

# Manor Royal News

THE OFFICIAL NEWSLETTER OF THE MANOR ROYAL BUSINESS DISTRICT

Issue 16

*Be part of it!*

Winter issue 2015



## Featured in this issue:

- Superfast broadband project complete
- Go-ahead for major BID plans
- Joy at People's Park award



**Manor Royal Matters - Picture Special**



Produced and made possible by the Manor Royal BID

# Chairman's Message



Welcome to the winter issue of Manor Royal News.

Since our autumn issue, just three short months ago, there has been a whirl of activity for the Manor Royal BID and indeed for the Business District as a whole.

We have had our second AGM, completed the broadband rollout, received planning permission for two capital projects, organised and held the first Manor Royal Matters conference, attended the British BIDs conference

and received a national award for the People's Park.

In addition, progress continues to be made by Wilmott Dixon on behalf of Surrey County Council on the former Thales site in Gatwick Road, the South East Coast Ambulance Service are nearing completion on their "Make Ready Centre" in Faraday Road and Kier Construction have won the contract to develop the Acorn Retail Park at Betts Way.

Plus, we - as a BID - have been working with Crawley Borough Council to voice our concerns to Government about properties in Manor Royal being turned into housing. You may have read articles in the press recently about the mysteriously titled "Permitted Development Rights" and "Article Four Directions".

The jargon is unhelpful and confusing but the consequence of not responding is worse and I thank our Executive Director, Steve Sawyer, for the work he has put into this, including participating in various radio and newspapers interviews.

As a BID we have been in existence for two and half years. Other BIDs from around the country have been in existence for a lot longer. What became clear at the recent British BIDs Conference was just how far we have come in that time.

However there is more that needs to be done. Our focus must remain clear and we must continue to do what counts - and what counts is what matters and what matters is a better Manor Royal.

That was very clear from the recent Manor Royal Matters event and we will continue to work with our public partners to achieve that. We have a plan, we're sticking to that plan but we are also asking you - as businesses that contribute to the BID - what you want.

Please look out for the Mid Term BID Survey in the early part of next year and make sure you respond.

**Trevor Williams**  
Chairman, MRBD Limited

## The Inside Track

As a football fan when younger my life seemed to be marked by the passage of the football seasons and World Cup years; who won the league, that year's cup winners, World Cup host nations. When trying to recall our holiday in Cornwall I found it much easier when I remember it was a World Cup Year (France 1998) much to the annoyance of my wife. Then came a family and their milestones became my memorable moments and, of course, they still are.

Since the BID I have also started to see life through the lens of five year terms (the standard term of a BID) and each of their individual years, determined that each BID year should be marked by a notable achievement. Our AGM and recent Manor Royal Matters event brought this home to me.

Year one was our establishment year but also the year we put in place various benefit initiatives, started to roll out the broadband and saw roads resurfaced. Year two saw a subway upgraded, completed the People's Park and had our most successful Know Your Neighbour event. Year three, so far, we have completed the broadband project (with partners), designed two major projects and got planning permission, set up a bespoke training package for businesses with Central Sussex College, undertaken strategic level work on Gatwick second runway, become involved in helping to protect business premises and won one regional and one national award.

This year ends with me discussing and scoping work around transport and parking, security, facilities, signage, the quality of the environment generally, winter gritting and ways to capture the thoughts of Manor Royal businesses to shape what we do in years four and five.



I look forward to working with you through the BID and making 2016 a memorable one for Manor Royal generally.

Best wishes  
**Steve Sawyer**  
Executive Director

For more news and views,  
visit the Manor Royal website at  
[www.manorroyal.org](http://www.manorroyal.org)

### Manor Royal Matters

Crawley MP, Henry Smith, was one of the key guest speakers at a new business conference created exclusively for firms within the Manor Royal Business Improvement District (BID).

Manor Royal Matters, which was held at the Sandman Signature Hotel on 11 November, highlighted matters of economic importance to the Business District, and explained how the BID and its partners are working to improve the Business District.

The event was chaired by Trevor Williams of Thales UK and Chairman of the BID and other speakers included; Alastair McDermid, Airports Commission Director at Gatwick Airport; Clem Smith, Crawley Borough Council's Head of Economic and Environmental Services; and Manor Royal BID Executive Director, Steve Sawyer.

Delegates heard how the BID was delivering against its agreed Business Plan while recognising that challenges remained. Delegates were urged to get involved and to ensure the momentum was maintained throughout the rest of the BID term and about an important BID survey of businesses taking place next year.

Other presentations highlighted both the challenges and opportunities presented by Gatwick - either in its expanded or current form, and Clem Smith from the Borough Council reiterated the importance of Manor Royal to the local and wider economy.

As well as providing the chance to network and make new contacts at this free conference exclusively for Manor



Royal-based companies, delegates also participated in one of three issue-based workshops focussing on skills, transport, and security and local trade, the output from which will help to inform what the BID does.

### Huge strides to improve business life

Business leaders heard about the significant progress being made to improve the trading and working environment by the Manor Royal BID at its second AGM.

Some 40 people attended the meeting on 30 September at the Premier Inn, Fleming Way where the BID Company's accounts were signed off and copies of the Annual Report were made available to members.

BID Chairman, Trevor Williams presented the Annual Report to members and remarked on the prominent role the BID is having in terms of improving the trading and working environment. "There



is still some way to go," Mr Williams said, "but the important message is that Manor Royal, through the BID, is making progress and we are in a much better position now than two years ago."

During the AGM, Paul Searle of P&H Motorcycles and Jeremy Taylor of Gatwick Diamond Business, were re-elected as Directors of the BID Company's Board.

### The Benefits of Mindfulness in the workplace

Mindfulness in the workplace was the subject of the latest quarterly Manor Royal People Forum. Aimed at those involved in the recruitment, development and management of people on Manor Royal, the meeting included a presentation from Jane Cattermole,

General Manager of Minding Your Business. There was also an opportunity for discussion and networking with colleagues during the lunchtime event. See page 8 for details about future meetings of the People Forum.

### Pride as People's Park is honoured

The Manor Royal People's Park at Crawley's Brook has scooped a prestigious National Proud Project Award.

The annual National Proud Project Awards are an important part of the calendar with BIDs from across the UK being invited to submit a project of which they are particularly proud.

The People's Park was shortlisted from more than 70 projects and was voted the winner in its category at the BID Annual Conference on 5 November.

This is testimony to the work being undertaken by the Manor Royal BID.



### Green Light for Sculpture and Signage projects

Crawley Borough Council has given planning approval to allow two new major Manor Royal BID projects to go-ahead. The first proposal is to improve one of the major entranceways to Manor Royal with the installation of a piece of public art on the roundabout in front of Astral Towers at the junction of London Road and Fleming Way. The design for the sculpture is based on the Manor Royal 'M' and combines elements of engineering and manufacturing in its design.

The second is to install new signage around Manor Royal in order to improve the ease of navigating one of the South East's biggest business parks. The signage project consists of a 'family' of new signs that includes welcome signs at the main entrances to the Business District, new monolith signs with colour-coded zonal maps, lamp post banners in the colour of each zone, new vertical colour-coded road stands on the faster main roads and colour-coded road markers.

Steve Sawyer, Manor Royal BID's Executive Director, said: "I am delighted that the Council has given us the planning permission for these projects. We can now get on and concentrate on getting them delivered to help make Manor Royal an even better place to do business."



Project Manager Geoff Waller, of Waterman Group, said: "The drive and direction from Manor Royal BID has been encouraging and it is inspiring to be involved in such a forward thinking project."

Sion Thaysen, of Allen Scott Architects, the company behind the sculpture, said: "This is a bold and ambitious project and we are delighted to work for and with Manor Royal BID to deliver what will become another landmark project for the area."

Jonathan Docksey, of Design JD, the design company who developed the wayfinding strategy, added: "In our experience, a project on a scale such as this, achieves real benefit for an area. Without Manor Royal BID, a project on this scale would not get off the ground. Businesses in the area will see a considerable difference navigating their way through the area."

As well as being financed and managed by the Manor Royal BID, both projects will also benefit from funding from the Crawley Area Transport package which is part of the Coast to Capital Local Enterprise Partnership (LEP) Growth Deal with central Government. Crawley Borough Council has also pledged funding to help deliver the projects, which are expected to be completed by March 2016.



# Superfast Broadband

Manor Royal is now covered by 100% superfast broadband thanks to a collaboration between the West Sussex Better Connected project, BT Openreach and the Manor Royal BID.

A combination of direct investment by the BID and the West Sussex Better Connected initiative has ensured that every business can now benefit from this improvement. Trevor Williams, Thales UK and Chairman of the BID, was delighted at the project's completion. "Prior to the Manor Royal BID this wasn't on anyone's radar and poor broadband speeds were a problem that a number of businesses wanted us to get

on top of. That's why we made this a priority in our business plan," he said. "Faster broadband is a must-have for companies and we are very pleased that 100% superfast coverage has now been achieved throughout the Business District."

Businesses can check which cabinet they are connected to by visiting the link



below and faster broadband packages can then be ordered from internet service providers in the usual way. [www.dslchecker.bt.com](http://www.dslchecker.bt.com)

# Training Programme Success

Businesses have snapped up the chance to access local training opportunities for their staff at reduced prices, thanks to the Manor Royal BID.

As Manor Royal News went to print, 31 people had attended the first three courses, with a further 51 booked to attend the remaining courses up to Christmas. The short courses are being delivered by Central Sussex College for the benefit of companies on the Business District and their employees. The tenth and final course on offer - Effective Time Management - will be held on Thursday 15 December.

Such has been the success of the courses that the BID team and the College are working on a further programme of courses for 2016.

Steve Sawyer, the BID's Executive Director, said: "I am delighted that so many businesses were able to take advantage of these excellent courses which have provided huge benefits including improved individual and organisational efficiency and performance."

Lauren King, the College's Workforce and Business Development Manager, added: "We've been delighted with the uptake by Manor Royal businesses, and we're looking forward to working with the BID team to plan next year's courses."

Until next year's programme of courses is confirmed, Manor Royal BID levy payers can also receive a 20% discount on short courses (excludes BIIAB, NEBOSH, IOSH) and a 10% discount on professional courses delivered at Horsham Training Centre.

View the college's latest Learning and Development Directory and Professional course brochure for a full list of courses or call them on 0845 155 0043 (press 4) or email [htc@centralsussex.ac.uk](mailto:htc@centralsussex.ac.uk)



# Business Watch

Are you a member of Manor Royal Business Watch? It is a dedicated scheme free to Manor Royal businesses and paid for by Manor Royal BID to help protect your business against crime.

Karen Methven, Business Watch Manager, said: "We are encouraging businesses to report any aspect of criminal activity via the Business Watch incident report form as it is a vital tool in helping the BID work closely with the Police to protect the area from unwanted attention."

Sign up to Manor Royal Business Watch. email: [info@cgbw.org.uk](mailto:info@cgbw.org.uk)



# 1,000 Volunteering Hours Milestone

**H**ard-working volunteers from Manor Royal businesses have given up over a thousand hours to help ensure the People's Park and Tilgate Park continue to thrive.

More than 50 people from B&CE Pensions and Amey have recently worked alongside Sussex Wildlife Trust in a dedicated programme to transform the green spaces this year. In total, the volunteers clocked up 1,224 hours and completed £2,040-worth of work during sessions held in January, March, July, and October.



Janine Lee, B&CE's Payroll and Benefits Specialist, said: "This programme has highlighted the support there is from Manor Royal firms to help improve the look of the Business District. Working in an office environment, the opportunity to spend time outdoors, working as a team, has been incredibly rewarding.

Meanwhile Kate Taylor, who works in the Consulting and Strategic Infrastructure team at Amey, said the company was looking forward to future volunteering activities brought together by the BID.

She continued: "Our staff have had two very enjoyable days at Tilgate Park. It's great that Manor Royal BID has a beneficial volunteering service for BID businesses. From our point of view, these sessions have helped to fulfil a specific brief regarding our corporate



social responsibility and also provided us with two successful team building days."

Any Manor Royal businesses interested in getting involved in the BID's 2016 volunteering programme should email [sam@manorroyal.org](mailto:sam@manorroyal.org)

## Savings Mount Up via Procurement Hub

**C**hemigraphic is the latest company to have benefited from the Manor Royal procurement hub, which is being run by Auditel on behalf of the BID. The electronics services provider asked Auditel to look at their electricity contract renewal options and the results speak for themselves - an offer was discovered that has provided a saving to the company of £15,000. They were also able to make a saving of £4,000 on their gas supply.

Alex Erickson, Chemigraphic's Finance Director, said: "I can highly recommend the Manor Royal procurement hub service. Apart from the monetary savings achieved, the savings in terms of our workload have also been a welcome bonus. Auditel has helped to smooth the process of supplier transfers and we have peace of mind in knowing they continue to monitor incoming invoices and track usage, taking up any anomalies directly with suppliers on our behalf." He added: "We have also found the Auditel Online

Dashboard Reporting portal a great platform for accessing management information on these cost areas."

Other firms are also seeing the benefits in a number of other areas. For example, Hot Food Vending has been able to achieve a saving in excess of 35% as part of a group waste project.

To discover more about how Auditel can help your business, contact the procurement hub on 01293 344 442.

## The Gym Crawley

**T**he Gym, Crawley, has spent more than £50,000 on new equipment - something Manor Royal employees can now take advantage of at a discounted rate. As well as adding to their free weights area and resistance equipment, The Gym has also created a new class area.

Barry Thomson, The Gym's General Manager, said: "Support from employees based on Manor Royal has paved the way

for further investment. We have listened closely to what our members want and we strongly believe we have delivered a great workout environment."

Manor Royal employees who join The Gym, situated in Queens Square, can enjoy reduced monthly fees of just £12.99. Discover more about this BID deal, and others like it, on the Benefits section of our website.

## Case study

Nirbhai Gill is one of many Manor Royal employees to have taken advantage of the discounted price offered by The Gym, Crawley. "Because The Gym is open 24 hours a day, it has enabled me to train more frequently, fitting exercise in around my shifts at the airport. I find their staff to be very approachable and friendly. The Gym also encourages members to participate in popular weekly challenges which help to motivate you."

### International Charity Moves to Manor Royal

Rescue Global, an international crisis response charity and disaster management agency, has moved its UK headquarters from Central London to Manor Royal to enable the organisation to expand.

The Business District's close proximity to Gatwick Airport was also a key factor for Rescue Global in the move from the capital as it will help with rapid international deployments. The agency moved into their new offices on Fleming Way in July after Manor Royal-based Complete Interior Design created a bespoke workspace.

David Jones, Rescue Global's Chief Executive, said: "We are very pleased with our new headquarters in Manor Royal and look forward to meeting our neighbours in due course."

Referring to Rescue Global's office fit-out, Tim Bell, Business Development Director at Complete Interior Design, said: "We communicated closely with Rescue Global throughout the design and build process to ensure that their headquarters on Manor Royal support and enable their mission and critical work worldwide, and to ensure their projects meet timings, budgets, and requirements."

Find out more about the work Rescue Global does at [www.rescueglobal.org](http://www.rescueglobal.org). Discover more about Complete Interior Design at [www.completeinteriordesign.co.uk](http://www.completeinteriordesign.co.uk).

### Reduced Training Rates

Specialist training provider Minding Your Business are able to offer Manor Royal businesses 20% off their two-day Mental Health First Aid Course either in your place of work on an agreed date, or in Redhill on 12 and 19 April 2016.

During December 2015, they are also offering a free two-hour stress management course.

More details will be found by contacting Judy or Jane at Minding Your Business by phone on 01737 772126 or emailing [judy@mindingyourbusiness.org.uk](mailto:judy@mindingyourbusiness.org.uk).

### Kier contracted for new retail park

Property, residential, construction and services group Kier, based in Fleming Way, has been awarded the contract for Acorn Retail Park.

The scheme is expected to open to the public in summer 2016. The new retail scheme at County Oak will be occupied by M&S Simply Food, Aldi and Smyths Toys.

Steve Cresswell, Operations Director for Kier, said: "We're delighted to have been chosen to deliver this exciting new retail park, which will give Crawley residents and people who work in the Manor Royal Business District a wider choice of shopping facilities when it opens to the public next summer."



He added: "We're also pleased to be able to offer vital training opportunities during the build, and will be employing an apprentice on the scheme."

The Fleming Way-based company, which employs 86 people from its Manor Royal offices, also recently completed a programme of four school extensions for West Sussex County Council in Crawley, Littlehampton and Shoreham-by-Sea. Discover more about Kier Construction at [www.kier.co.uk](http://www.kier.co.uk).

### Food Bank Success



Progress on the Manor Royal 'Two Tonne Challenge' on behalf of Crawley Food Collective is nearing the halfway stage.

Launched by Doosan Babcock at the start of September, the total amount of donated food collected from Manor Royal companies currently stands at more than 800kg, which is the equivalent of 17,100 meals. Faraday Road-based PPL Insights, along with fellow Manor Royal companies B&CE Pensions, Varian Medical, and Tokyo Electron Europe Ltd, are supporting the Crawley Business Quarter company - thanks to the support from the Manor Royal BID and its promotion of the initiative.

It is hoped the scheme will reach the halfway mark before the start of 2016. Doosan will continue to collect until at least April next year. Any Manor Royal business wishing to put a food collection box within their office should call Steve Brackfield at Doosan on 01293 584876.

### Happy anniversary!

Congratulations go to Vision Aid and Smart Aviation who are celebrating significant business milestones this year.

Vision Aid, the international optical charity which has its UK headquarters in The Bell Centre, is celebrating 30 years of helping the world to see and aims to raise £150,000 of donations to mark this important anniversary. Vision Aid also wants to help an additional 30,000 people in developing countries gain access to life-changing eye care services as part of its 30th anniversary campaign.

Meanwhile, staff at Faraday Road based Smart Aviation have recently celebrated a decade of providing worldwide aircraft charter and outstanding customer service with a party at London's Circus Cocktail Bar, which saw guests flying in from all over Europe.

Want to know more about these companies? Visit [www.visionaidoverseas.org](http://www.visionaidoverseas.org) and [www.smart-aviation.co.uk](http://www.smart-aviation.co.uk).



# DATES FOR YOUR DIARY...

## Manor Royal Showcase

**10 February 2016 (4.30pm to 7.30pm) Virgin, The Base**

Want to know more about the BID and have your say on our activities? Join us at the Manor Royal Showcase event, celebrate some major achievements and anniversaries and vote on issues that matter to your business and the work of the BID.

- Meet the team behind the BID activities and have your say via our electronic voting system.
- Visit an exhibition of companies celebrating an anniversary or recent business success
- Make new contacts and business connections with others working on Manor Royal.

The event is free to attend for Manor Royal companies but prior-registration is essential. Book your place online. Get in touch with the BID office if you are a business celebrating an anniversary or recent success you'd like to share.

[www.manorroyalbidshowcase.eventbrite.co.uk](http://www.manorroyalbidshowcase.eventbrite.co.uk)



## Know Your Neighbour

**18 May (9.30am to 3pm) Crowne Plaza Hotel**



The premier business networking event of the year on Manor Royal will return to the Crowne Plaza Hotel next May. Last year, the Know Your Neighbour event attracted 60 exhibitors, and 230 delegates and next year is set to be the biggest Know Your Neighbour to date. Each year there is a waiting list to exhibit, so please sign up early online.

[www.manorroyalknowyourneighbour16.eventbrite.co.uk](http://www.manorroyalknowyourneighbour16.eventbrite.co.uk)

Space is allocated on a first-come-first-served basis.

## People Forum

**26 January 2016 (12noon to 2pm) Avengers, Fleming Way**

Join us for our first People Forum of 2016, designed to provide meaningful conversations and best practice learning for those involved in the recruitment, development and management of people on Manor Royal.

This event will feature a presentation from a prominent local lawyer, who will tell us about the latest legal updates affecting businesses and HR practice during 2016.

You'll also have the opportunity to network over a delicious buffet lunch.

This event is brought to you by the Manor Royal BID exclusively for companies located on Manor Royal Business District. Reserve your free place without delay at [www.mrpeopleforum.eventbrite.co.uk](http://www.mrpeopleforum.eventbrite.co.uk)

## Manor Royal Match Days

Manor Royal BID has once again teamed up with Crawley Town Football Club to provide Manor Royal employees with significantly reduced ticket prices at selected matches. The next Manor Royal match day will be the visit of Dagenham & Redbridge on Saturday, 12 December. For this match, easit card holders can buy a ticket for themselves and a friend for £10 each.

Crawley's clash against Mansfield Town on Saturday, 30 January will give easit card holders the chance to buy two adult tickets for £10 each and tickets for up to four children at £5 per child. There are also ticket offers for the visit of Newport County (1 March) and Carlisle United (23 April) to The Checkatrade.com Stadium.

To take advantage of these special ticket offers, you'll need to show your easit card at point of purchase. Match day tickets can be purchased up to four weeks in advance and up to one hour before kick off from reception or at the ticket office.

Call 01293 410 001 for details. email [ewandunlop@crawleytownfc.com](mailto:ewandunlop@crawleytownfc.com) or visit [www.crawleytownfc.com](http://www.crawleytownfc.com).



*Be part of it!*

## KEEP IN TOUCH

Got something to share or promote? Email [info@manorroyal.org](mailto:info@manorroyal.org)  
Discover more about the Manor Royal Business Improvement District: [www.manorroyal.org](http://www.manorroyal.org)

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