

Manor Royal Matters 2026

Welcome



Patrick Heath-Lay, CBE

Manor Royal BID Chair



Our programme

0945 to 1030

Annual Review

Welcome

AGM

Annual Review

Coffee and Networking

1100 to 1140

Seminars

Government Matters

Energy Matters

Innovation Matters

Dash to the main room

1145 to 1230

Plenary

Fireside Chat

Awards Announcement

Lunch

Wi-Fi Code

IHG ONE REWARDS Free WI-FI

Code: GUEST

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Context – countdown to renewal



THEN
Review year

NOW
Right Now

NEXT
BID4
Vote Oct 2027

1 2 3 4 5

2023-24 2024-25 2025-26 2026-27 2027-28

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

The Business Plan (2023-28)



Voted for by 88% of voting levy payers

We have until 31 March 2028 to deliver it

We exist to improve Manor Royal

" For Manor Royal to be widely regarded as the place where companies and people choose to be for the strength of its *community* and the quality of its trading and working environment."

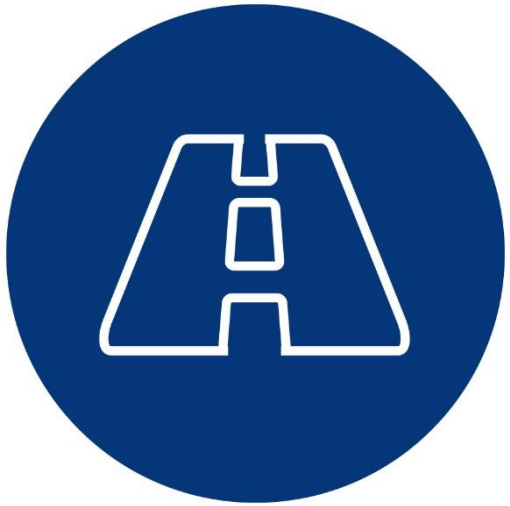
5 Years. 5 Objectives. 1 Manor Royal.

- Promote and influence
- Trade and save
- Infrastructure and facilities
- Sustain and renew
- Manage and maintain



A better Manor Royal

Improved



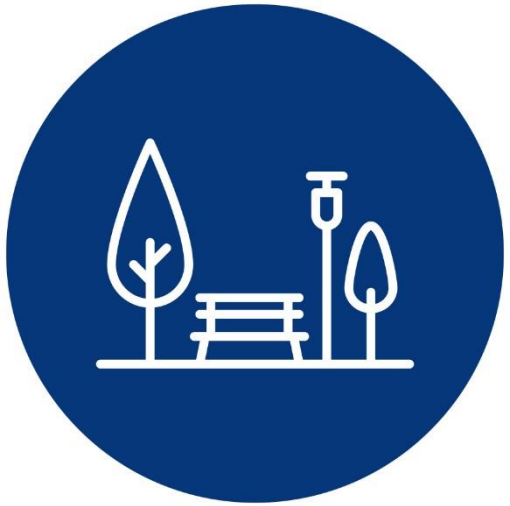
Infrastructure

More



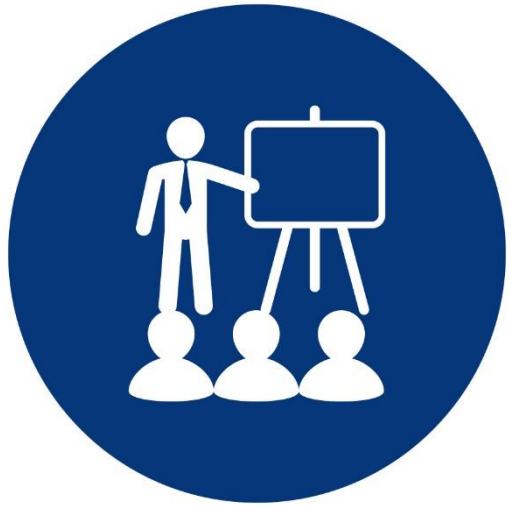
Investment

Better



Facilities

Stronger



Community

A place where companies & people choose to be

www.manorroyal.org

Projects we deliver

www.manorroyal.org/projects

Services we provide

www.manorroyal.org/benefits

Events we organise

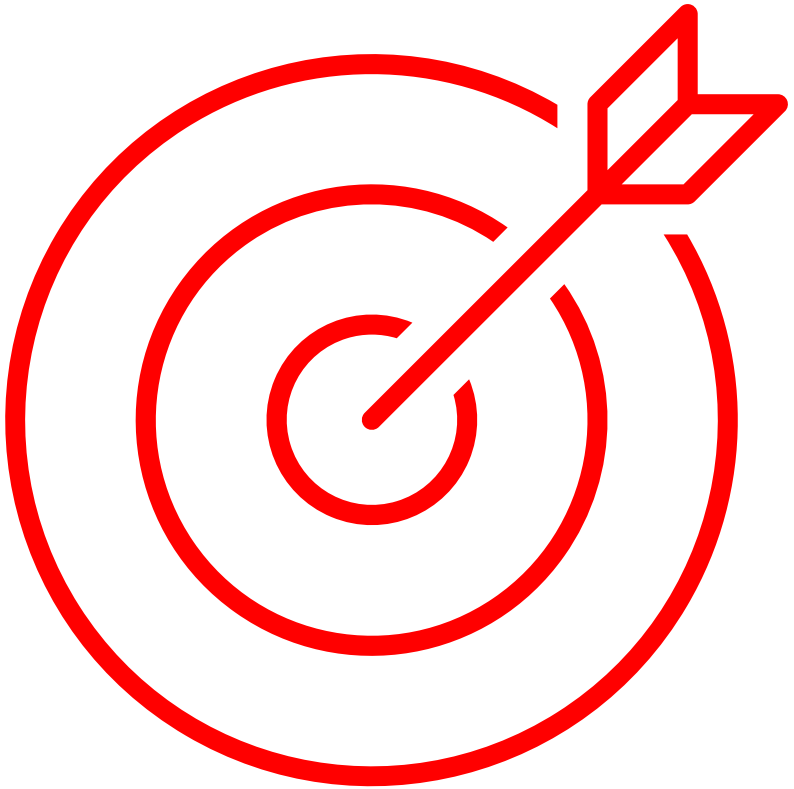
www.manorroyal.org/events

We welcome your involvement

- The BID is run by Manor Royal businesses
- The BID works for the benefit of all in the BID area
- Any levy payer can become a member of the company – it's free!
- Only members can vote and become a Director

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

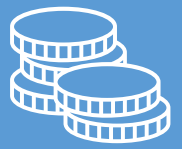
Measuring Impact



www.manorroyal.org/impact

Action and impact

Investment



Over £671k
Additional funding

Recognition



Inaugural
Recognition Awards

Facilities



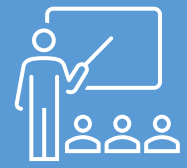
Superhub delivered,
Crawter's Phase 2 begins

Security



2.8m patrol steps,
180 incidents attended

Training



Saving over £42k
255 people trained

Maintenance



5,790 additional
hours provided

Recruitment



18,000 job views,
Saved £280k plus

News & Comms



MR News (4),
eBulletin (12) etc

Travel



£224k+ fees saved,
11 Move IT roadshows

Volunteering



274.5 volunteer
hours facilitated

Events



8 events, attended by
1,300 people

Social Value



Over £213k
generated in
social value via CAN

See pages 8 & 9 for details of Our Performance
See page 11 for details of Our Influence

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

UK’s first Superhub bus shelter



Manor Royal Central

Launch of the first ever Superhub bus stop and park area at Manor Royal Central, including Rediffusion inspired sculpture, Keki’s Fusion, by local artist Karl Singporewala

Also recently completed

Crawter’s Brook “Lost Woodland Gallery”
Woolborough Lane Linear park

www.manorroyal.org/projects

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Did you know that Manor Royal BID...



Has one of the lowest levy rates in the UK.



Is among the best for attracting additional investment for the area.



Has low spend on central costs to maximise investment in projects.

Source: British BIDs National Survey

British BIDs™
Leading the BID industry

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Doing the right thing, what works, the right way

Industry Good Practice

British BIDs™
Leading the BID industry
ACCREDITATION

Business Good Practice

GBC
Good Business Charter
Accredited

Quality of delivery



Awards & Recognition

Good value

MEASURE		
Lowest		0.009
Lower Quartile	MRBD = 1.1%	1.3
Median		1.5
Upper Quartile		1.8
Highest		6.0

Nationally low levy rate,
Low central costs

See Our Influence & **Our place in the industry** (page 11)

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

South & South East in Bloom Award Winners 2026



Business Improvement District
Category winners

www.manorroyal.org/projects

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Crawter's Brook: Green Flag Status Retained



Crawter's Brook People's Park

A previously neglected space reclaimed by the Manor Royal BID in 2014, now recognised as a well managed park and green space as part of this prestigious national scheme.

Designed by

ALLEN SCOTT LANDSCAPE ARCHITECTURE

Maintained by

Crawley Borough Council

Providers of the Maintenance Team

www.manorroyal.org/projects

MANOR ROYAL BUSINESS DISTRICT
CRAWLEY & GATWICK

MANOR ROYAL LINKS

www.manorroyal-links.org

MANOR ROYAL LINKS

Network Map



www.manorroyal-links.org

NEXT: County Oak Corner





Heritage pixels: a place built by many hands

Thank you


Crawley
Growth Programme
Unlocking homes and jobs


Crawley
Borough Council


west
sussex
county
council


HM Government



ALLEN SCOTT
LANDSCAPE
ARCHITECTURE


LoveLocal
Jobs.com


travel green
east
CRAWLEY


SUSSEX
WILDLIFE
TRUST
the wildlife
TRUSTS


Gatwick Greenspace
Partnership


Crawley
College


BHESCo
A Community Energy
Services Co-operative


SUSSEX
POLICE


BLUE LIGHT
SECURITY


RPD
FOUNDATION


Waterman


CRAWLEY & GATWICK
BUSINESS WATCH


EDBURTON


edenutilities


Biffa
EFP
GRITTING


METROBUS


CRAWLEY TOWN FC
NOLLI CEDERE
18
96
RED DEVILS

The Board



Patrick Heath-Lay
People's Partnership



Tim Rose
Elekta



Cllr Atif Nawaz
Crawley Borough Council



Hannah Wilson
Virgin Atlantic



Melanie Martinez
Fastsigns



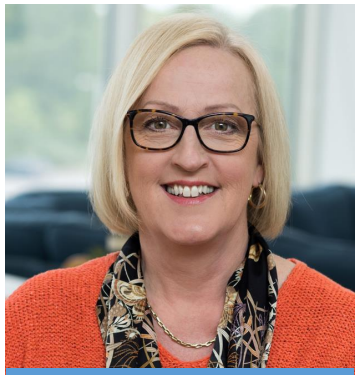
Will Lovegrove
Treetop Design & Print



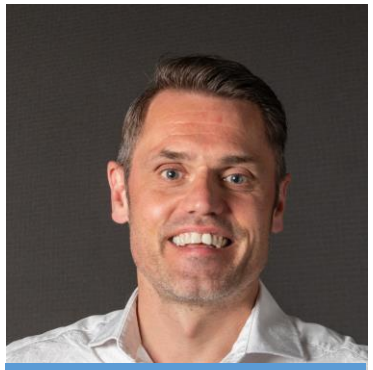
Markus Wood
Avensys



Jon Trigg
Freedom Works



Sally Brown
Gatwick Diamond Business



Marc Butterworth
Creative Technology



Gary Tomlinson
SOS Systems Ltd

Annual General Meeting & Annual Review

AGENDA

1. Chairman's welcome ✓
2. **Approve minutes**
3. Approve accounts
4. Authorise the Board to appoint auditors & agree remuneration
5. Election and re-election of Directors of the Board
6. Presentation of Annual Report ✓
7. Questions & AOB

Manor Royal Matters 2026

2. PROPOSAL: TO APPROVE MINUTES

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Manor Royal Matters 2026

3. Our accounts

The money and how we’re spending it

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Value

- 536 Levy Bills issued annually
- 47% pay less than £500 p.a.
- 65% pay less than £1,000 p.a.
- Only 39 pay the maximum levy capped at £4,000 p.a.

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Did you know…

- The Levy Rate (1.1%) is in the bottom quartile nationally
- At £4,000, the Cap (maximum levy bill for any property) is in the bottom quartile nationally
- The point at which companies pay the BID levy (the threshold) is higher in Manor Royal

Source: British BIDs National Survey

British BIDs™
Leading the BID industry

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

3. Approval of accounts – spend in the year

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	566,000	35%	542,244	45%
Other income	470,710	45%	671,800	55%
Total Income	**1,036,710**		**1,214,044**	
Central costs	68,300	7%	92,245	8%
Levy Collection	16,500	2%	17,167	1%
Accrual	5,000	0%	-	0%
Obj1: Promote & Influence	40,960	4%	34,861	3%
Obj2: Trade & Save	106,960	10%	85,961	7%
Obj3: Infrastructure & Facilities	212,960	21%	490,906	40%
Obj4: Sustain & Renew	355,960	34%	204,732	17%
Obj5: Manage & Maintain	223,960	22%	248,403	20%
Total	**1,030,600**	**99%**	**1,174,275**	**97%**
Surplus (Deficit)	6,110		39,769	
Balance at the start of the year	37,220		25,832	
Reserves	**43,330**		**65,601**	

Cash at bank at year end was **£225,031**

3. Approval of accounts – spend to date

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	1,698,000	41%	1,640,020	61%
Other income	2,412,130	59%	1,054,793	39%
Total Income	**4,110,130**		**2,694,813**	
Central costs	204,900	5%	250,184	9%
Levy Collection	49,500	1%	50,497	2%
Accrual	15,000	0%	2,202	0%
Obj1: Promote & Influence	122,880	3%	123,954	3%
Obj2: Trade & Save	320,880	8%	258,613	10%
Obj3: Infrastructure & Facilities	1,488,880	36%	891,034	33%
Obj4: Sustain & Renew	1,217,880	30%	709,262	26%
Obj5: Manage & Maintain	671,880			
Total	**4,091,800**	**100%**	**2,754,550**	**102%**
Surplus (Deficit)	18,330		-(59,737)	
Balance at the start of the year	25,000		125,338	
Reserves	**43,330**		**65,601**	

Cash at bank at year end was **£225,031**

3. Approval of accounts – key points

- Clean set of accounts & BID remains a going concern
- Central costs remain low, and below industry good practice level

3. PROPOSAL: TO APPROVE ACCOUNTS

4. Proposal: To authorise Board to appoint auditors

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Manor Royal Matters 2026

5. Elections, re-elections and retirements

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

The Board



Trevor Williams
Thales UK



Patrick Heath-Lay
People's Partnership



Tim Rose
Elekta



Cllr Atif Nawaz
Crawley Borough Council



Hannah Wilson
Virgin Atlantic



Melanie Martinez
Fastsigns



Nick Jackets
Transvalair



Will Lovegrove
Treetop Design & Print



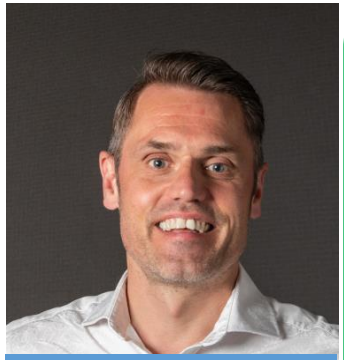
Markus Wood
Avensys



Jon Trigg
Freedom Works



Sally Brown
Gatwick Diamond



Marc Butterworth
Creative Technology



Gary Tomlinson
SOS Systems Ltd

5. Elections, re-elections and retirements

a. Retirements (without re-election)

1. Trevor Williams, Thales & Nick Jackets, Transvalair

b. Directors seeking re-election

1. Sally Brown, Gatwick Diamond Business
2. Gary Tomlinson, SOS Systems

c. Members seeking election for the first time *(new directors x 2)*

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

b. Directors seeking re-election



1. Gary Tomlinson, SOS Systems

Gary is the Solutions Director at SOS Systems Ltd based in County Oak, where he has been for over 10 years. He was first elected to the Board in 2023 and is interested in using his technology and digital transformation expertise to help propel Manor Royal into a digitally-enabled, thriving business community. In 2026 he received Businessperson of the Year at the Gatwick Diamond Business Awards.

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

b. Directors seeking re-election



2. Sally Brown, Gatwick Diamond Business

Sally is General Manager of Gatwick Diamond Business, where she has been for 15 years. Sally has extensive experience of collaborating and working closely with partner organisations and key stakeholders to build community. She has been instrumental to the merger with the Gatwick Diamond Initiative and the establishment of the All Party Parliamentary Group (APPG) for the Southeast and Gatwick Diamond Growth Gateway. Sally remains a huge advocate of the transformational improvements completed so far by the BID Team.

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

c. Members seeking election (new directors)



1. Franklin Martins, IBIS Styles Hotel

Franklin is the General Manager at the IBIS Styles Hotel and has previously served on the Boards of both Aberdeen BID and Belfast BID, Franklin brings practical experience of good practice in BID Governance and delivery from elsewhere useful to the running and operation of the Manor Royal BID. He also brings strong commercial insight and a commitment to supporting local businesses.

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

c. Members seeking election (new directors)



2. Ben Garcia, Metrobus

As Business Development Manager at Metrobus, much of Ben's role is focused on commercial growth, partnerships and stakeholder engagement across the public and private sectors. He is also a Director of Eastbourne Chamber of Commerce and a Trustee of Possability People, and was previously named in CILT's UK 35 Under 35, recognising future leaders in the industry. Ben brings a unique insight and skillset to the Manor Royal BID, particularly around transport, accessibility, partnerships and engagement.

MANOR ROYAL
BUSINESS DISTRICT
CRAWLEY & GATWICK

Annual General Meeting & Annual Review

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7. **Questions & AOB**

Manor Royal Masterplan (2010)

A Plan for Progress








MANOR ROYAL CRAWLEY GATWICK
BUSINESS DISTRICT

Manor Royal:

Was a place in trouble.











Outdated
No pride
Lacking competitive advantage
Weak infrastructure & public realm
40% empty
Low levels of satisfaction. One-third of companies dissatisfied.
97% wanted action.

Manor Royal Business District – a place with vision

"By 2026 Manor Royal will evolve into the south east's leading mixed-activity employment hub, providing modern business accommodation, a range of supporting amenities and achieving environmental excellence to drive the growth of Crawley and the Gatwick Diamond economy."

A Plan for Progress provides a summary of the core Manor Royal Business District masterplan. It captures the central messages of the masterplan and celebrates the area's existing strengths upon which this modern vision and masterplan have been developed.

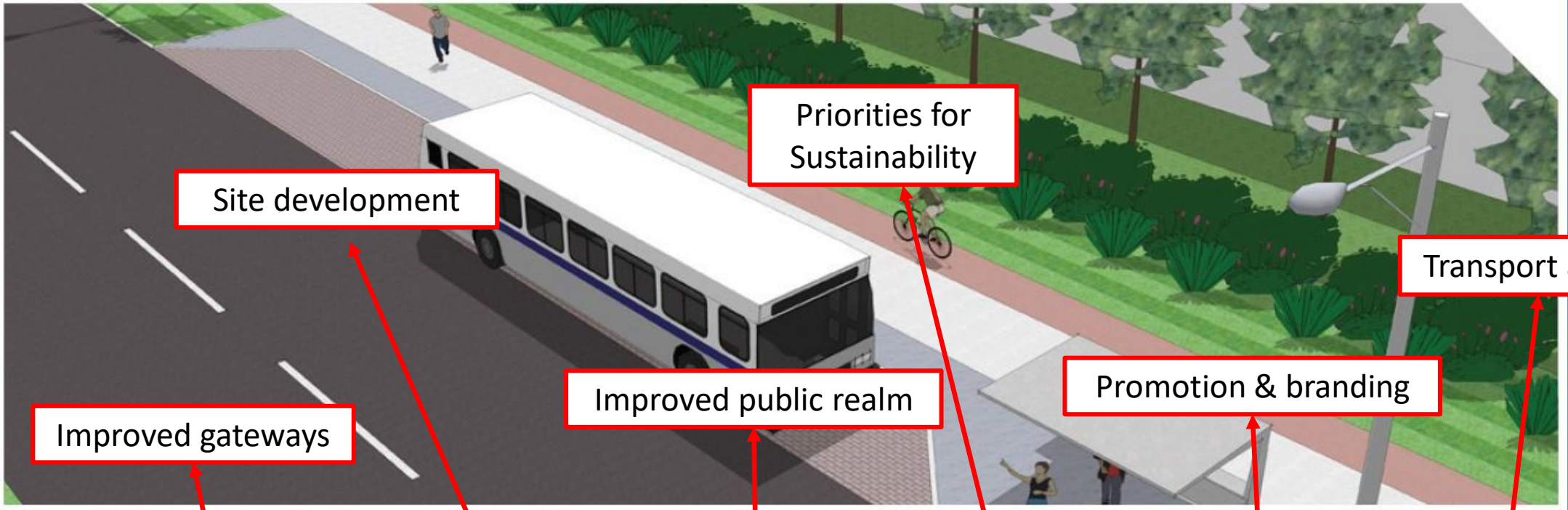
The full suite of masterplan documents, including this summary, the Manor Royal masterplan itself, the Greening Manor Royal report, the Manor Royal Supplementary Planning Document and the supporting evidence base and technical appendices will be available on the Manor Royal website.

Visit www.manorroyal.org
or call 01293 438704 for more information.

Predictions for 2026







Priorities for Sustainability

Site development

Transport action

Improved public realm

Promotion & branding

Improved gateways

The key elements to take forward through the masterplan are:

- **Creation of key character zones** to, over time, encourage predominant business activities to emerge in key areas and allow better separation and relationship between these different uses
- **Establishment of design and development principles** for gateway areas and sites as they come forward which are consistent with the masterplan principle and development of the character zones

- **Improving public realm and open space** to supplement improvements at a site specific level
- **Identification of key opportunity sites** in the short to medium term and work with owners to develop a proposal which benefits the whole of Manor Royal
- **Delivery of better facilities and services,** including amenity uses, smaller business units and other non-commercial requirements like a crèche, meeting rooms, cafe and other small scale retail provision in a business hub

- **Enhancement of promotion and branding initiatives,** through the combined efforts of the businesses, council and property agents
- **Development of a Manor Royal-wide transport strategy** in partnership with businesses and site owners based on future strategic direction
- **Establishing priorities for improving sustainability** which work at an individual property/business level and estate-wide
- **Formation of a more coherent basis for the private and public sector to work together** and for the private sector to feel able to take ownership of and influence the ongoing management and improvement of Manor Royal

Better facilities

Creation of the BID


THANK YOU
TREVOR WILLIAMS