

MANOR ROYAL NEWS

The newsletter for Manor Royal Business District

ISSUE 10

Businesses back Manor Royal

A survey of Manor Royal businesses following our 'sell-out' Know Your Neighbour event shows overwhelming support for the BID's plans to improve Manor Royal. The important thing now is to capitalise on the event's success!

Featured in this issue

Elektro invests in MR
MP visits Transvalair
Reduced gym rates

Chairman's message

Welcome to the summer issue of Manor Royal News.

This issue marks the first anniversary of the Manor Royal BID. The BID company was set up one year ago, on 1st June 2013. I don't know where the year has gone, but I do know how much has happened!

As a direct result of being a Business Improvement District we have been able to draw down funding from West Sussex County Council, which will enable us to deliver capital projects this year. These projects will provide greater security which will benefit Manor Royal employees, plus the introduction of a better broadband service.

A number of deals and services have been set up, of which many of you are taking advantage. We have also been able to influence the decision makers to accelerate the programme for road improvements on Manor Road and Faraday Road. This work was brought forward by 24 months. We know there is more to be done around the district.

At this year's Know Your Neighbour event - which proved to be even more popular than last year - we



talked about the progress we are making and provided an insight into the direction of the BID. The feedback has been positive and you can read more about that in this issue (see page 3).

There is of course much more to do and there is a feeling that we are not taking full advantage of the opportunities that exist to trade locally and save together by, for example, sharing services through a group buying initiative.

To help us establish an effective local trading platform, the BE Group has been appointed to bring specific

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expertise to the BID. You can expect to be contacted by them in the coming weeks.

Alongside various MP and Government Minister visits, we have also hosted visits from the Coast-to-Capital Local Enterprise Partnership (LEP), the Leader of West Sussex County Council as well as maintaining an ongoing dialogue with various public bodies. This is an important part of what the BID does to keep Manor Royal on the agenda, to make sure we get 'our fair share' and gain support for our plans to improve the Business District. If there are issues you want to raise, or need help with, please let us know.

Finally, in September we have our first AGM to which you will be invited. I hope as many of you as possible will participate. We are aiming for an interactive and engaging event. It is a major milestone for the BID.

It's your BID and it's your Manor Royal. Be part of it.

**Trevor Williams
Chairman
MRBD Limited**

Gatwick: What's your stance?

The national debate on airport expansion goes on and affects all of us. The Airports Commission will make its recommendations to Government in 2015 about where the next runway should be built.

As a group, we recognise the economic benefits of an expanded Gatwick but are not blind to the challenges. Not least, questions remain about the infrastructure, transport, housing and educational establishments. MRBD is very concerned about the impact on

businesses that are displaced as a result of the expansion. We want to know what benefits local firms can gain from an expanded Gatwick Airport and we want to know if businesses have been engaged in the Gatwick agenda.

A consensus on Gatwick may be difficult to arrive at. People and businesses will no doubt have their own views, though most businesses tend to favour expansion, at least on economic grounds. Our approach is to

provide a Manor Royal view, to engage with Gatwick throughout and to encourage you as individual businesses to do the same. This is perhaps the biggest strategic decision our area will face. At a national level, it is important that a decision is made that 'sticks' - a decision to not make a decision is not a decision.

Whatever your views, please make them known to Gatwick, to Government and to us. You can let us know what you think at any time and we will continue to promote opportunities to engage with others.

The bigger picture

Elekta confirms £4.2 million investment in Manor Royal

Elekta Ltd, the world-leading manufacturer of treatment solutions for cancer and brain disorders, which has had its UK premises at Manor Royal since 1987, has now purchased the old Gateway site on Manor Royal. This landmark site is adjacent to Elekta's UK head office on Fleming Way, and overlooks the roundabout at the junction of Fleming Way and London Road.

The five-acre site was bought in a £4.2 million deal handled by property adviser Vail Williams from owner-manager and developer of industrial property company, Segro.

"The Manor Royal site is perfect for Elekta, as it gives us access to world-leading regional expertise, making the site an automatic solution for our expansion plans," says Bill Yaeger, executive vice president for Elekta Oncology. "We are delighted to be making this massive investment in the local economy and have specific and significant plans for further investment in the site, which will effectively future proof Elekta's commitment to Crawley and the South East for many years to come."



Businesses back the BID

A survey conducted following the Know Your Neighbour event in March (see centre pages) has revealed good support for the Manor Royal Business Improvement District (BID) and its plans to improve the area.

Of the 50 people that took part, most of them senior managers, 100% were positive about the BID. When asked for their thoughts on the architects' plans (displayed at the event, including public art installations, landscaping and improved signage), most were 'excited' and saw the ideas of improving the image and identity and more managed green spaces as positives.



Asked what they'd like to see the BID deliver, most common themes were: further connecting between individual businesses for mutual benefit; an improved environment (including better cycle ways, roads and parking, less congestion); more help and support for members through research, training and creation of external trade opportunities.

A platform for local trade

Encouraging local trade and greater collaboration between Manor Royal businesses was one of the top issues identified in the BID plan and the survey above.

In response, the BID Company (MRBD Limited) has teamed up with the BE Group to really push this forward to help create a platform where local trading for Manor Royal based firms is more likely.

"We talk about this a lot and I often hear there's so much untapped potential for Manor Royal companies to work with one another," said Steve Sawyer, MRBD Executive Director (pictured above). "The BE Group has a proven track record in this area and now we plan to capitalise on that."

In the next few weeks, the BE Group will be working alongside, and on behalf of, the BID team to assess the scope for local trading on Manor Royal and to get a much better understanding of exactly what is achievable.

Look out for more details of this on the website and in our monthly eBulletins. In the meantime, if you are contacted by a member of the BE Group please take their call - they are working for Manor Royal to help improve the way we work together.

Thanks to representatives from Vistavis, Iron Mountain, Creative Pod, Thales UK and Eden Springs-Kafevend who provided their time and expertise to help get the BE Group on board.

The pride of Manor Royal:

"A most useful event. One of my colleagues said it was the best she'd been to." Delegate comment in post-event survey

More than 230 business people from over 100 companies attended this year's Know Your Neighbour event at the Sandman Signature Hotel, Crawley, in March.

A celebration of all things Manor Royal - and an opportunity for Manor Royal companies to meet each other and discover the services and products they offer, the event was attended by businesses of all shapes and sizes. Manor Royal giants like Thales and Virgin Atlantic (who offered complimentary on-site massages at their stand, as pictured) were there, as well as small independents like BizWiseIT and Sam's Kitchen (also pictured).

Delegates got to hear about progress being made by the BID in one of a range of seminars being held throughout the day. Gatwick Airport also presented its expansion plans and highlighted contract opportunities for local businesses. In one of the most popular events, the Manor Royal 'Soapbox' session, Manor Royal companies gave two-minute presentations on the services they provide.

On the day the hotel was bursting at the seams to find places for businesses who wanted to be there. What came out of the day was a very strong sense of pride in Manor Royal - that we are in this together. That's really important because when that starts to happen, so much more can be achieved.

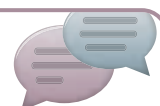


" A very friendly atmosphere, making the event very different from the usual stream of events! **"**



Get in touch

If you have a comment on this newsletter or a story for a future issue contact Steve Sawyer on 01293 449882 or email him at steve@manorroyal.org



Know Your Neighbour 2014



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Just the right mix of local interest, self-promotion and information on the BID

New HR forum to be established

The Business Improvement District (BID) team hosted a lunchtime seminar for HR professionals from Manor Royal at Doosan's offices in May. The aim of the event was to determine the demand for a more regular networking and learning forum for those personnel responsible for the recruitment, motivation and retention of employees across the business district.

More than 20 companies were represented from a range of business sectors and company sizes. It was clear from the lively debate, that those working in HR would indeed welcome a regular networking forum in which to share

best practice, learn new skills and identify ways in which companies might collaborate for mutual benefit. The topics identified as challenges to those present included recruitment, staff engagement and skills development. Keeping up-to-date with legal issues was also highlighted as a common issue.

Following the event, Steve Sawyer, MRBD Executive Director said: "It was clear from the response of those present that there is a demand for this type of engagement between companies on Manor Royal. We are keen to help in any way the BID is able to support those working on Manor Royal. After all, HR is an operational function that is vital for businesses growth, innovation and job creation."

Following the event, it was agreed that the BID team will now host a regular HR forum for the benefit of HR professionals on Manor Royal. If you wish to be involved or host a meeting, please email steve@manorroyal.org.



An impressive array of Manor Royal companies - and continual networking between exhibitors



Around and about

Henry Smith MP visits Transvalair

The Transvalair management team were delighted to welcome local MP Henry Smith to the company's head office at Manor Royal in April for a tour and a 'meet and greet'.

Transvalair have grown considerably over the past five years and now employ 50 staff and have offices across the UK and in the Middle East. Transvalair's Crawley office is also a leading local employer as well as being heavily entrenched in the local community.

MP for Crawley Henry Smith commented, "I am delighted to

see Steve Morris and his team going from strength to strength, as the business grows and diversifies. Companies like Transvalair are the backbone of our local economy and community, especially as they have taken on several apprentices."

The tour was conducted by managing director Steve Morris, which gave Mr Smith a full insight into how the business operates, the people behind the business and future growth plans. Steve commented: "We were delighted to welcome Mr Smith to our head



offices and show him how we operate. It has been a privilege."

Mr Smith is shown, centre, with Steve Morris (left) and Commercial Manager, Steve Thorpe (right).

Manor Royal businesses take to their bikes for charity



A group of intrepid cyclists from a number of local companies have decided to get on their bikes and cycle from The Tower of London to The Eiffel Tower over three days in July. The merry band is raising money for charities close to their hearts, including Help for Heroes and Cancer Research.

Among them are representatives from a number of Manor Royal and Crawley

companies (pictured): Dean Clark from Greenstar Cleaners, Matt Hunt and Chris Lovelock from Freedom Leisure, Matt Lethbridge from Crawley Borough Council, Mike West from Mio and Kevan Harding from Savills (Kevan is pictured, second from left and Dean, extreme right, with some of the other team members).

Dean, the instigator of this adventure said, "I'm a keen amateur cyclist and meet no end of kindred spirits at networking events and meetings - all looking for a challenge. I thought, 'How complicated could it be to organise a bike ride from London to Paris?' And so the challenge was born!"

The 11 members of The Tower to La Tour cycle ride will set off from the Tower of London on 3 July and hope to arrive at the Eiffel Tower on Saturday 5 July, having cycled 200 miles!

To sponsor the team visit their **Just Giving** page
<http://www.justgiving.com/teams/ttlt>
All donations are very much appreciated.

Development news

First Choice House, London Rd:

Approval to change the use from offices to provide 80 residential units (CR/2014/0122/PA3).

Broadband cabinets: Numerous notices for cabinets at numerous locations submitted.

Crawter's Brook, Park: Consent for south entrance sign granted (CR/2014/0064/ADV) plus permission to create the park (CR2013/0681/FUL).

Imperial Centre, Gatwick Rd:

Change of use granted for use as a yoga centre (CR/2014/0078/FUL).

Former TLC, Fleming Way: Change of use granted for a Trade counter for Avensys (CR/2014/0053/FUL).

Former Alexir Packaging site, Faraday Rd: Application to create a new "make ready" ambulance centre (CR/2014/0102/FUL).

Maya Bar, 71 Gatwick Rd: Application to sub-divide and create new restaurant and takeaway units (CR/2014/0115/FUL).

Dualit, County Oak Way: Application to erect warehouse extensions (CR/2014/0261/FUL).

NOTE: planning applications are viewable at www.crawley.gov.uk

The Manor Royal experience

Lok'nStore - one year on

INTERVIEW

We catch up with Richie Wickes, centre manager of Lok'nStore in Gatwick Road, to ask how the year has been since we spoke to him last (in issue 5), soon after moving to their Gatwick Road premises.

MRN: What's happened for you since you opened the store?

RW: It took about six months to get the brand out there! When a place like this opens up on Manor Royal, thousands of cars go by each day... and it takes them a couple of weeks to even turn their heads! We filled slowly, but then, suddenly - we rocketed!

MRN: So what have some of the highlights been for you?

RW: The sheer pace of the transformation. When a self-storage facility opens, we build the internal units in phases - and phase 1 was built before we opened. Phase 2

wasn't due for a while, but because people were already crying out for new units, we had to bring the construction forward. We were playing chess with people for a while - 'Would you mind moving out the day before you were intending to, as we have someone wanting that unit?' kind of thing. It was incredible - absolutely incredible!



MRN: What has surprised you about the way things have developed?

RW: I really couldn't possibly have envisaged the level of enquiry and the amount of uptake of units. We just couldn't build them fast enough! And the reserve parking we offer to businesses - we're a lot more than just

a storage facility - have also almost all been taken up. Once the momentum had gathered, it was shocking!

MRN: Is there anything you're offering that might be of interest to Manor Royal businesses?

RW: We offer an alternative to businesses' own on-site parking - they can rent spaces off us - on either a temporary or a permanent basis as required. We also offer quality serviced office space at very competitive prices. My advice to Manor Royal businesses would be that if you think you're going to need something in the next year, at least log your interest with us now. Because these spaces are going to be there for a very limited time - and I don't like to sound clichéd but, once they're gone, they're gone!

Richie is pictured above with Sales Assistant Ryan Fletcher

For more information on Lok'nStore call 01293 55 33 21 or visit loknstore.co.uk



When Zac Thornton, General Manager at DPD's Crawley depot, joined the company back in 2012, he knew he was onto a winner: "It's been hectic - it's a very fast moving business," says Zac, "but it's definitely the best place I have ever worked."

'The DPD difference' - Zac Thornton

Zac heads up a team of more than 120 at DPD Crawley, based in the Manor Royal area, and he's a big advocate for DPD and what makes it special - that DPD difference! "Everyone knows DPD is a leading express parcel carrier," says Zac, "but few are aware of what sets us apart from the rest."

The firm's award-winning Predict service gives customers a one-hour delivery window, "which means they get the flexibility to do what they need to do during the rest of the day," says Zac.

Predict ensures more right-first-time deliveries by advising customers in advance, by text or email, of the hour in which their parcel will arrive. If this is not

convenient, the customer can text or email to rearrange delivery thanks to a series of in-flight options. This innovation, unique in the UK market, was first launched in 2010 and, since then, has been well received by shippers and shoppers alike.

DPD's innovative offering is further extended thanks to its Follow My Parcel service, which gives customers the ability to chart their delivery driver's progress on a map and also provides them with a final 15-minute delivery time slot.

Discover more about DPD at www.dpd.co.uk, call on 0845 9 505 505 or email sales.enquiries@dpd.co.uk

Royal noticeboard

Comedy with a conservation twist

For the second year running, we have partnered with Crawley STEMfest to bring a fabulous science-related comedy event to Manor Royal - this time we have two comedians! Geek songstress Helen Arney, from The Festival of the Spoken Nerd and biologist, science writer and TV presenter, Simon Watt will entertain us with 'comedy with a conservation twist'. It's a great way to meet fellow Manor Royal businesses, their people and make new friends - and discover more about what Crawley STEMfest is all about, of course! Tuesday 10th June, from 5.30 pm at Gatwick School (the old G23 building). Entry: Free to those who work at Manor Royal.

See events page at www.manorroyal.org or email CrawleySTEMfest@brighton.ac.uk for tickets.

People's Park taking shape

Progress is being made on our green space, after poor weather pushed the project back earlier in the year, with a view to an official opening in time for summer. Look out for further details in a future eBulletin and on the website at www.manorroyal.org.

Interested in volunteering or hosting a team-building event on the Park? Contact Ashleigh on 01273 497522.



First MRBD AGM

MRBD's first AGM is being planned for the end of September. To vote on key decisions, your company needs to be a levy payer, be paid up and have signed up as a member (one per levy payer).

More details to follow in future issues of Manor Royal News and our eBulletin.

Reduced gym rates for Manor Royal businesses

In response to demands for a gym, we have negotiated special rates for Manor Royal businesses at The Gym in the town centre. The offer provides a fantastic saving on normal rates - pay only £12.99 a month and get free parking for up to two hours while you work out.

More details on the Partners & Benefits page on the website at www.manorroyal.org

Manor Royal firms scoop awards

There's been much excuse for celebration for Manor Royal companies this season. Not only were four Manor Royal firms (Rainbo Supplies & Services Ltd, Elekta Ltd, RocketMill and Opus Innovations Ltd) recognised in this year's Gatwick Diamond Business Awards, but Vent-Axia was nominated Outstanding Company for 2014 by independent industry analysts Plimsoll Publishing and B&CE the DC Pension Provider of the Year at this year's UK Pension Awards. Well done, everyone!



Don't waste it, save it!

The Manor Royal Procurement Hub, run by Auditel, has negotiated a group waste project with Team Waste - the recycling partnership for Manor Royal companies. The more Manor Royal businesses that join, the more savings will be made and the fewer traffic movements will occur into the bargain! This arrangement is only available via the Manor Royal Procurement Hub.

For further details contact Auditel (Manor Royal) on 01293 344442 or email crawley.bid@auditel.co.uk

Get in touch

Got something to say, share or promote?

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