Manor Royal Business District
Healthy Streets Audit Invitation to Tender (ITT)
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Author: Steve Sawyer, Executive Director, MRBD Limited

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This project is brought to you by the Crawley Growth Programme

1. Summary

The stated objective of the Manor Royal BID Company (MRBD) is to improve the trading and working environment of the Manor Royal Business District. A key component is promoting sustainable travel as part of its commitment to make the Business District a more sustainable and attractive place to work and do business. This is articulated in the "Sustain and Renew" objective of the BID Business Plan (2023-28) underpinned by the BID's Projects Pack (the spatial vision of the Business Plan) and Green Infrastructure Framework.

In support of this objective, MRBD has been working alongside West Sussex County Council, Crawley Borough Council, Brighton & Hove Buses (Metrobus), Easit and others to deliver the Move It sustainable transport project as part of the multi-million-pound Crawley Growth Programme initiative.

Informed by the Manor Royal Travel Survey (Velocity, 2024, revisited in 2025), it is the intention of the Manor Royal BID Company (MRBD) to commission a Healthy Streets Audit to identify deficiencies in the infrastructure, street scene, public realm and available services that act as a barrier to modal shift and undermine the overall satisfaction and usability of the area.

The purpose of the Audit will be to apply the Healthy Streets Methodology and Framework to identify the quality of Manor Royal's streets, to establish a baseline to measure progress against and to derive a clear set of recommendations on a street-by-street basis to remedy the problems found and to improve on the baseline measure.

The purpose of this document is to secure the services of a competent third-party provider, "the contractor", to undertake the audit and to make robust recommendations to inform future improvements and investment in the Manor Royal Business District.

2. Background and work to date

Manor Royal Business District is the largest single business area of West Sussex and the Gatwick Diamond area, based in the town of Crawley. It is home to about 700 businesses and an estimated 30,000 employees. It covers an area of 539 acres (218 hectares), providing a commercial floor space offering approaching 9 million square feet.

The Manor Royal BID was created in 2013, funded by businesses to improve the trading and working environment by investing in additional services, projects and initiatives linked to business priorities as set out in its Business Plan.

As part of the cross-sector, multi-agency Crawley Growth Programme initiative, the sustainable transport project called "Move It" was established in 2024. The project involves the promotion of sustainable travel and the provision of services to encourage employees and businesses of Manor Royal to make positive changes to more active and environmentally friendly forms of travel – whether walking, cycling or public transport.

To ascertain current travel behaviours and the appetite for change, Velocity (a specialist Transport Planning consultancy) were appointed to conduct the Manor Royal Travel Survey in 2024, which was revisited in 2025. Among the recommendations, Velocity recommended conducting a Healthy Streets Audit to identify the barriers to active travel, safety and overall street attractiveness and usability both *within* Manor Royal and in support of journeys *into* the area.

Information about the Manor Royal BID can be found at www.manorroyal.org

Information about the Manor Royal Move It project can be found at www.manorroyal.org/move

Information about the Crawley Growth Programme can be found at www.manorroyal.org/cgp

The Manor Royal Travel Survey (2024 and 2025) is available upon request or by visiting www.manorroyal.org/BID3 and downloading it from the "Research and Evidence" box, where you will also find a link to the BID Projects Pack and the Green Infrastructure Framework.

3. Project aspirations and expected outcomes

Feedback obtained from the Manor Royal Travel Survey suggests that there are several areas in need of attention, including:

- Improve maintenance of roads, pavements and cycle paths
- Increase availability/frequency/locations of bus services
- New and improved crossings for people walking, wheeling and cycling
- Better cycle routes
- Improve junctions, road layouts, and markings to improve efficiency, increase safety and better control parking
- Increase safety around the estate with better street lighting
- Cheaper public transport

To tackle these challenges, MRBD intends to commission a comprehensive Healthy Streets Audit, using the Healthy Streets Evaluation and Framework criteria, to identify barriers to healthy, sustainable travel and develop actionable solutions that benefit all users – workers, visitors and businesses – where progress can be measured against an established baseline measure informed by a clear theory of change for each street and collectively, therefore, for the Manor Royal Business District.

It is anticipated that the Audit would be conducted on a road-by-road basis to assess the quality of each road and to identify weaknesses in the public realm, infrastructure and other issues that might impact user satisfaction. The Audit should focus on:

- Accessibility and wayfinding
- Pedestrian and cyclist safety
- Transport connectivity and convenience
- Street design and visual quality
- Quality / condition of pavements, roads and cycleways
- Inclusivity for all users

The expected output should be in the form of a report consistent with the Transport for London (TfL) Healthy Streets Check for Designers, to help MRBD and its partners clearly identify where improvements are necessary.

The expectation is that the output from this work provides a series of recommendations that are costed, practical and deliverable. The Manor Royal BID intends to work with a “contractor” who can provide this level of detail so that it might act on those recommendations, either by itself or with its partners. It is understood that precise costings would likely emerge as part of a separate detailed design phase that might form part of a separate commission. Nonetheless, it is the intention that an indication of cost be identified based on the actions recommended.

It is not sufficient to produce a high-level aspirational plan that is difficult / impossible to deliver or a straight-forward report of issues and problems without suggestions for how improvements might be achieved.

The contractor should provide advice to the client on potential improvements to the above specification either as part of the commission or through additional work (subject to prior agreement with the client).

As guidance, a list of research questions of interest to MRBD as part of this commission is shown at Annex D.

4. Deliverables

The main deliverable of this initial piece of work is the production of the audit report with recommended actions sufficient to allow the Manor Royal BID, and its partners, to understand the level of intervention required. This could include direct action by the Manor Royal BID or using the output from the audit to highlight issues with either West Sussex County Council and/or Crawley Borough Council.

On a street-by-street basis, it is anticipated that the merit of each recommended action be understood for the unique contribution that intervention would have for improving that street against the established baseline score. This will help the BID to focus on those actions that will deliver the greatest return on investment.

5. Budget

Responses should detail the proposed fees and fee structure associated with the direct support and services to be provided, including any expenses and any other costs associated with carrying out this project. It is important that submissions include a total cost appraisal in order for MRBD to properly assess the financial implications of the proposed work.

Your fixed price must include all expenses and any other costs you would intend to charge MRBD, excluding VAT.

6. Partners

Ultimately, all actions and activities undertaken by the BID are accountable to the Board of Directors. On a day-to-day basis, the successful contractor will work with the MRBD team and, possibly, a small working group drawn from the Move It project team.

7. Note on suppliers and services

MRBD is committed to supporting local talent and companies, particularly Manor Royal-based companies. Wherever possible, practical and financially sensible local companies ought to be sourced. As a minimum, it is expected that local companies be given the opportunity to tender for work generated by MRBD.

8. Submission process & timetable

The timetable provided is indicative of the key stages, although it might be subject to change.

Stage	Estimated completion date
Invite submissions	30 October 2026
Closing date for submissions	30 November 2026, 5pm
Initial desk-based evaluation	04 December 2026
Interviews (if required)	Tbc
Final decision (contract award pending inception meeting)	29 January 2027

Responses should be sent to the Manor Royal BID office shown in the Contacts and Communications section.

9. Judging criteria & supporting information requirements

Submissions should be concise, stating your approach, methodologies and activities.

Examples of work undertaken elsewhere would be helpful in making a judgement and should be provided as part of the submission.

Your submission should cover and will be judged on:

- Price and value for money.
- Your company credentials and vision and how they fit with our objectives.
- Your understanding of the work and the context in which you will be operating.
- The relevant experience, expertise, accreditations and qualifications of your organisation relevant to the assignment and those individuals who would be involved in delivering the work taking account of your track record of delivering similar work.
- Your suggested approach to the work to successfully deliver the stated objectives and to time.
- Your ability to work positively with a range of different partners, including how able you will be to represent the Manor Royal BID to stakeholders.
- Merit points will be awarded for submissions that exceed expectations in some way.

The following areas will be assessed by awarding scores out of 10 and applying a weighting.

Criteria (max score achievable is 10 with the respective weightings applied to achieve an overall score)	Weight
1. Price/value for money Points to be awarded based on value for money judgements, which may mean the cheapest submission may not necessarily attract the highest score. The best submission will attract a score of 10.	40
2. Understanding A judgement of your understanding of the proposed work area and how you understand that in relation to the specific and unique environment and conditions of the Manor Royal Business District and the Manor Royal BID.	15
3. Experience and expertise A judgement of your organisation's relevant experience and ability to deliver the requirements and outcomes based on your track record. Proposals should include evidence of experience and proven track record of having delivered similar. Where relevant, please provide examples of similar work successfully carried out and two references. You should also provide information about allocation of staff and resources to the work area, to include relevant qualifications and experience of staff specifically allocated to the project and their respective project roles.	15
4. Delivery and programme Based on your proposed approach, a judgement of your ability to plan and deliver the objectives of this work area within a reasonable timeframe.	15
5. Partnership working A judgement of your experience and ability to work with a range of public (Local Authority) and private partners to nurture practical working relationships that reflect positively on the Manor Royal BID to deliver the required outcomes. This recognises that you will be appointed by and to advise the Manor Royal BID (MRBD Limited) but also may be required to represent the Manor Royal BID in meetings and to Manor Royal tenants and BID Levy payers in a way that promotes the BID and its stated objectives.	10
6. Merit Where a submission demonstrates particular strength in terms of innovation or exceeding the expectations of MRBD Limited in ways judged to add value MRBD Limited may award merit points.	5
Total	100

10. Contacts and Communications

Your submissions and any queries should be directed to:

Sam Bertie, Sustainability Manager
01293 813 866 / sam@manorroyal.org

Manor Royal BID (MRBD Limited)
Unit 38 Basepoint Business Centre, Metcalf Way, Manor Royal Business District, Crawley, RH11 7XX

Submissions can be made electronically by the stated deadline. Please get in touch if electronic submission is difficult or if you want to provide hard copies of your submission.

Paper submissions are acceptable. Three copies are required and should be sent to the Manor Royal BID Office.

The contract will be awarded by the Manor Royal BID Company (MRBD).

ANNEX A: About the Manor Royal BID and Business District

Visit www.manorroyal.org (a copy of the BID Business Plan is available in the Manor Royal BID section)

A. About Manor Royal Business District – the place

The Manor Royal Business District is a key economic hub within the South East region and provides the employment foundation for Crawley and the wider Gatwick Diamond area.

It lies to the north of the built-up area of Crawley, within 5 minutes by road from Gatwick Airport, the motorway network (M23) and Crawley town centre. It is well served by rail and is within easy reach of the cities of London to the north and Brighton and the coast to the south. Its strategically advantageous position and excellent transport connections have been factors in Manor Royal's growth.

It covers an area of 539 acres, or 310 football pitches, and provides approximately 9 million square feet of developed commercial floor space - almost 20% of all such space in the Gatwick Diamond. It is home to almost 700 businesses (about 17% of all businesses in Crawley are based at Manor Royal), providing jobs for between 25,000 and 30,000 people - 18,000 of whom commute to the area from outside the town. By itself, Manor Royal accounts for 40 per cent of Crawley's total employment and, according to the Ratings List, provides approximately 800 individual rateable business units.

As such, the Manor Royal Business District is an important economic hub that should be valued, protected and enhanced so that it is well placed to continue to effectively compete and contribute to the economic success of the Gatwick Diamond into the future.

B. About Manor Royal Business District Limited (MRBD) – the company

In June 2013, following the successful outcome of the BID ballot in the preceding April, the Manor Royal Business Improvement District (MRBD) was formed. MRBD is a not-for-profit, independent company limited by guarantee. Its Board and members are drawn from, and work to promote the interests of, Manor Royal-based companies and staff.

MRBD is solely responsible for managing and delivering the Manor Royal BID (Business Improvement District) using contributions from Manor Royal companies to reinvest in the area and generate additional funds to deliver the vision and objectives set out in its Business Plan. The Manor Royal BID is the largest industrial BID in the UK.

MRBD's vision for Manor Royal is:

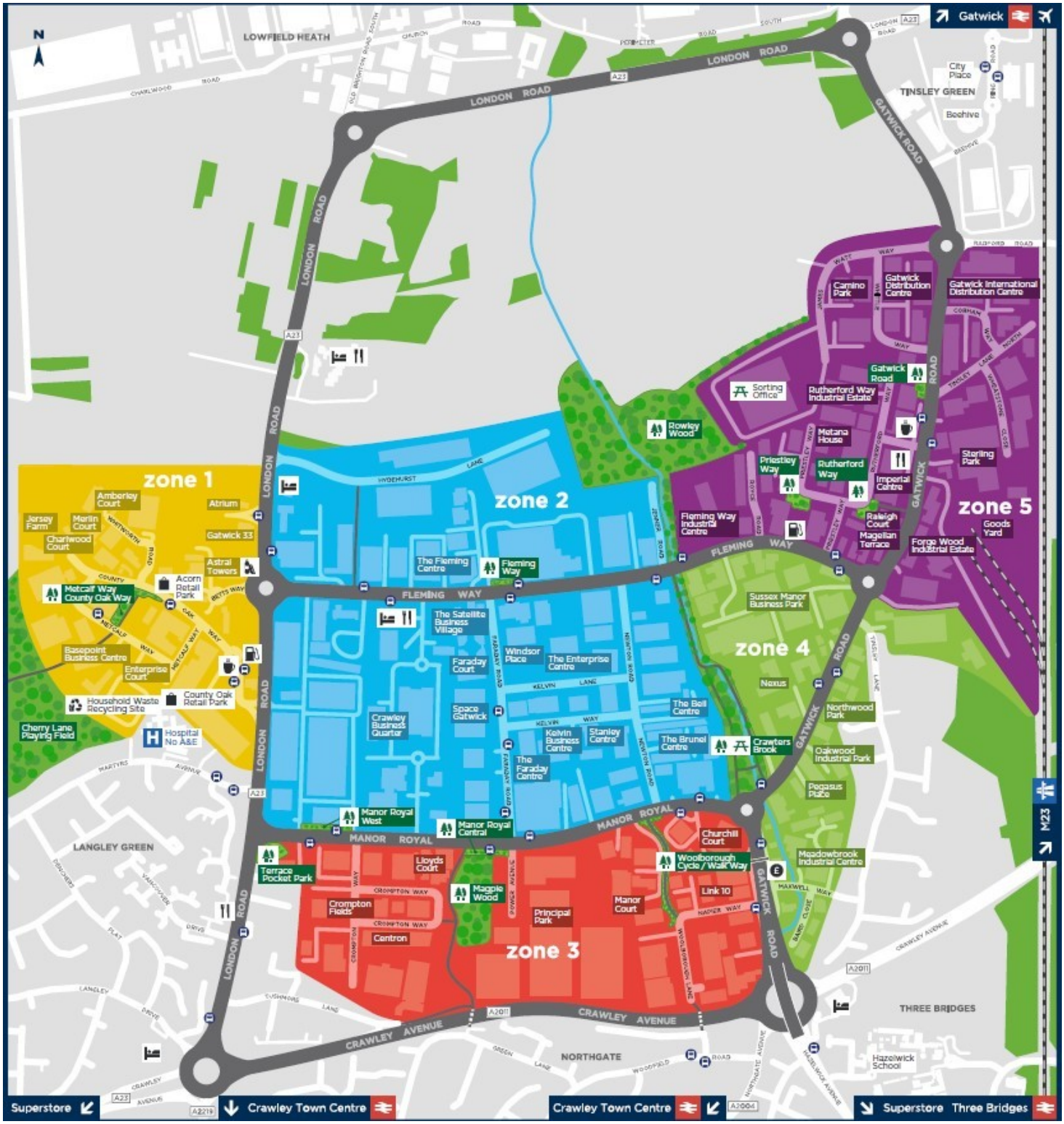
"For Manor Royal to be widely regarded as the place where the best companies and people choose to be for the strength of its business community and the quality of its trading environment."

As well as using funds generated directly and indirectly by the BID, MRBD seeks to promote the interests of Manor Royal by working with strategic partners (private and public), representing the interests of Manor Royal businesses and influencing the activities of others, including contributing to the development of relevant policy and strategy.

MRBD maintains the firm belief that a strong and successful Manor Royal is key to the economic and social wellbeing of Crawley, West Sussex and the Gatwick Diamond.

On this basis, MRBD is an advocate for the area and Manor Royal's legitimate representative voice, advancing the interests of the Business District and working alongside its partners and supporters for mutual gain and the realisation of its vision.

ANNEX B: Zonal Map of Manor Royal Business District



ANNEX C: List of Roads

Road (Listed Alphabetically)	Associated business areas
Baird Close	
Betts Way	Including Astral Tower and Acorn Retail Park
Cobham Way	
County Oak Lane	
County Oak Way	Including County Oak Retail Park and Jersey Farm
Crompton Way	
Faraday Road	
FLEMING WAY	
GATWICK ROAD	
Hydehurst Lane	
James Watt Way	
Jenner Road	
Kelvin Lane	
Kelvin Way	
LONDON ROAD	
MANOR ROYAL	Including Power Avenue
Maxwell Way	
Metcalf Way	
Napier Way	
Newton Road	
Priestley Way	
Royce Road	
Rutherford Way	
Tinsley Lane	
Tinsley Lane North	
Wheatstone Close	
Whittle Way	
Whitworth Road	
Woolborough Lane	

(*) The BID area includes any and all of the smaller business areas and parks located off these roads that are located within the boundary of the defined BID area, even if they are not listed above including County Oak Retail Park and Acorn Retail Park. Small extensions to the previous BID area have been added to the northern boundary to take account of development referred to as “Jersey Farm” and a development site immediately north of Hydehurst Lane.

NOTE: Those roads shown in **bold** and CAPITALS are regarded as the main (primary) roads of Manor Royal, with other roads regarded as important secondary roads.

ANNEX D: Guiding questions

Please consider the following questions as guidance only, which are provided as an insight into the types of issues of interest to MRBD as part of the audit. This list is not meant to be exhaustive and is not meant to replace those indicators typically used as part of a Healthy Streets Evaluation:

- What obstacles currently make walking or cycling in and around Manor Royal difficult?
- Are there specific areas lacking adequate infrastructure such as missing crossings, poor signage, or unprotected cycle lanes?
- Does the street design encourage active travel, or does it unintentionally discourage walking and cycling?
- How safe and pleasant do the streets feel, especially for vulnerable users such as older adults and disabled people?
- Is the area easy to navigate for newcomers or infrequent visitors?
- How does the current street contribute to environmental factors like air quality, noise, or biodiversity?
- Are walking and cycling routes connected, comfortable, and secure?
- Is the public realm attractive and accessible for everyone, including those using wheelchairs or mobility aids?
- Is wayfinding straightforward? Can people easily orient themselves and find their destinations?
- Do people feel safe, welcomed, and encouraged to walk, pause, or spend time in the area?
- Are streets green, shaded, well-maintained, and inviting?
- What and where is investment most needed to support active travel and inclusive access?
- Are there maintenance issues like broken pavements, blocked paths, faded markings, or potholes that need attention?
- Do public transport options meet the needs of all users, or are there notable service or access gaps?
- Are there viable alternatives to driving for reaching the estate?