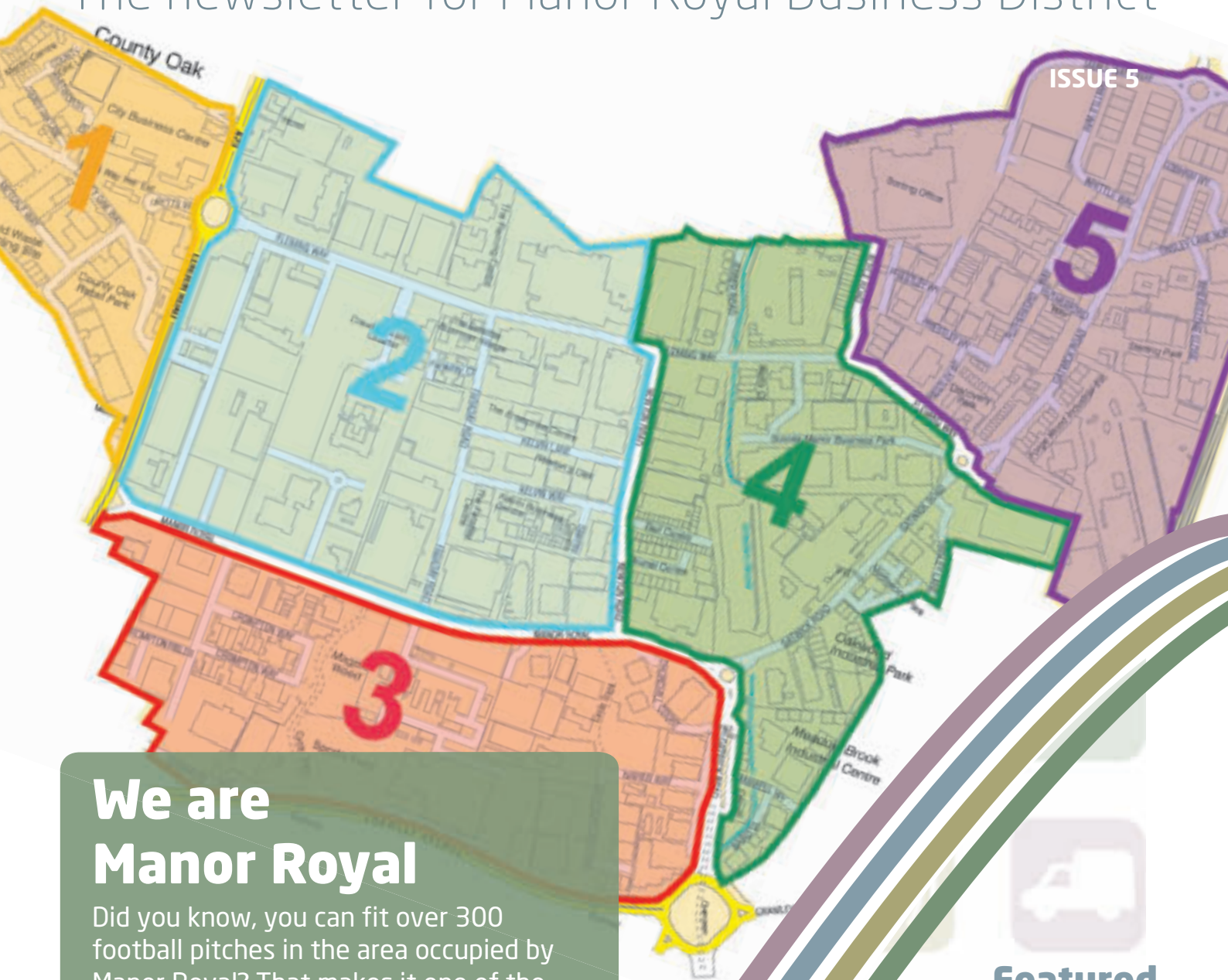


# MANOR ROYAL NEWS

The newsletter for Manor Royal Business District



## We are Manor Royal

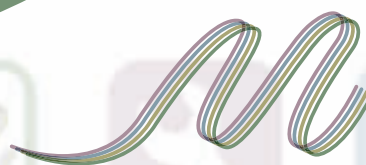
Did you know, you can fit over 300 football pitches in the area occupied by Manor Royal? That makes it one of the biggest business areas in the south east - along with 30,000 people, 700 premises, 500 businesses and 8 million square feet of commercial floorspace

Next year, will be an important year for everyone on Manor Royal. Take a look inside to find out why.

## Featured in this issue

Chairman's message

What you said  
BID latest



**MANOR ROYAL** CRAWLEY GATWICK  
BUSINESS DISTRICT

# Chairman's message

**As 2012 draws to a close we can all reflect on another busy and eventful year.**

With 2013 approaching fast, it must be recognised that this will be a defining year for Manor Royal businesses (including County Oak). You are all going to be asked to make an important decision.

Since 2011 our association - the Manor Royal Business Group - has had a clear vision of what the overarching aim is - "to make Manor Royal a better trading environment". We have been working hard on general awareness, plans for improvement projects, learning lunches, shared services etc.

Crawley Borough Council has given us great support over the last two years and I'm sure that will continue. It is however, very important that the businesses get themselves into a position where they make the decisions about Manor Royal.

The wheels have been set in motion on a number of projects and the importance of Manor Royal is continually being highlighted. Sustainability has always been one of the key challenges. We need to



keep this going - MRBG is **NOT** a networking association. It is an association that Delivers and Improves.

Over the past few months we have been conducting a survey about what you want to see from a Manor Royal Business Improvement District (BID), including a series of face-to-face interviews. In this issue we share the headlines from that survey. This will form the basis for any BID and the projects it will deliver.

## **Have we got it right? Are we saying the right things?**

If not, you need to tell us. If you or someone from your business has not taken part in the survey, you should. If you have strong views on the BID, either way, let us know.

Your business will be asked to vote for the BID, a simple yes or no. If the majority vote "yes" your business will

# BE PART OF IT

*IT'S UP TO YOU*

be required to make a reasonable financial contribution to deliver the BID plan. The BID has the potential to make Manor Royal better for our businesses but only if you want it to.

That's why it is important your business gets involved, has a say, uses its vote and determines the future of how we move forward as an association.

The alternative, as stated in the last issue, is to miss that opportunity and see all we have done fizzle out with businesses working in isolation from each other.

Also in this issue is an announcement of a new partnership with GatwickDiamondJobs.com, news of a "Know your neighbour" event and a chance to get snapping.

Enjoy what's left of 2012 and I look forward to moving forward in 2013.

**Trevor Williams**  
**Chairman**  
**Manor Royal Business Group**

## Development news

**Newton Rd (former Thales building)** Granted permission to demolish single storey office and sub-divide existing buildings. (CR/2012/0443/FUL)

**ATS Euromaster** change of use granted for vehicle tyre and exhaust fitting centre at the Gatwick Int. Distribution Centre (CR/2012/0281/FUL)

**New (major) office development** to create over 100,000 sq ft of offices at the site of the former "White House" near Astral Towers (CR/2012/0034/FUL)

**Fisher Clinical Services UK** permitted to install sliding electric gates at their unit on the Sussex Manor Business Park (CR/2012/0460/FUL)

You can search planning applications yourself at [www.crawley.gov.uk/plansearch](http://www.crawley.gov.uk/plansearch)

**Lok'nStore** given permission to use the former Royal Mail sorting office at the Sussex Manor Business Park for self-storage (CR/2012/0448/FUL)

**GEW (EC) Ltd**, new tenants of the Innovation Centre, Crompton Way permitted to erect a mezzanine floor (CR2012/0093/FUL)

# What's New?

## Get to "know your neighbour"

**"One Manor Royal.  
500 businesses.  
30,000 people.  
How many do you know?  
How many know you?"**

We all know the benefits of using a local supplier. The transport costs are lower, the door-to-door service is quicker, you are better able to develop a personal and business relationship, the impact on the environment can be less and on and on. But before any of that can happen you have to know what can be supplied locally and who your neighbours are.

That's what the Manor Royal "Know your neighbour" event taking place on Thursday, 21st February 2013 at the Ramada Plaza Hotel is all about.

Representatives from Wave Office Supplies, S4B Document Shredding, Lion Security, Gatwick Diamond Business and Flightstore have got together with the Business District Manager to make this happen.

There's just one catch - you can only attend or exhibit if you are physically based on Manor Royal.



Visit the online events page or contact the Business District Manager for details.

**STOP PRESS:** A dedicated Manor Royal business directory will be delivered as part of the BID.

**Did you know?** You can advertise promotions and offers on the Manor Royal website.

## On board for jobs

Manor Royal has joined forces with GatwickDiamondJobs.com to help with recruitment costs and promotion.

GatwickDiamondJobs.com already provides a cost effective means to advertise job vacancies and now, with the announcement that the MRBG is to become a founding partner, Manor Royal based firms are entitled to discounted rates. As well as providing a cost effective



recruitment solution, GatwickDiamondJobs.com is more than a jobs board. It offers advice, education and training tips as well publicity opportunities. It is hoped this new partnership will help to promote Manor Royal right across the Gatwick Diamond and beyond.

See the new "Jobs and work" page in the About Manor Royal section of the website to find out more.



To advertise your vacancies or organisation with GatwickDiamondJobs.com, contact Mark O'Grady on (01293) 81 77 40 or email mo@gatwickdiamondjobs.com

## Picture perfect

The MRBG has teamed up with Crawley Camera Club to organise a photo competition to capture snapshots of Manor Royal life. The good news is you don't have to be a budding David Bailey to take part.

The good news is you don't have to be a budding David Bailey to take part.

"The competition is a bit of fun," says Steve Sawyer, Business District Manager, "but it has a serious side too. Hopefully, the competition will get people talking about and looking more carefully at Manor Royal. Plus the entries might be used in marketing materials to help promote Manor Royal to new businesses and investors."



There are four competition categories and, if you're really clever, you may accidentally get your business in the picture.

Entry is free and there are prizes for the winning photos. The closing date for is 30th April 2013. See the events page online for details.

# Good News

When good things get done, it's important to recognise that success. Here are some examples from across Manor Royal.

## Gold for Welland

Welland Medical, a leading brand in the medical device market, has excelled by achieving the Investors in People Gold Status for its commitment to employees and excellent practise across the organisation. Welland Medical is based in the Brunel Centre off of Newton Road and employ 140 people.



Chris Primett, Managing Director of Welland Medical Ltd

For more information about Welland Medical visit [www.wellandmedical.com](http://www.wellandmedical.com)

## Elekta export excellence

Celebrating their 40th year, Elekta whose Linac House facility stands proudly on Fleming Way, were presented with the prestigious Queens Award for



## A Diamond Apprenticeship

Local Crawley lad, Scott Ingram, who has recently completed his A Levels at Thomas Bennett, has joined Gatwick Diamond Business (gdb) as an Apprentice Administrator.

Jeremy Taylor, CEO of gdb, based at Basepoint Business Centre in Metcalf Way, said "I am delighted that we have now grown our team to four people, especially in these recessionary times when other organisations are struggling to hold on to their staff."

For more information visit [www.gatwickdiamondbusiness.com](http://www.gatwickdiamondbusiness.com)

## Beautiful Success

Beautiful Nails and Body Salon, with their salon in the Stanley Centre in Kelvin Way, has been short-listed with just four others in the Professional Beauty Awards 2013 in the nail salon of the year category.

For more information visit [www.beautifulnailssalon.co.uk](http://www.beautifulnailssalon.co.uk)

Enterprise 2012 in the International Trade category. The Award is the U.K.'s highest accolade for business success given each year by the Queen on the advice of the prime minister.

Bill Yaeger, Executive Vice President of Elekta receiving the Queens Award with dignitaries

## Carbon cash for CBC

Crawley Borough Council is set to make huge energy savings following the installation of solar panel electricity at K2 Crawley and the amenities depot.



The depot, based in Metcalf Way behind County Oak, is one of the council's highest energy consuming buildings but now is set to save 8.7 tonnes of carbon and £14,000 in cash every year.

For more information on renewable energy options for your premises visit

[www.crawley.gov.uk/environment](http://www.crawley.gov.uk/environment) or call the Energy Saving Trust on 0300 123 1234

## Get in touch



If you have a comment on this newsletter or a story for a future issue contact Steve Sawyer on 01293 683235 or email him at [steve@manorroyal.org](mailto:steve@manorroyal.org)



*Resolve  
broadband*

## THE place to be

*Some increase in food and retail would be a positive*

## A place of choice for employees and employers

A Nice Place  
To Be And A Safe  
Place To Come

Centre for manufacturing and developing

*The Place To Be With A Look  
And Feel That Supports It*

## A thriving and attractive business area where people want to work

*Safe  
and  
profitable*

*It needs to have an active buzz*

## A business

Some way of working together

## community to

## be part of

A place that can  
attract new and  
retain businesses

Key employment  
hub in Sussex

## What you want Manor Royal to be

As part of the work to develop a business plan for the Business Improvement District (BID) you were asked what you wanted Manor Royal to be known for. This is what you said.

What would you add?

# BID NEWS

## Creating a Business Improvement District

# (BID)

could change that

Since its formation the Manor Royal Business Group (MRBG) has been working to improve the Business District for the benefit of business, staff and the area as a whole.

One of the biggest challenges was to find a way to keep things going and build momentum. The creation of a Business Improvement District (BID) was proposed as being the best and fairest way of achieving that.

Since then a considerable amount of effort has gone into survey and interview work to find out what everyone thinks and what the Manor Royal BID should deliver.



## What's a BID?

A BID is driven by businesses working together in a defined area. They draw up and cost a business plan and vote to say whether or not they are happy to make a proportionate financial contribution to see that plan delivered.

If the majority vote "yes" every rate paying business in the area is obliged to make a financial contribution as defined in the plan.

## "Make your BID" Rewind

The event at Virgin in September was attended by over 70 delegates. It touched on what the MRBG had been up to over the past year and the opportunity Manor Royal had to build on this.

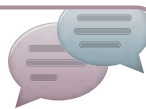
It was highlighted that the available funding would not last forever and would run out in April 2013. In response, the idea for a BID was presented and discussed. Among the issues covered were:

- concern about broadband provision,
- frustration that more had not been done to encourage inter-trade,
- dissatisfaction with aspects of upkeep, appearance and road conditions,
- questions about the BID process and cost and
- a very clear message that the various Council's must be made to keep their end of the bargain.

The presentations and notes from this meeting are online in the new "Manor Royal BID" section.

## Get in touch

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## Putting the Manor Royal BID into context

**B** for business  
businesses call the shots and make the decisions.

**I** for improvement  
funding the changes and influencing the decisions to make Manor Royal a better, more profitable place to be.

**D** for district  
a defined area where only those businesses in that area enjoy the benefits - no one else.



## Survey & interviews - the results so far

The survey and interview work is key to getting the business plan right. The results determine what projects, services and initiatives are delivered, where lobbying needs to be applied and what kind of place Manor Royal needs to be. That's why it's so important that everyone gets involved. Only those that speak out and express an opinion can have any chance of influencing the shape of things to come. This is how things are shaping up.

## More prestigious and attractive

Promoting Manor Royal, attracting new business, encouraging a sense of pride and improving the area's attractiveness were all aspects of raising the profile and reputation of Manor Royal regarded as important. Making the place more attractive and attracting new businesses were the 5th and 6th most highly rated issues.

## Working together to boost business

When asked 'What would make the strongest contribution to improving performance' the most significant and consistent response was that businesses should work together more. Local networking and trading (46%) and having a strong collective voice (60%) were both frequently mentioned as important. In fact, 43% of people felt the way businesses work together at the moment was poor.

## Improve infrastructure

There were strong feelings about the condition of roads and footpaths and broadband coverage, issues mentioned by two-thirds of businesses. Winter was also on people's minds with better gritting in some areas coming out top of the list. Traffic circulation, parking and provision of open spaces were felt to be poor.

## Safe and secure



Happily the vast majority of businesses had not experienced any crime in the last year. However, ensuring Manor Royal was safe and crime free was regarded as important with a third of businesses having experienced some form of crime, usually metal or vehicle related.

## What next?

First of all your comments and views are strongly encouraged. Putting a BID together is a serious matter, one that has the potential to make a real difference to the area. Without your input it might not fulfill its potential or meet your expectations.

The next steps involve pulling together the business plan taking account of the full range of findings and all the detail. The business plan will define the precise boundary of the BID area (taken to be the area on the front cover) and the contribution each business will be expected to make taking account of the size of that business.

You will be kept up to date on progress and in February 2013 the plan will be published ahead of any vote scheduled for April 2013.

# BID NEWS

**Make sure someone in your business knows what's going on.** Make sure the Business District Manager has your contact details so that you receive regular updates.

Visit the dedicated "Manor Royal BID" pages on the website for more information.

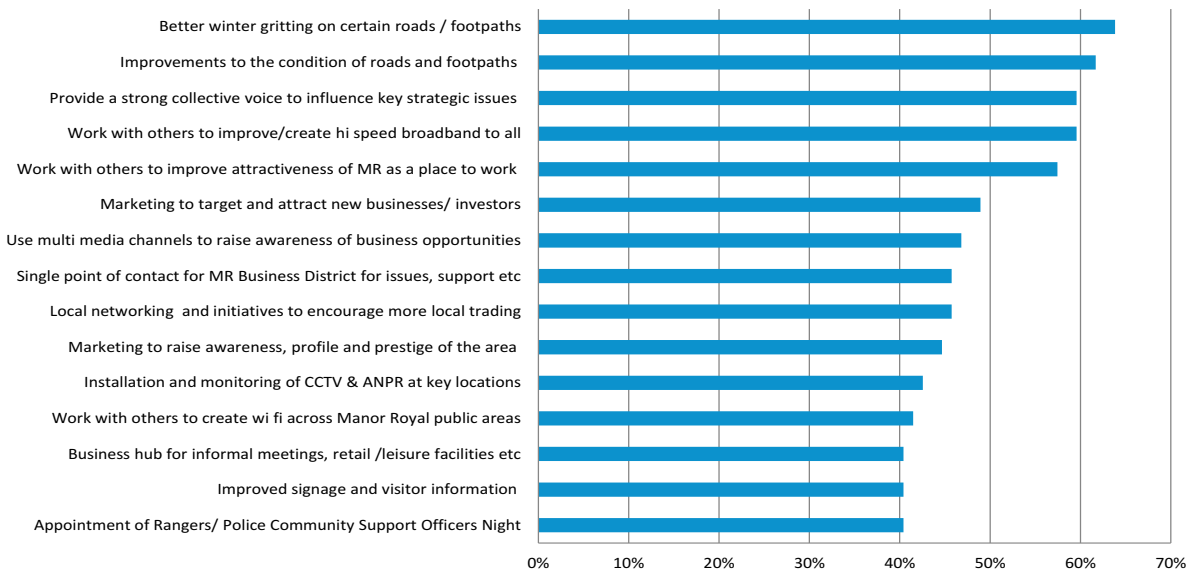
## Top 5 most poor

Of those things that businesses said were poor, these were the top 5. Any BID should consider how these might be addressed when setting its priorities for action.

1. **Traffic circulation and control (47%)**
2. **the way businesses work together (43%)**
3. **business parking (41%)**
4. **customer parking (40%)**
5. **provision of parks & open space (38%)**

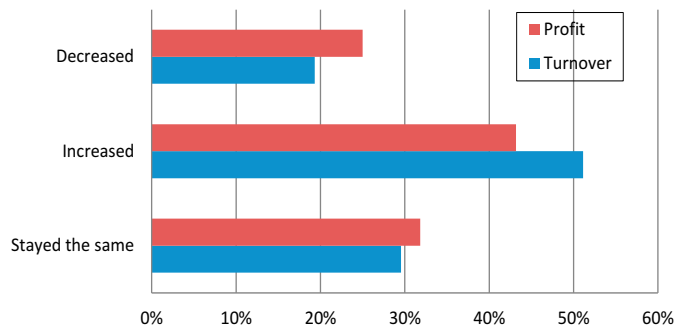
## Top 15 most important issues

These are the top 15 issues that were rated most highly as important to business, making them potential projects for the BID to tackle.



## Some optimism in tough times

The state of the economy was something over 50% of businesses said was a challenge. For some, turnover and profits are being squeezed. Others report increasing profits with 57% anticipating a moderate increase in turnover in the next twelve months.



**BE PART OF IT**

*IT'S UP TO YOU*



# Welcome to the Neighbourhood

A warm welcome to

## Lighting the Way

# EVERLITE LED

Everlite LED Ltd specialise in the supply of commercial LED lighting and have recently opened for business in the Bell Centre off of Newton Road.

"We took a long time deciding on where to base our business," explained Greg Jones, Managing Director of Everlite LED Ltd, "Since we are aiming our products at the commercial and industrial sectors, Manor Royal was an obvious choice."

With increasing pressure to meet economic and environmental targets, lighting offers one of the quickest ways to simultaneously reduce your costs and your carbon footprint.

In addition European legislation means all high powered tungsten based lamps will be phased out by 2016, which means much of the lighting in place today will soon become obsolete. Fortunately, there is some Government sponsored financial assistance available and Everlite LED on hand to help.

"Everlite LED Ltd offer can guide you through the whole process of upgrading your existing lighting", continues Greg, "From site surveys, energy saving calculations, return on investment, installation and completion of your project. We believe in old fashioned service combined with the latest technology the market can offer. Plus we are now on your doorstep."



For more information visit [www.everliteled.co.uk](http://www.everliteled.co.uk), email [everliteled@aol.com](mailto:everliteled@aol.com) or call Greg on 01293 533 070

## Lok'nStore Now Open

Lok'nStore is excited about opening a new self storage facility in Manor Royal just in time for Christmas.

"Lok'nStore chose the prime location of Manor Royal because of its unique high-visibility positioning, the stunning level of accessibility and the sheer fact that Crawley needed an expertly run, affordable Self Storage and Office Space combo option right in the hub of the town," explained Richie Wicks, the new Centre Manager.

The new centre occupies a prominent position on the corner of the Sussex Manor Business Park off of the Gatwick Road. The former Royal Mail sorting office building has been fully modernised to provide

over 40,000 sq. ft. of affordable, secure self storage for local household and business customers as well as office space for small businesses.

This new centre represents the latest addition to Lok'nStore's portfolio of over 22 self storage centres across the South and South East of England and you can't miss them. "Just get to the roundabout at Gatwick Road and Fleming Way," says Richie, "Look out for the big orange building - that's us."

For more information call 01293 55 33 21 or visit [loknstore.co.uk](http://loknstore.co.uk)



# Clean and fit

People are always surprised by the businesses they find here. In this issue we show how you can get your building cleaned, snow cleared and back fixed right here on Manor Royal.

## Keeping it clean

The longest serving private cleaning company based on Manor Royal is Greenstar Cleaners. They started as a 'one man band' over 35 years ago cleaning windows. Nicki Hesketh one of the directors recalls, "I remember being around 10 years old and going out with my Dad, Nigel, to collect window cleaning money. My first Saturday job was office cleaning. My overriding memory is cleaning out stinking ashtrays. Disgusting!"

These days the company is run by Nicki and her husband Dean Clark. They have over 100 staff and around 60 clients based on Manor Royal and the surrounding area. Greenstar Cleaners also provide grounds maintenance and winter services. They have one of the only



snow ploughs on Manor Royal and are ready for the snow. "Manor Royal is the perfect place to be based. It never ceases to amaze me how many companies we have here." Dean says, "On a weekly basis I am always coming across organisations I didn't know were here or new ones moving in. For a company of our nature it offers so many opportunities and with regard to our suppliers almost everything we need can be found here".



For more information go to [www.greenstarcleaners.co.uk](http://www.greenstarcleaners.co.uk) or email [dean@greenstarcleaners.co.uk](mailto:dean@greenstarcleaners.co.uk)

## Making sure your body works

Bodyworks Chiropractic was originally located in small town centre offices in Crawley and re-located to Manor Royal a few years ago to get the benefit of larger premises in a more prominent location.

What a good move it was. Now based on the Gatwick Road, near to P&H Motorcycles, the chiropractors, James Gaiger and Jennie Bond provide chiropractic care for local Crawley residents as well as for many of the huge number of people who commute to work at Manor Royal from further afield.



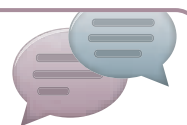
With lunchtime and evening appointments available, most people are able to easily fit a visit around their work hours.



James and Jennie have a wealth of experience treating not just back pain but repetitive strain injuries, sports injuries, headaches and neck pain to name but a few. They use a range of techniques including manipulation, massage techniques and acupuncture tailored specifically to the individual needs of their patients.

For more information visit [www.bodyworkschiropractic.co.uk](http://www.bodyworkschiropractic.co.uk) or call 01293 517171

Get in touch



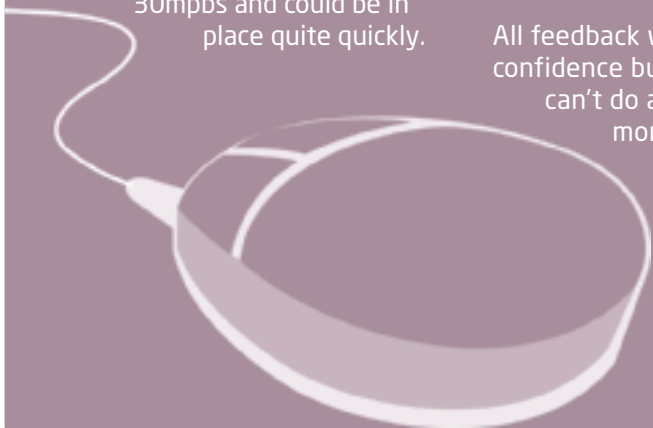
If you have a comment on this newsletter or a story for a future issue contact Steve Sawyer on 01293 683235 or email him at [steve@manorroyal.org](mailto:steve@manorroyal.org)

# Take Notice

## Broadband - tell us

A number of businesses are not happy with the quality of broadband they receive.

The MRBG is working with the Gatwick Diamond Initiative, to champion the cause of Manor Royal and to research the options. One of the options is to put in place a wireless network solution that would provide upwards of 30mpbs and could be in place quite quickly.



To make it work we need your help.

Email [info@manorroyal.org](mailto:info@manorroyal.org) and let us know (a) if broadband is a problem for you (b) whether you would consider a wireless solution or prefer to wait for as much as three years for a fibre solution and (c) anything else you want to say on the matter.

All feedback will be treated in confidence but without it we can't do anything. There's more to do but if we can get a feel for demand we can move this forward.

You can also join in the discussion on Linked In..

## sNOw Joke - prepare for winter

In the event of extreme winter weather the County Council will concentrate on clearing the major highways, including all A and B roads. For the Business District that's Manor Royal (road), Fleming Way, Gatwick Road and London Road. The message is to consider forming a "Business Snow Force". This involves volunteers getting together and being provided with the tools to take action in their area. For more information visit [www.crawley.gov.uk/snow](http://www.crawley.gov.uk/snow)

## Flyover work 2013 = disruption

Vital refurbishment work is due to start early (February) 2013 on the Hazlewick Avenue flyover near the Ramada Hotel as you come off of the M23 at Junction 10 on the Crawley approach. This will cause significant disruption for a period of 16-20 weeks. Businesses are advised to consider the impact this will have for staff, visitors and deliveries. More information is available in the News section of the Manor Royal website, via the Business Watch Intranet and on Linked In.

## Holes and bad bits



We hit the road recently with some folk from the West Sussex County Council Highways team. We looked at the not so good bits, measured a few holes, highlighted some parking problems, identified some faded lines, discussed some potential improvement works and one or two other issues that had been reported by you. A comprehensive audit is being submitted and there are some roadworks planned for the area. The original concrete road surface that underpins Manor Royal does make repairs difficult, however, we will keep on this and recommend you use the Love West Sussex online reporting facility to report issues you find (for details see the back page).

**Stay safe ...  
... Sign up**

Sign up to **Manor Royal Business Watch** to receive security alerts, advice and information. Email the Business District Manager for details.

**Question.** Are these things the MRBG should be looking at as part of any BID? email: [info@manorroyal.org](mailto:info@manorroyal.org) with your views.

# Manager's noticeboard

## Offers and promotions

Check out the latest special offers now available online on the "Offers & Promotions" page in the Local Life section. Including: **GatwickDiamondJobs.com** discounted jobs board offer.



Here are some bite-sized pieces of news picked out by the Business District Manager. **Contact Steve if you have something to say, promote or support.**

## E@sy does it

Are you getting your e-bulletins? These are produced Bi-monthly news updates sent straight to your inbox keeping you up-to date with the Business District latest. Make sure you get yours, email the Business District Manager.

## Love West Sussex

Use your mobile phone or PC to quickly report environmental and highways issues, like potholes. It's easy. Sign up, snap a picture of the offending item, type a description, send it. You can also track progress. An excellent way to draw attention to the problems affecting Manor Royal. Find out more at <http://love.westsussex.gov.uk/Help> there's also a link on the Manor Royal website Contacts page.

## Money saving waste survey disappointment

The response to the waste and recycling survey, the results from which we wanted to use to negotiate better and cheaper services, has not generated sufficient response to approach suppliers. It's not too late - yet. Contact me if you're interested in this. Could save you!

## Get snappy

Take part in this free to enter Manor Royal photo competition, or encourage your staff to. Prizes for the winners. Your picture could be featured on the front cover of Manor Royal News, online or even in a calendar.



See the online "Events page" for details.

## Know your neighbour event

A chance to meet up, introduce yourself and get to know about some of the other businesses on Manor Royal (including County Oak). A FREE event taking place on 21st February 2013. FREE exhibition space on a first come first serve basis. See inside and the online "Events page" for details.

## Get in touch

Steve Sawyer, Business District Manager:  
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W [www.manorroyal.org](http://www.manorroyal.org)

**Linked in** 

Don't forget you can join in with Manor Royal discussions on LinkedIn and follow Manor Royal on Twitter