Manor Royal BID

Annual Report 2025/26



Our year in review

MANOR ROYAL
BUSINESS DISTRICT
Be part of it!

Manor Royal Matters 2026

including our Annual General Meeting

Bringing together Manor Royal businesses, stakeholders and supporters to review the progress made by the BID in the past year and assess how the area is changing.

OUR PROGRAMME

09:15 **Registration and refreshments**

09:45 **Welcome address & Annual Review**
How the BID Levy and other funds have been invested. What has been delivered and what has changed. Includes election of BID Directors.

10:30 **Tea, Coffee and networking**
Meet fellow Manor Royal companies, and talk to partners delivering services to the area.

What matters break-out sessions (delegates choose from one of three seminars)

11:00 **Seminar 1: Energy Matters,** hosted by Tim Rose (General Manager at Elekta) the discussion will focus on market insights into energy supply and how local initiatives are helping to reduce cost, improve energy security and achieve sustainability targets. Session includes contributions from Richard Dow (BHESCo and ReEnergise Manor Royal) and Mark Chipol (Eden Utilities)

Seminar 2: Government Matters, Mark Rogers and Steve Skelton (CEO and Strategic Lead for Strategy and Policy of Sussex & Brighton Strategic Authority) discuss what devolution from Westminster means for us, what a Mayor of Sussex & Brighton will do and how Manor Royal might benefit, influence and be involved

Seminar 3: Innovation Matters, Gary Tomlinson (Solutions Director at SOS Systems and Manor Royal BID Board Director) discusses how technology is driving innovation, why a Manor Royal technology community is worth building, the potential to create a shared ecosystem of learning and what we need to do to make it happen.

11:45 **Plenary session: Manor Royal Fireside Chat** Steve Sawyer (Executive Director) will be joined by members of the local business community and BID Board to discuss the findings from the recent BID Survey and what it means for Manor Royal and the future of the BID.

Announcement about the Manor Royal Recognition Awards 2027.

12:30 **Networking lunch and exhibition**

Our Chairman

A welcome message from our Chairman, Patrick Heath-Lay (People's Partnership)



It is my pleasure to introduce this Annual Report and to take up the role as Chair of the Manor Royal BID following Trevor Williams's retirement earlier in the year.

Trevor's commitment has been significant over many years. While he was Chair not only was the BID established through the first ballot (vote by businesses) but it went through two further ballots to keep it going for two subsequent terms, both with increased mandates, and attracted millions of pounds of additional investment.

His are big shoes to fill but the BID is in a good place to move forward, as you will read in this report. On behalf of the Board of Directors, and fellow BID members, I wish Trevor every success and look forward to his continued support in other ways.

Having first been elected to the Board in 2021, I am no stranger to the BID. Nor am I a stranger to Manor Royal where my company has been for over 60 years employing around 1,200 people and where I have worked since 1985, the last 14 years as CEO.

Over the years, I have seen how much Manor Royal has changed and I have witnessed how the BID has accelerated that change and brought about so many positive and notable improvements. Increasingly, the BID is relied upon not just to design and deliver these improvements but for their upkeep too, as well the upkeep of the area generally.

I look forward to meeting that growing challenge at this crucial time when we start to contemplate our future priorities.

Patrick Heath-Lay,
Chair, MRBD Limited

Our plan, Our commitment

The objectives of the Manor Royal BID as detailed in its Business Plan (2023-2028)

Who we are

Manor Royal BID is a not-for-profit company whose purpose is to represent and improve Manor Royal by delivering the Business Plan that businesses voted for. It is overseen by a Board drawn from Manor Royal companies who give their time voluntarily.

Five objectives

Our vision is "to improve the trading and working environment of Manor Royal" by delivering these five objectives over a period of five years between 2023 and 2028.

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

One Manor Royal

Our Business Plan is our commitment to improve Manor Royal and to work together to achieve our vision. The Manor Royal BID acts in the best interests of Manor Royal and is committed to providing a representative voice for the area to make sure Manor Royal is recognised as a priority for investment and support and to remain responsive to the needs of Manor Royal businesses.

Our Annual General Meeting

including our election of Directors, presentation of accounts and Annual Review

OUR AGENDA

1. **Chairman's welcome**
2. **Approval of minutes of last AGM**
3. **Approval of accounts 2025-2026**
4. **Authorisation for the Board to appoint auditors**
5. **Election, re-election and retirements of Directors**

    a. Announcement of those Board Members who have retired
    Trevor Williams, Thales UK
    Nick Jackets, Transvalair

    b. Announcement of those Board Members seeking re-election
    Gary Tomlinson, SOS Systems
    Sally Brown, Gatwick Diamond Business

    c. Announcement of those seeking election for the first time
    Franklin Martins, IBIS Styles Hotel
    Ben Garcia, Metrobus

6. **Presentation of Annual Report**
7. **Questions and Any Other Business**

Who can vote?
Only registered members can vote at a BID AGM or become a director of the BID.

Who can become a member of the Manor Royal BID?
Any business that pays the BID levy. One member per company. Contact a member of the BID Team to find out how to register.

Where to find full audited accounts, papers and previous annual reports?
Everything is published online in the Resources section of the BID website.

www.manorroyal.org/manor-royal-bid-agm-and-accounts/

Our Elections

Details of directors seeking election, new and returning

Those retiring and seeking re-election

Gary Tomlinson, SOS Systems, Solutions Director



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.

Sally Brown, Gatwick Diamond Business, Managing Director



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.

Those seeking election for the first time

Franklin Martins, IBIS Styes Hotel, General Manager



Having 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.

Ben Garcia, Metrobus, Business Development Manager



As Business Development Manager at Brighton & Hove Buses and Metrobus, much of Ben's role is focused on commercial growth, partnerships, stakeholder engagement and working with businesses, BIDs and local authorities across the bus company's operating areas. Alongside his day job, he is 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.

Did you know that the 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.

*According to the British BIDs "National BIDs Survey" of all BIDs operating in the UK, of which there are over 340.

Our Numbers

Details of our financial performance. Full audited accounts are available online.

Our financial performance for the year ended 31 March 2026

	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**	

Our financial performance to date

This table shows how the Manor Royal BID has performed to date, from April 2023 to 31 March 2026.

	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**	

Our balance sheet at year end shows

Current assets: Debtors	£78,814
Current assets: Cash at bank	£225,031
Creditors: Amounts falling due	(£238,244)
Net assets	**£65,601**

Our independently audited accounts can be found at www.manorroyal.org/manor-royal-bid-agm-and-accounts/

Our financial commentary

A clean set of accounts

Having conducted their audit in accordance with international standards and applicable law, the Auditors have determined that Manor Royal BID remains a going concern and has issued a "clean set" of accounts that provide a true and fair view of the company's affairs.

Our income

The percentage of BID levy collected was 97.58%, a collection rate that is in the Upper Quartile nationally. Recovery action is being taken to collect the remainder. 55% of all income was contributed from third parties, namely from the Crawley Growth Programme and Crawley Town Deal. Every £1 of BID Levy was matched by another £1.24 from elsewhere.

Central costs remain low

The cost of running the BID (e.g. office and central staff costs) remains low at 8% of all income, below the recommended best practice level of 20%.

Explaining the surplus

The BID achieved a small in-year surplus. Once an allowance has been made in line with its reserve policy, any remaining funds will be allocated to support the delivery of future projects matched with grant funding yet to be drawn down in support of its capital programme.

Our spend on projects

The Manor Royal BID exists to deliver additional and improved services, projects and initiatives that collectively contribute to a better trading and working environment. Here's how.

Objective 1 Promote and Influence (In year spend £34,861 (3%) against a budget estimate of £40,960 (4%)

This is about promoting the area, promoting local companies and representing the interests of the Business District to public partners and others. Most of our spend in this area is on producing and distributing Manor Royal News and eBulletins, managing the website, PR and Comms. Spend was below budget in this area.

Objective 2 Trade & Save (In year spend £85,961 (7%) against a budget estimate of £106,960 (10%)

This is about how we bring companies together and look at different ways to help them save money. Our key spend areas are on events, providing the bespoke training programme (with Crawley College), the free and unlimited use of the Manor Royal jobs board (with LoveLocalJobs.com). Spend was below budget largely due to more economical delivery of our events.

Objective 3 Infrastructure & Facilities (In year spend £490,906 (40%) against a budget estimate of £212,960 (21%)

This is about investing in the physical environment and infrastructure so that Manor Royal looks better and works better. These improvements are linked to how satisfied and impressed people are with Manor Royal. Spend in this area is significantly above budget due to the slow running of capital projects from previous years that are partly funded by the Crawley Town Deal Grant. It is anticipated that this higher level of spend will persist into 2026-27 as the BID effectively plays catch up.

Objective 4 Sustain & Renew (In year spend £204,732 (17%) against a budget estimate of £355,960 (34%)

This is about our commitment to making Manor Royal more sustainable, environmentally friendly and biodiverse - a new objective for 2023-28. The lower than anticipated spend is solely due to delays related to the solar energy project (ReEnergise Manor Royal), which is also supported by a Crawley Town Deal Grant, as is our capital programme. The project ReEnergise Manor Royal is now moving forward and the first free solar installations are anticipated in 2026-27.

Objective 5 Manage & Maintain (In year spend £248,403 (20%) against a budget estimate of £223,960 (22%)

This is about how we look after Manor Royal. Main spend areas are in providing the dedicated Maintenance Team and the Business Ranger (security) service. The pressure created by inflation in providing these services accounts for most of the overspend compared to budget and will be a factor in future years.

Our Thanks - We are grateful for the continued support of both Crawley Borough Council and West Sussex County Council with whom we work closely for the benefit of the Business District.

Our performance

Highlights from projects and services delivered in the past year

The Manor Royal BID delivers place-specific improvements in line with our Business Plan to make the Business District a better place to work and to run a business. These pages summarise the impact the Manor Royal BID has had in the last year. Without the Manor Royal BID these things would not have happened

Much of this information has been drawn from the **Manor Royal BID Performance & Impact Report** that provides performance data, where it is available, across all BID services and projects. It can be viewed at **www.manorroyal.org/impact**

Value Only 8% of income spent on central costs. Well below industry standards of not more that 20%

More funds Over £1m of additional funds attracted – for every £1 of BID Levy another £1.24 was attracted from somewhere else.

Recognition Awards

Inaugural Recognition Awards to celebrate 75 years of Manor Royal and the contributions of Manor Royal people and companies



ReEnergise Manor Royal

Contract signed in June to secure £1m to kick start ReEnergise Manor Royal and provide free solar panels to companies



"It was a great success for us and we have had several applications for our Welcome Team and our communications roles so we are really pleased that we attended. A great way to meet new people."

Jobs Fair Exhibitor

Business Rangers
Clocked up 2.8m patrol steps and attended 180 incidents

Free easit membership
saved companies £224,235 providing discounted travel to staff

Maintenance
Provided 5,790 additional hours, including emptying 33 bins each week (pre-BID there were only 6 bins)

"Thank you for all your efforts while we were there, the work you guys do has been appreciated and none of our other premises offer any of the support to local businesses at all."

From a company moving out

Free Job board
Saved £280,083 and generated 18,000 views

Training
£42,515 saved in course fees training 255 people

Events
The BID organised 8 events attended by 1,303people

Super hub

Launch of the first ever Superhub bus stop and park area opens at Manor Royal Central



Lost Woodland Gallery

Work begins on site in October on the next phase of improvements at Crawter's Brook



> *I pass the mural at least three times a week. When it started, I thought What on EARTH !!! Now it's finished WOW amazing I love it.*

About the Flyover Mural

CSR Brokerage
29 companies engaged in foundation year generating £213,372 in social value support to the community

Charity Treasure Hunt

The first Manor Royal Charity Treasure Hunt to raise funds for Crawley Open House



> *What struck me most was the genuine warmth in the room - not something you always get at awards events. It felt natural, relaxed and thoroughly enjoyable because of that.*

Recognition Awards Attendee

Green Flag Award
Crawter's Brook achieves international standards for quality open space

Move It
Delivers 11 company roadshows to promote active travel to staff

Gigabit Broadband

ITS deliver Gigabit broadband infrastructure to Manor Royal funded by the Crawley Town Deal Board



> *My other half has been working in Manor Royal for Toyota and told me that he'd found a little piece of paradise, where he likes to go for walks every day to decompress, and that it's amazing that it's in the middle of a busy industrial area.*

Crawter's Brook Feedback

> *I just wanted to send you an email to say how fab and professional the Business Rangers were when I got locked out of my car with my daughter last week. They helped by calling Mercedez, letting me use their phone to get help and went as far as to buy my daughter some water and snacks.*

About the Business Rangers

PR & Comms
Manor Royal News magazine printed & posted each quarter plus monthly Enews.

Conservation Volunteering
6 sessions delivered with SWT at Crawter's Brook providing 274.5 volunteer hours

Business Watch
£20,000 in saved membership fees

10 Years of partnership

Partnership with Sussex Wildlife Trust marks 10 years providing free conservation based volunteering for 537 people generating 2,622 volunteer hours



Find out more about Manor Royal BID projects at www.manorroyal.org/projects
Find out more about Manor Royal BID services at www.manorroyal.org/benefits

Our Board

Providing governance and oversight

Drawn from Manor Royal businesses, the Board give their time voluntarily. The Board provides strategic oversight to make sure the BID keeps to plan and is properly managed.



Patrick Heath-Lay, People's Partnership (BID Chair)
First elected 2021 / last elected 2024



Tim Rose, Elekta (BID Vice-Chair)
First elected 2020 / last elected 2025



Cllr Atif Nawaz, Crawley Borough Council
First/Last nominated 2022



Markus Wood, Avensys
First elected 2014 / last elected 2025



Gary Tomlinson, SOS Systems
First/Last elected 2023



Sally Brown, Gatwick Diamond Business
First/Last elected 2024



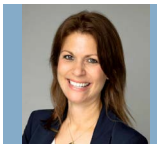
Will Lovegrove, Treetop Design & Print
First/Last elected 2024



Melanie Martinez, Fastsigns
First/Last elected 2024



Jon Trigg, Freedom Works
First/Last elected 2024



Hannah Wilson, Virgin Atlantic
First/Last elected 2025



Marc Butterworth, Creative Technology
First/Last elected 2025

Our Standards

Setting high standards of operation

The Manor Royal BID Company is operated in an open and transparent way to comply with the Regulations that govern BIDs and to satisfy standards of good practice. It is important that the businesses and staff of Manor Royal know what the BID is doing and know that things are being done the right way.

Doing things right means:

1. MRBD Limited is set up as a Not for Profit company limited by guarantee and registered with Companies House with a set of Memorandum and Articles appropriate for a BID.
2. There is an appropriate governance structure in place with elected directors drawn from and voted by fellow Manor Royal companies at an annual AGM.
3. An annual BID Levy leaflet is produced and distributed with the BID Levy Bill to inform BID Levy Payers how the money was spent last year and how it will be spent next year.
4. Annual accounts and an annual report are published and made available at the AGM and subsequently on the website. Copies are sent on request to those that want them.
5. Every effort is made to contact and invite all BID Levy paying businesses to become members of the BID Company (at no charge) and to attend AGMs.
6. The Manor Royal BID operates an "open door" policy and actively invites people to become involved in the work of the BID.
7. Board meetings are minuted and published online.
8. Operating and Baseline Agreements have been set up with the public service providers so we know what we should be getting and do not inadvertently undertake or pay for jobs or tasks the local authorities ought to doing.
9. Progress against a published and publicly available business plan is monitored and reported on.
10. BID accounts are fully audited by an independent accountancy firm and good practice principles are applied to procuring services on behalf of Manor Royal companies.
11. The Manor Royal BID strives to achieve the best value for BID Levy payers by using the BID levy to attract matched funding from other partners.
12. MRBD Limited adheres to the best practice guidance produced by British BIDs, the British Retail Consortium (BRC), the Inter Bank Rating Forum (IBRF) and the Federation of Small Businesses (FSB) to limit the central administration costs to not more than 20% of the BID Levy collected.

Manor Royal BID has achieved the British BIDs accreditation for good practice and governance.

Each year a third of the Board is required to stand-down but can stand for re-election. Various other businesses are represented on one of the two Sub-Committees and Working Groups. The Board actively encourages the involvement of BID levy paying businesses.

Our Influence

How the BID has influenced change and attracted investment

The ambition of the BID to improve Manor Royal exceeds that which can be met by the annual BID Levy contributed by businesses. This requires for the BID to attract additional funding from other sources. However, it is not just about money. The Manor Royal BID works closely with other organisations, in particular Crawley Borough Council and West Sussex County Council, to ensure the needs and priorities of Manor Royal are understood and, wherever possible, acted on. In this way, the value of the BID Levy is maximised and the vision realised.

THIRD PARTY FUNDING (received)	VALUE	TERM CUMULATIVE	TOTAL CUMULATIVE
Term 1. Year 1. 2013-14.	34,615	34,615	34,615
Term 1. Year 2. 2014-15.	565,386	600,001	600,001
Term 1. Year 3. 2015-16.	244,543	844,544	844,544
Term 1. Year 4. 2016-17.	173,351	1,017,895	1,017,895
Term 1. Year 5. 2017-18.	**25,576**	**1,043,471**	**1,043,471**
Term 1. Year 5. 2017-18.	222,360	222,360	1,265,831
Term 2. Year 2. 2019-20.	119,753	342,113	1,385,584
Term 2. Year 3. 2020-21.	234,704	576,817	1,620,288
Term 2. Year 4. 2021-22.	419,270	996,087	2,039,558
Term 2. Year 5. 2022-23.	**205,831**	**1,201,918**	**2,245,389**
Term 3. Year 1. 2023-24.	54,574	54,574	2,299,936
Term 3. Year 2. 2024-25.	328,419	382,993	2,628,956
Term 3. Year 2. 2025-26.	671,800	1,055,367	3,300,756

Note: As per audited accounts.

Our place in the industry

How the BID compares to other UK BIDs

Based on the National BID Survey carried out by British BIDs (2026), the Manor Royal BID compares favourably to the other 352 BIDs of the British Isles.

Levy rates

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

Caps

MEASURE		£
Lower Quartile	MRBD = £4,000	£4,438 ←
Median		£15,000
Upper Quartile		£23,000
Highest		£100,000

At 1.1% of the rateable value, the basis for calculating the annual BID levy, the Manor Royal BID levy rate is amongst the lowest nationally. Combined with a Cap (the maximum amount any property pays per annum) that is also amongst the lowest in the country means businesses contribute less towards the Manor Royal BID than to BIDs in other areas.

Hereditaments

MEASURE		NO. OF HEREDITAMENTS
Lowest		40
Lower Quartile		250
Median		369
Upper Quartile	MRBD = 536	500 ←
Highest		2,500

Annual Additional Income

ADDITIONAL INCOME		£
Lower Quartile		£20,000
Median		£58,000
Upper Quartile	MRBD = £671,800	£100,000 ←
Estimated Total		£22,597,080

Based on the number of Hereditaments (rateable property units) that attract a BID Levy, Manor Royal is one of the biggest in the UK and remains the single biggest "industrial" (Business Park) BID. Despite the low levy rate, the large number of businesses means the annual income from BID levy is in the upper quartile nationally.

Nationally, the average income per hereditament is £1,227. In Manor Royal, it is £1,057. 47% pay less than £500 per annum. 65% pay less than £1,000 per annum. 78% pay less than £2,000 per annum. 39 pay the maximum of £4,000 per annum.

The Manor Royal BID is in the Upper Quartile nationally for attracting additional funds from other sources to improve the area.

Our Services

The additional services the BID provides

The Manor Royal BID provides these services in support of the businesses and employees of Manor Royal. These are provided in addition to those services provided by other organisations (e.g. the police or the Council) and they are provided exclusively to Manor Royal. **www.manorroyal.org/benefits**

SERVICE	OBJECTIVE
Enhanced maintenance *(www.manorroyal.org/maintenance)* Keeping the place clean & tidy, and looking after what we've got	4
Dedicated security *(www.manorroyal.org/rangers)* Keeping the place safe via dedicated security team	4
Bespoke & discounted training *(www.manorroyal.org/training)* Providing tailored training, delivered locally and preferential rates	2
Free jobs board *(www.manorroyal.org/jobs)* Free, unlimited and dedicated Jobs Board to help with recruitment	2
Public transport discounts and incentives *(www.manorroyal.org/easit)* Making the cost of public transport cheaper to staff	3
Winter Gritting Gritting the roads no one else does	4
Shopwatch Radios *(www.manorroyal.org/security)* Free security radios for vulnerable retailers	4
Manor Royal Business Watch *(www.manorroyal.org/security)* Accredited, password protected Manor Royal-specific Business Watch system	4
Area-wide CCTV and ANPR security camera network *(www.manorroyal.org/security)* Installed, operated and maintained by Manor Royal BID	4
Conservation-based team building and volunteering *(www.manorroyal.org/volunteering)* Free to access via the BID's partnership with Sussex Wildlife Trust	3
Digital advertising screens *(www.manorroyal.org/advertising)* Four double-sided digital information screens at reduced rates	2
Trade waste partnership *(www.manorroyal.org/waste)* In partnership with Biffa providing preferential rates for Manor Royal companies	3
Energy partnership *(www.manorroyal.org/utilities)* In partnership with Eden Utilities providing free energy cost saving consultancy	3
Business Directory *(www.manorroyal.org/business-directory/)* Online Manor Royal business directory with live feed from Manor Royal CRM system	1
Property Search *(www.manorroyal.org/property-search/)* Online directory of vacant property with live commercial property agents feeds	1
Manor Royal "Move It" Transport Initiative *(www.manorroyal.org/move)* Active travel advice, advocacy, promotional and research programme	3
ReEnergise Manor Royal (Solar Energy) *(www.manorroyal.org/energy)* Local energy project offering free solar panels and renewable energy	3
CSR Brokerage and Volunteering Service Supporting company volunteering, CSR and ESG activities	3
Events *(www.manorroyal.org/events)* Exclusive and free events for Manor Royal companies and staff	2
Marketing and Communications Regular comms through printed magazines, eNewsletters, website, online directories etc	1

Objective 1, Promote & Influence Objective 2, Trade & Save Objective 3, Sustain & Renew Objective 4, Manage & Maintain

Our projects

The projects the BID delivers and looks after

Projects refer to the investment made to improve the facilities and infrastructure (Objective 4). These projects are informed by the Manor Royal BID Projects Pack, which acts as the spatial vision of the Business Plan. Activity in this area is concentrated on enhancing the entry points to Manor Royal (the Gateways), introducing new seating and outdoor spaces (the park areas), improving the signage and wayfinding, public realm and connectivity.

The BID is responsible for leading on the design and delivery of each of these projects and for their on-going upkeep and maintenance. A "developing" project is a project in the process of being delivered. A "maintained" project has been delivered and is now being maintained by the BID.**www.manorroyal.org/projects**

PROJECT	STATUS
Manor Royal Links Walking & Wellbeing Trail Creation of the trail, maps, wayfinding and supporting website (www.manorroyal-links.org)	*Maintained*
Manor Royal Central Superhub site Bespoke bus state-of-the-art shelter and park area, with public art	*Maintained*
Woolborough Lane Linear Park Public park, cycle / walkway enhancement, with public art	*Maintained*
Crawter's Brook Lost Woodland Gallery Phase 2 of the Crawter's Brook People's Park project based on site masterplan	*Maintained*
County Oak Corner Public realm project, including seating and public art	*Developing*
Gateway 1 Hazelwick Flyover mural Installation of a large-scale mural to enhance the area's busiest point of entry	*Maintained*
Gateway 4 Upgrade Enhancement to key entry point / Gateway of Manor Royal	*Developing*
Gateway 5 Upgrade Enhancement to key entry point / Gateway of Manor Royal	*On Hold*
Green Infrastructure and Biodiversity Plan Site-wide plan of key "green" assets and opportunities for achieving biodiversity net gain	*Delivered*
Crawter's Brook People's Park (Phase 1) Creation of a 7.5 acre public space with seating and connecting cycle and walkway	*Maintained*
The Terrace Pocket Park New facilities, seating and public with public art and table tennis table	*Maintained*
Rutherford Way Corner New facilities, seating and public with public art	*Maintained*
Preistley Way Corner New facilities, seating and public with public art	*Maintained*
Metcalf Way Micro Park New facilities, seating and public with public art	*Maintained*
Gateway 1 Enhancement to key entry point / Gateway of Manor Royal	*Maintained*
Gateway 2 Enhancement to key entry point / Gateway of Manor Royal	*Maintained*
Gateway 3 Enhancement to key entry point / Gateway of Manor Royal, includes "Big M" sculpture	*Maintained*
Green Lane / Magpie Wood Subway Public art / mural to enhance pedestrian and cyclist subway	*Maintained*
Woolborough Lane Subway Public art / mural to enhance pedestrian and cyclist subway	*Maintained*
Area-wide signage and wayfinding system - Consisting of entry monolith signs, colour-coded street name signs, map boards and lamp post banner	*Maintained*
Manor Royal Superfast Broadband Upgrade to provide superfast broadband speeds accessible for all	*Delivered*

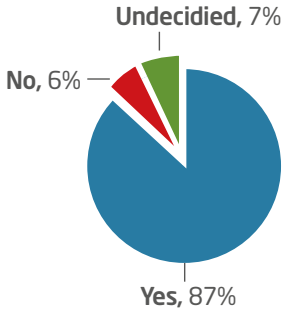
Your Feedback

When we asked, you told us

In the Summer of 2026, the Manor Royal BID conducted its mid-term survey that generated 112 responses. A levy payer response rate of 18%. The survey is designed to capture how people feel about doing business in Manor Royal, their views on the BID, how they think the area still needs to improve and what they want from the BID.

The results help to inform the activities of the Manor Royal BID, including how it represents the area to organisations like the Council to lobby, bring about change and to secure funding for further improvements.

Satisfied 94% were satisfied with Manor Royal as a place to do business and 84% felt the place had got better.



Supportive 87% were supportive of the BID and wanted it to carry on. 6% were not supportive and 7% were yet to decide.

Top 10 concerns for businesses

For the first time since the BID has been running these surveys, security comes out as a strong theme and priority. While parking remains a concern for many, it has been over-taken in the priority rankings by matters relating to the upkeep and maintenance of the area. Combining the "Important" and "Very Important" scores, made traffic and congestion the fifth most important issue. Taking the "Very Important" responses in isolation places Broadband speeds as the number one concern along with security.

	%	Count	%
How important are the following issues to your business	Very Important	Very Important/Important	
Security and safety	71%	82	95%
Tidiness (litter & rubbish)	58%	81	94%
Condition of roads and pavements	60%	80	93%
Rising costs / inflation	63%	79	92%
Traffiic and congestion	51%	77	90%
Broadband speeds	71%	73	85%
Quality of the street scene (how the place looks)	55%	72	84%
Staff recruitment	34%	70	81%
Parking	51%	68	80%
Interest shown by local Councils	44%	67	80%

Value attached to BID services and projects

Perhaps unsurprisingly when rating the importance of services delivered by the Manor Royal BID, there is a good deal of consistency with those issues business regard as priorities (as show in previous table). This is encouraging and suggests the BID is concentrating its focus on the right things. Generally, this is consistent with previous survey responses although there is more of an emphasis now on maintenance and representing the area. Action on sustainability is also more positively supported.

Priorities and verbatim comments

The survey provided an opportunity for businesses to provide feedback in their own words, including an opportunity to rank their top 3 issues to help narrow the focus of the BID.

Reinforcing feedback in other parts of the survey, Parking, Security, Traffic &Congestion were consistently mentioned as was the theme of supporting local businesses by promoting them and connecting them to each other through events.

What we do now and what could we do

	%	Count	%
Value attached to BID services/projects	**Very Important**	**Very Important/Important**	
Keep the place tidy and well-maintained	62%	77	92%
Represent and lobby on behalf of Manor Royal (e.g. to Council)	64%	75	89%
Lobby for investment in roads and pavements	48%	74	88%
Improve the facilities and infrastructure	51%	72	87%
Action on traffic and congestion issues	50%	72	86%
Attract more investment to the area	51%	69	84%
Make the broadband faster	45%	70	83%
Additional security measures (CCTV / radios / Business Watch)	48%	68	81%
Improving the environment and sustainability	39%	66	79%
Help solve parking problems	33%	64	75%

A selection of verbatim comments received

"Events connecting businesses together - Manor Royal BID do a brilliant job organising their events which are always really useful."

Business Support

"Continue to improve the quality of the environment and outdoor spaces / places to meet."

Better Facilities

"Attract more investment to the area"

Attract Investment

"More support for local business growth, including networking, local procurement opportunities and stronger promotion of Manor Royal as a professional business district"

Support & Promotion

"Parking is the biggest issue, locally to our business there are a lot of spaces being taken up by people parking for Gatwick, perhaps a permit system for road parking?"

Parking issues

"Make the Broadband Faster"

Faster Broadband

"A clear hub for businesses to congregate and meet on the Manor."

Better Facilities

"Represent and lobby on behalf of Manor Royal - one of the BID's greatest strengths is its ability to provide a collective voice for businesses and influence decision makers."

Represent & Lobby

Our next year

What the Manor Royal BID aims to do in the next 12 months

We will carry on providing...

- Additional security measures including Business Rangers, free Business Watch membership, areawide security /ANPR camera system, security radios
- Active travel promotion and cheaper staff travel via easitCRAWLEY transport initiative membership for all
- Low cost staff training (with Crawley College)
- Free and unlimited use of the Manor Royal Jobs Board
- Additional and dedicated grounds maintenance and winter gritting
- Free to access networking and events programme
- Tailored communications including monthly eBulletins, quarterly Manor Royal News, managed website, multi-channel social media and provision of digital screen advertising
- Online business directory and property search, plus free business listings, promotions and offers
- Dedicated point of contact for help, enquiries and representation
- Discounted services and employee benefits
- Upkeep of park areas, branded street signs, lamp post banners, map boards, welcome signs, enhanced entry points, subways and digital screens
- Investment to improve infrastructure and facilities
- Lobbying for additional funding, resources and support to Manor Royal

In addition we will...

- Fund the first free solar installations for companies as part of ReEnergise Manor Royal (Local Energy Community), subject to legal agreements
- Deliver the following infrastructure improvements:
  - Crawter's Brook Phase 2 improvements (Lost Woodland Gallery)
  - Woolborough Lane Linear Park (on-site March 2026)
  - County Oak Corner Micropark
  - Launch of the wellbeing / walking trail
- Assess feasibility of delivering Gateway 4 entrance improvement
- Secure planning consent for Gateway 5 entrance improvement
- Deliver Manor Royal Charity Race Night (new event)
- Support the establishment of the CSR Brokerage service for all, with the Collective Action Network (CAN)
- Where we can, we will deliver actions contained in the Green Infrastructure Plan
- Deliver the Manor Royal "Move it" programme in support of sustainable travel, supported by the Crawley Growth Programme
- Explore options for continuing to provide Move It beyond the current grant funded period
- Secure funding to conduct a Manor Royal Healthy Streets Audit, as recommended by the Travel Survey.
- Conduct the mid-term business survey to establish the priorities of local companies for future improvement and service delivery
- Launch the second Manor Royal Recognition Award Scheme 2027, with new categories
- Support Hemiko in the development of a district heat network for Manor Royal
- Represent the interests of Manor Royal on the Crawley Town Deal Board and in the roll-out of local government reorganisation

Find out about Manor Royal BID projects at **www.manorroyal.org/projects**
Find out about Manor Royal BID services at **www.manorroyal.org/benefits**
Find out about Manor Royal BID events at **www.manorroyal.org/events**

For more information about the BID and to get involved, please contact the Manor Royal BID Office on:

t: 01293 813 866 **e:** info@manorroyal.org www.manorroyal.org