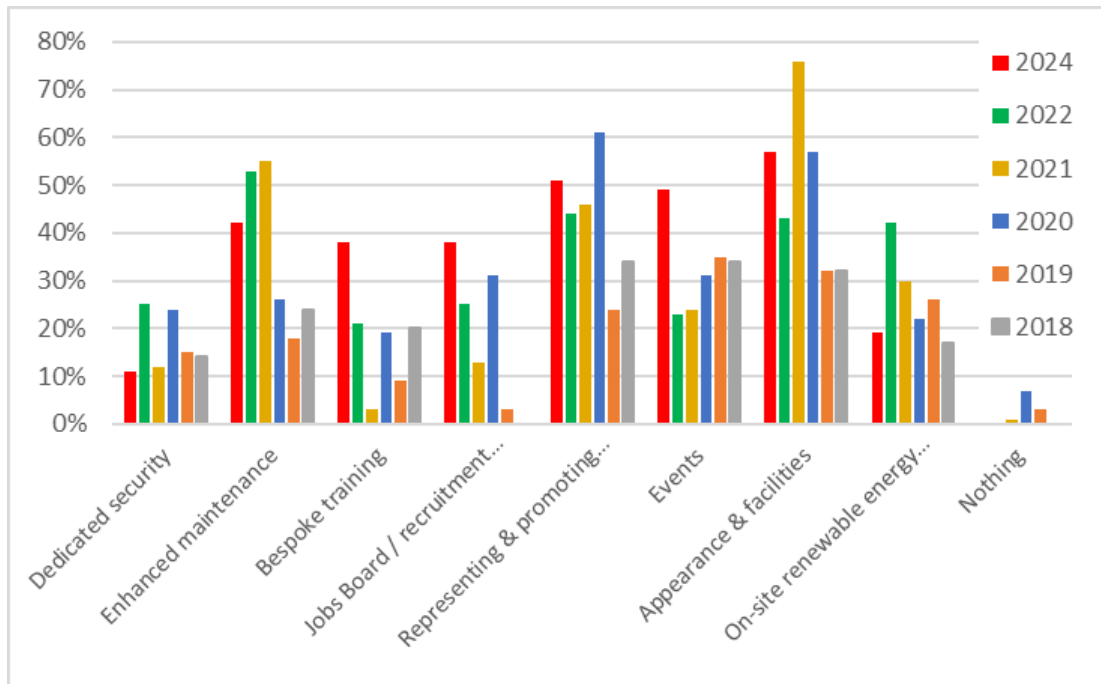
97% of people said they were supportive of the Manor Royal BID and 84% felt the BID was focussed on the right things.





## ON MANOR ROYAL BID PROJECTS

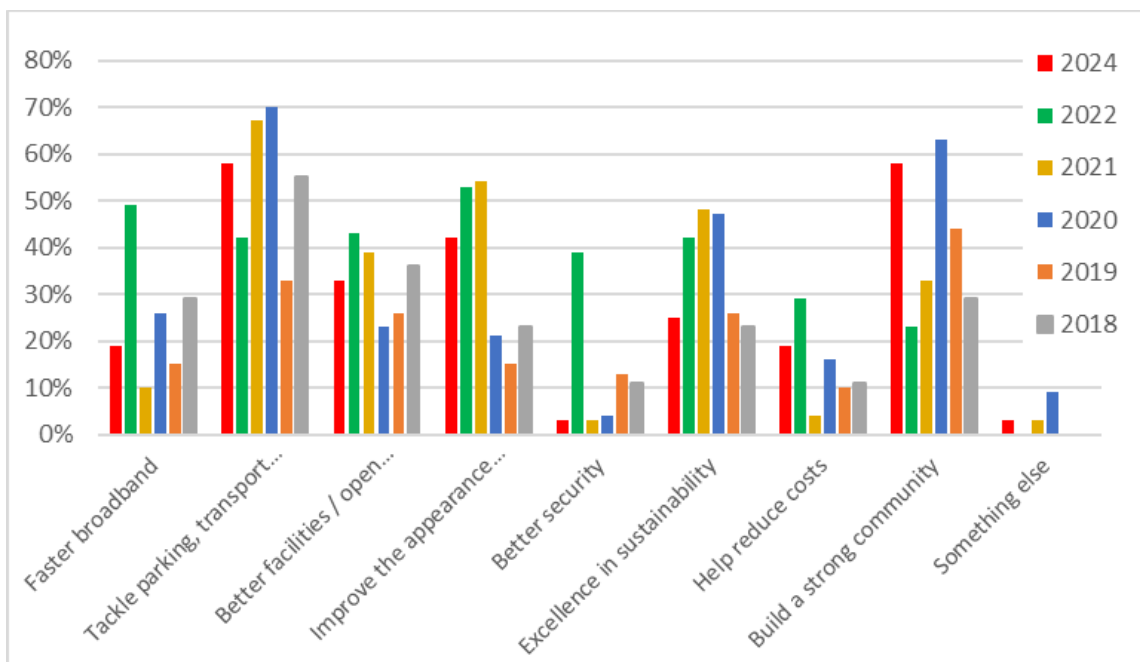
In a slight change from the BID Renewal Survey (2022), the “Appearance & Facilities” of Manor Royal was the single most highly valued BID Project (57%). 51% felt “Representing and Promoting” the area was important, which has been consistently judged as an important function of the BID for the past few years. Enhanced Maintenance (42%), Bespoke Training and the Jobs Board (38%) and Events (49%) also score highly as important services.



## ON WAYS TO IMPROVE MANOR ROYAL

This question focussed on ways delegates would like to see Manor Royal improve. The importance attached to “Building a strong community” remains high and is perhaps judged to be more important than before (58% compared 23% in 2022). An equally strong response was generated for addressing transport issues (58%), an area businesses consistently judge to be important.

Of the other areas listed, Improving the appearance and tidiness of Manor Royal (42%) and providing better facilities (33%) scored highly.



## MANOR ROYAL BID SECURITY SURVEY (January/February 2024)

The Manor Royal BID Security Survey was carried out between January and February 2024. The purpose of the survey was to understand the latest concerns of Manor Royal businesses, to gain insights into their perception of safety and their views on what else might be done to support them.

Encouragingly 90% of respondents were aware of what the Manor Royal BID does to protect the area and make it safer. 97% also felt it was important to have dedicated security services provided to the area, which only the Manor Royal BID does directly, although it is recognised that close working relationships with the police and local authorities is key.

Most (70%) felt Manor Royal was a safe place to do business, despite this 71% felt that crime and anti-social behaviour were issues for their businesses and 67% had experienced some form of crime in the past twelve months.

As deterrents, significant value was attached to the provision of CCTV (94%) and the Business Rangers (90%) and 71% had access to the DISC (Business Watch) system.

94% of respondents wanted the Manor Royal BID to continue to invest in anti-crime and security measures.

To what an extent do you agree with the following statements?	Agree	Disagree	Uncertain
Crime and anti-social behaviour are issues for my business	71%	13%	16%
Manor Royal is a safe place to do business	70%	27%	3%
My business has been a victim of crime or anti-social behaviour in the past 12m	67%	3%	30%
I have a Manor Royal Shop watch security radio	42%	10%	48%
I use the Manor Royal Shop watch security radio	35%	13%	52%
I value the service provided by the Manor Royal BID Business Rangers	90%	10%	0%
Area-wide CCTV is important for the BID to operate and maintain	94%	6%	0%
I am happy with the visibility and engagement of the Police in Manor Royal	37%	30%	33%
I have access to the Manor Royal Business Watch DISC platform	71%	10%	19%
I regularly log on and use the Manor Royal Business Watch DISC platform	39%	6%	55%
I always report crime experienced by my business via DISC	19%	42%	39%
I always report crime experienced by my business via the Police	43%	27%	30%
The Manor Royal BID should continue to invest in anti-crime and security measures	94%	6%	0%
I would be interested in attending Manor Royal Business Watch meetings	39%	45%	16%
I am aware of what the Manor Royal BID does to help protect the area & businesses	90%	10%	0%
It's important for Manor Royal to have a dedicated security service	97%	3%	0%

The top three issues impacting business, according to the security survey are:

- Theft / Shoplifting (36%)
- Anti-social behaviour (18%)
- Parking issues (13%)

Other issues include business specific issues, vandalism and road conditions around the area.

### KEEP IN TOUCH

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

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