

# Manor Royal News



THE OFFICIAL MAGAZINE OF THE MANOR ROYAL BUSINESS DISTRICT



## Featured in this issue:

- New BID Business Plan
- Heads Up with Matt Turner
- How to vote in the BID Ballot

**BID  
Renewal  
special**



# Chairman says

Every five years businesses must vote if they want a BID to continue. If we want the Manor Royal BID to carry on businesses need to vote "YES" at the ballot in February 2023..

If that doesn't happen then everything stops. Services are withdrawn - because there is no one else to fund them - and the investments we have already made alongside the significant promise of future funding will be lost.

It really is that simple.

Given the importance of this process we have dedicated a few pages to the renewal process and the new Business Plan (2023-28). It

is important we all understand the decision we, as businesses, are faced with and what we need to do to cast our vote.

It is my firm belief that the Manor Royal BID has made a positive and tangible difference to the Business District and the way we work together to achieve the improvements we have.

Rather than focusing on what might be lost, the prospect of a renewed Manor Royal BID for another five years is as much about what more we will gain.

This is issue 38 of Manor Royal News. I hope there will be an issue 39.

**Trevor Williams, Chairman**



## Inside track

It's incredible to think, at least to me, that the Manor Royal BID has been going for almost ten years.

The place has changed quite a bit in that time. Different businesses, different buildings, different people and lots more effort and focus on improving the area than ever before.

The Business District has come a long way since before the BID, when the place was 40% empty and there was a feeling that Manor Royal was being neglected and slipping back.

On a rare personal note, it does feel different from the one my nan (Upjohns), my dad (Upjohns and Beechams) and myself (various) worked at over the years and that I

now work for. I deliberately say that I work "for" as opposed to working "in" Manor Royal because, while both are true, I very much see myself as working for the benefit of the area and the businesses and the people here.

I am committed to that, as is the BID team along with the Board and Management Group.

There is much to be proud of, still a lot to do and I am excited by the prospect of bringing significant additional investment into Manor Royal on the back of our new Business Plan. I hope we get the chance to invest it in making Manor Royal even better.

**Steve Sawyer, Executive Director**

***Sign up to receive the monthly eBulletin  
for the latest news as it happens***

## ➤ DATES FOR YOUR DIARY

### MANOR ROYALSHOWCASE, 31 JANUARY 2023 @5PM

Final chance to come together before the BID ballot. A semi-informal evening of networking, refreshments and an opportunity to ask any last questions about the new BID. Sign up at [www.manorroyal.org/events](http://www.manorroyal.org/events)

### MANOR ROYAL KNOW YOUR NEIGHBOUR EXPO 2023, 17 MAY 2023

The ever popular and biggest Manor Royal B2B event. Free to attend and exhibit at, the event is scheduled to take place at the Hawth Theatre in Crawley with plenty of space for stands, car displays and more.

**PLEASE NOTE: this event is subject to BID Renewal.** Sign up at [www.manorroyal.org/events](http://www.manorroyal.org/events)

### MANOR ROYAL 6-A-SIDE FOOTBALL TOURNAMENT 2023, TBC JUNE 2023 @6PM

Pre-register your interest in entering a team at this long-running, friendly inter-Manor Royal company football tournament. Mixed teams are welcome. Entry fee (for charity) £40 per team.

**PLEASE NOTE: this event is subject to BID Renewal.**

Email: [steve@manorroyal.org](mailto:steve@manorroyal.org)

### THE BID BALLOT - DON'T MISS YOUR CHANCE TO VOTE

Businesses need to vote to keep the BID going. Here are the key dates relating to the renewal of the Manor Royal BID.

NOW	Tell the BID Team who to send your ballot paper to
27 Jan 2023	Ballot packs are sent out to the nominated person
02 Feb 2023	The postal ballot starts - START VOTING
01 March 2023	Ballot closes at 5pm - your vote doesn't count after this
02 March 2023	Declaration of the ballot is announced
01 April 2023	Either BID3 (2023-28) starts, or the BID closes down



### CALL FOR NEXT ISSUE:

If your business has a great story to appear in our next edition of the Manor Royal News, maybe a member of staff who deserves recognition, or a team that has gone above and beyond, email [chris@manorroyal.org](mailto:chris@manorroyal.org)

### NEW MANOR ROYAL TRAINING

The new Manor Royal Training Programme is out now! We have a host of heavily subsidised training available for you, delivered in-person and online. See the full listing on our website - [www.manorroyal.org/training](http://www.manorroyal.org/training)

### Post your job for free

Hundreds of jobs are posted every year on the Manor Royal Jobs Board powered by LoveLocalJobs.com, saving companies over £46,000 and generating over 800 applications. If you have a job, get it posted Free of charge. See more at [www.manorroyal.org/jobs](http://www.manorroyal.org/jobs)



*Be part of it!*

### KEEP IN TOUCH

Got something to share or promote?

Email [chris@manorroyal.org](mailto:chris@manorroyal.org)

Discover more about the Manor Royal Business Improvement District:

[www.manorroyal.org](http://www.manorroyal.org)

 Manor Royal BID

 @manor\_royal

 @Manor\_Royal

 Manor Royal BID

Unit 38, Basepoint Business Centre, Metcalf Way, Manor Royal Business District, Crawley RH11 7XX Tel: 01293 813 866



# Remember when?

How good is your knowledge of Manor Royal? Did your mum or dad once work here? Have you got friends with long memories, or do you just know it all yourself?

Manor Royal was named by the late Queen Elizabeth II (then Princess Elizabeth) in 1950. Since then it has gone through a number of changes and grown to become one of the biggest business areas in the UK.

We have been using the unique history of Manor Royal provided by different businesses and people - past and

present - to inspire artists involved in the creation of the network of micropark areas we are delivering all across the business district so that no one will be more than a five minute walk away from decent outdoor space.

But how many of these places can you correctly identify? Here are a few images of "old" Manor Royal.

If you can correctly match them with the new pictures we will enter you into a **PRIZE DRAW**. Email your answers to [info@manorroyal.org](mailto:info@manorroyal.org)

## Old pictures



A



B



C



D



E

## New pictures



1



2



3



4



5

# Have you seen the new Business Plan?

Launched at the Manor Royal Matters event, you can view an electronic copy on our dedicated web pages [www.manorroyal.org/BID3](http://www.manorroyal.org/BID3)

## Want your own copy?

In January we will send a hard copy of the plan to people and businesses on our database. Those same people will be the ones the ballot (voting) paper is sent to.

Contact the BID Office to make sure you are on the list and we have the correct details for the ballot.

## What does it cover?

The Business Plan outlines what the Manor Royal BID will do over the next five years (2023-28), if businesses vote for it.

It sets out who can vote, how the voting works, the BID rules, how much the BID will generate and how much the annual BID Levy charge will be and who will have to pay it.

## Who decides what the BID does?

Businesses do. A mix of experience, the needs of the area and, most importantly, local research including feedback from businesses who completed the BID Survey and other surveys has all gone into shaping the Business Plan.

Before the plan was published we also did a draft and shared that with everyone to make sure the final plan was fit for purpose.

The final check came from the BID Board, made up of fellow Manor Royal business representatives, who approved it in detail before going to print.

## Who can vote?

Any business occupying a property in the defined BID area with a rateable value of £12,000 or more is entitled to vote in the BID ballot, which is a 28 day postal ballot starting on 02 February 2023.

We want to make sure that everyone who is entitled to vote has the opportunity to vote, so it's very important we know who the BID Ballot paper should be sent to.

## More questions? No problem.

There's plenty of information online but please contact us any time.

Email [info@manorroyal.org](mailto:info@manorroyal.org) and we will get back to you to arrange a convenient time to talk.



## Manor Royal Business Improvement District (BID)

### Business Plan Prospectus

(2023-2028)



*"5 years. 5 Objectives. 1 Manor Royal."*

Find out about the new Manor Royal BID Business Plan at [www.manorroyal.org/BID3](http://www.manorroyal.org/BID3)

## Benefits of the Manor Royal BID

The plan on a page

Voting **“YES”** to continue the Manor Royal BID will unlock a significant programme of investment delivered over the next 5 years (2023-28) to improve the Business District for the businesses and people that work here.

### Making a difference

Since it was created in 2013, the Manor Royal BID has delivered many notable improvements to the Business District. It has been able to use its influence to raise the profile of the area and attract new investment as well as deliver projects, events and services specifically for the benefit of Manor Royal businesses and employees.

### A vote to continue the BID

For the Manor Royal BID to continue, it is a requirement of the Government's BID Regulations (2004) that businesses vote at the ballot scheduled for February 2023. Only by voting **“YES”** can the Manor Royal BID continue to deliver those services already valued by businesses and expand what it does by securing significant additional funding promised to it.

### Who votes and pays

Only those businesses expected to pay the BID Levy are entitled to vote in the ballot. The annual contribution businesses would be expected to make will be set at 1.1% of the rateable value of each property located in the BID area that has a rateable value of £12,000 or more. The levy will be capped so that no single property will be liable to pay more than £4,000 per annum.

### Additionality and focus

Whatever the Manor Royal BID delivers is in addition to what any other organisations provide. The Manor Royal BID is the only organisation whose sole interest is the success of Manor Royal and, most importantly, is run by and for Manor Royal companies.

The Manor Royal BID has also secured significant funds that will match, almost pound for pound, the BID Levy contributed by businesses.

### One vision and five objectives

The vision is “For Manor Royal to be widely regarded as the place where companies and people choose to be for the strength of its community and the quality of its trading and working environment.”

#### Objective 1: Promote and influence

Promote Manor Royal and its companies, attract new investment and represent the interests of the Business District.

#### Objective 2: Trade and save

Provide opportunities to bring companies together to trade with one another and to save money.

#### Objective 3: Infrastructure and facilities

Improve the physical environment, public realm and infrastructure so that Manor Royal looks good and works better.

#### Objective 4: Sustain and renew

Help to make Manor Royal and its companies more sustainable and live within our means.

#### Objective 5: Manage and maintain

Deliver enhanced levels of maintenance and security throughout the Business District.

Details of the projects associated with each objective are set out in the relevant section of the Business Plan along with details of how the Manor Royal BID will be managed and run.

### Businesses decide

If businesses vote to continue the Manor Royal BID a fund of more than £5m will be generated to help improve the Business District. The next BID Term would start on 01 April 2023 and run until 31 March 2028.

**The only way to ensure this business plan is delivered is to vote **“YES”** at the Manor Royal BID ballot in February 2023.**

[www.manorroyal.org/BID3](http://www.manorroyal.org/BID3)



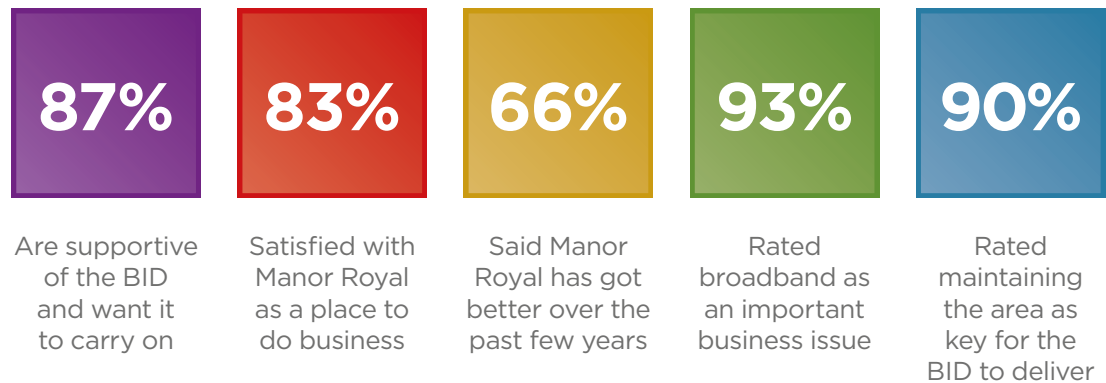


# Evidence for the proposal (the research)

## Informed by YOU

Feedback from events, face-to-face meetings, independent reviews, surveys results, invited (and uninvited) comments, and extensive coverage online and in printed form have all informed this proposal.

On top of regular surveys carried out during the five-year BID term, and in-line with good practice, the Manor Royal BID conducted an extensive survey of all Manor Royal based businesses. Detailed feedback was received from over 40% of all BID levy payers. The full report is available online with the headline results shown here.



### Maintenance, infrastructure and Investment are top issues

Important for the BID to deliver	Very Important	Very & Quite important
Keep place tidy/well maintained	53%	90%
Lobby for investment in roads/pavement	51%	83%
Make broadband faster	49%	82%
Attract more investment to area	48%	80%
Represent & lobby on behalf of MR	44%	85%
Improve the facilities & infrastructure	43%	82%
Help solve parking problems	42%	76%
Help with cheaper renewable energy	42%	77%
Establish EV Charging network	39%	70%
Additional security	39%	74%

When asked to rate what is most important for the Manor Royal BID to act on from a long-list of issues almost nothing was rated as totally unimportant. However, maintenance (keeping the place tidy) and infrastructure (roads, broadband and facilities) received strong support.

The role the BID plays in representing the area was also highly regarded, with sustainability issues (e.g. renewable energy and EV charging) starting to emerge as new and increasingly important areas for action.

Accordingly, we propose to maintain investment in services and projects to address these issues but to add a new fifth objective ("Sustain & renew") to sharpen the focus on sustainability.

### Want to see the survey results?

The results of the main BID survey, carried out by Manor Royal based market research experts PPL Insights, can be found at [www.manorroyal.org/BID3](http://www.manorroyal.org/BID3)

## Making a difference (proof of impact)

Things we have done, do and will carry on doing



**Broadband:** 23 broadband cabinets upgraded in Term 1 to provide faster fibre-based broadband. Work is underway to enhance to gigabit broadband speeds for all.



**Security cameras:** 25 security cameras installed and maintained at entry points and strategic locations. The plan is to expand the camera network.



**Cawters Brook:** Award winning Cawters Brook People's Park created from wasteland in Term 1 and maintained by the BID. Further enhancements are planned.



**Gateway 3 (Betts Way):** Entranceway upgraded to improve the sense of arrival and first impressions.



**Gateway 1 (Gatwick Road / Hazelwick Flyover):** Busiest entranceway to Manor Royal completed in Term 2, with further improvements planned to the roundabout area.



**Terrace Pocket Park:** Opened in Term 2 to improve the facilities and public realm offer. New artwork planned to be installed.



**Supported:** Single point of contact for enquiries and problem solving.



**Signage:** Over 200 directional and wayfinding signs installed and maintained.



**Winter gritting:** typically activated between 15-20 times each year covering 5km of road on each activation for areas not otherwise treated by West Sussex Highways.



**Business Magazine:** Between 16,000 and 20,000 copies of the quarterly Manor Royal News magazine published annually to promote the Business District and its companies.



**Events:** A dedicated events programme attracts 100s of companies and 1,000s of delegates each year including, the Manor Royal Know Your Neighbour EXPO.



**Team building:** Almost 1,000 hours of free to access conservation-based volunteering organised with Sussex Wildlife Trust.



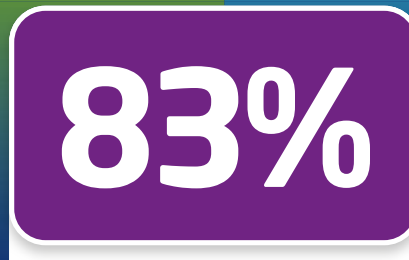
Since its creation in 2013 the Manor Royal BID has been delivering on its objectives and making a tangible difference to the way the Business District looks, feels and operates. The following are highlights of some of those things. A full list of BID projects and services can be found at [www.manorroyal.org/projects](http://www.manorroyal.org/projects) and [www.manorroyal.org/benefits](http://www.manorroyal.org/benefits)



**Representation:** Manor Royal actively represented to key stakeholders, like the Councils and Local Enterprise Partnership, and at local investment events and industry bodies.



**Security team:** A dedicated Business Ranger Team helps keep the place safe and serves as the area's eyes and ears.



**Improved Satisfaction:** 83% of levy paying businesses report being either "satisfied" or "very satisfied" with Manor Royal as a place to do business, 46% strongly so, compared to just 13% before the BID



**Lobbying:** Introduce new traffic orders, Public Space Protection Orders to deter car cruising, support introduction of online booking for the recycling centre.



**Security radios:** Vulnerable retailers have access to free security radios to connect and warn each other of issues and incidents.



**Better roads:** £3.5m secured to improve junctions, surfaces and other bus, pedestrian, cycling and road improvements as part of Manor Royal's inclusion in the Crawley Growth Programme



**New parks:** Four new "micro" park areas completed (and maintained) with two more in development.



**Planned improvements:** Our third and most ambitious Projects Pack published detailing investment ready projects to guide detailing, maintenance, public realm and improve biodiversity.



**Energy:** Funding secured to test the feasibility and set up a Local Energy Community to make it cheaper and easier for companies to work together to generate their own energy.



**Gratitude:** Over 200 tickets distributed to Manor Royal companies as part of the Crawley Town FC Gratitude Scheme rewarding those that have gone the "extra mile".



**Greener:** "One Planet Living" consultants BioRegional appointed to devise an Action Plan to make Manor Royal more sustainable.



**Intensive clean:** Manor Royal BID carries out periodic intensive cleans and repairs to key areas, like the chevrons at Gateway 3 and the signs, that no one else does.

Notes: Figures do not count those events, projects, training events or job postings delivered in the final year of the BID (2022-23).

## Making a difference (proof of impact)

More things we have done, do and will carry on doing



**eBulletins:** A monthly eNews bulletin provides companies with the latest news and information



**Directories:** Free business and property directories help Manor Royal companies and properties to be found.



**Enhanced Maintenance:** A dedicated maintenance team provide over 100 hours of dedicated, additional grounds maintenance each week.



**Transport discounts:** Almost 100 companies use the free to access easit transport initiative supporting 1,000s of employees with cheaper travel and advice. Saving companies over £190k in membership fees alone.



**Gateway 2 (Manor Royal):** Entranceway upgraded to include new crossing points and public realm.



**Digital advertising:** Four digital advertising screens managed and maintained for cheaper outdoor advertising by Manor Royal companies.

# 1%

**Few dissatisfied:** Only 1% of businesses claim to be dissatisfied with Manor Royal compared to 31% prior to the BID.



**Cheaper Training:** To date over 1,500 employees have attended over 180 bespoke discounted training events since forming the partnership with Crawley College saving Manor Royal companies over £160,000, a saving of between £25,000-30,000 per year (1)



**You're Welcome:** Manor Royal Information Pack printed and online to welcome and attract new tenants and investors.



**Always Online:** Managed website and social media channels.



**Crime down:** Reported crime stands at just over 300 per year, down from a peak of over 400.



**Free jobs board:** 1,680 jobs have been posted on the free to use Manor Royal Jobs Board to date, saving companies over £325,000 so far. Companies saved almost £45,000 in the past year alone.



Over  
**£2.5m**

**Added investment:** Subject to a "YES" vote, the Manor Royal BID has secured another £2.5m in addition to the BID Levy building on its success at attracting new investment.



**Local press:** Regular features, including over 25 Crawley Observer "From the Manor" columns celebrating Manor Royal companies for free.



**Subways:** 2 Subways were upgraded to provide a more inviting entry point for pedestrians and cyclists. They are constantly monitored and maintained by the BID.



**Community:** Events and activities to support wellbeing, encourage a sense of community and raise funds for charity.



**Safer together:** Free Manor Royal Business Watch membership saving between £187 and £386 per businesses per annum.



**Connected Crawley:** Key partner with Crawley Town Centre BID, Gatwick Diamond Business and Freedom Works providing access to informal networking to connect Manor Royal companies with other companies from across the town for free.

↓  
**LOW**

**Low Central costs:** The cost of running the BID are kept low, well-below industry standards, to ensure funds go directly into projects and improvements.

**VALUE FOR MONEY**

**Value for money:** The levy rate at 1.1% and maximum cap (£4,000) places the Manor Royal BID firmly in the lower quartile (cheapest) nationally based on the contributions businesses make to it. Almost as much money is generated from other sources to deliver the stated services and projects.



**Supporting development:** Actively engage developers to support applications and help to align with area-wide goals.



**Proud history:** With funding from Arts Council England, the BID researched the history and heritage of Manor Royal that has informed the development of the new park areas.



**Superhub bus stops:** Leading the way on improving key bus stop areas where people wait and congregate to create better facilities for all.

**VOTEYES FEB23**

**VOTE "YES":** To secure the Manor Royal BID and all it does for another five years.

Notes: Figures do not count those events, projects, training events or job postings delivered in the final year of the BID (2022-23).

# Manor Royal - it really matters

In November, the Manor Royal Matters event was back at the Sandman Signature Hotel. Bringing together 100 plus delegates from across the business district. It included the launch of the new BID Business Plan and the Annual Review reporting back on achievements in the past year.

## About money

Despite the economic challenges, the Manor Royal BID performed well on finance and the independent auditors (RPD accountants) gave the BID a clean bill of health. The BID was able to keep the costs of running the BID low at just 7% of income and channelled a massive 93% of all income directly into projects and services to improve the area. The BID was also able to attract a significant amount of external funding (£419,270, mostly from the Crawley Towns Fund) that represented 43% of all income generated, approximately 76p for every £1 of BID Levy.



## About projects

We kept our main projects and services going including events, training, public transport discounts, digital display boards, free jobs board, CCTV and ANPR cameras, security radios and we expanded our dedicated Maintenance Team to help keep the place tidy and look after the park areas. On top of that we completed the first of four new park areas, started on another one and commissioned design work on the next two in addition to some planned improvements to existing spaces.



## About people

As well as welcoming back Trevor Williams (Thales) and Anthony Maynard (CGG) who were re-elected to serve on the BID Board for another term, we were pleased to welcome two new Board members who were elected following their nomination.

### Ann Horne, HR Manager, Harwoods

Ann has a lot of experience working in the area. Mostly in HR roles in the motor trade having previously worked for Vauxhall. She has been involved in the HR Forum (now Talent and Training Group) for many years and is one of its founding members. She is enthusiastic about bringing important motor trade (car) and people insights to the Board.



## About the Annual Report and Final Accounts

For those that didn't make the meeting, more details are contained in our Annual Report and fully audited accounts. Both are available to view on our website. Get in touch if you have any questions.

Visit: [www.manorroyal.org/manor-royal-bid-agm-and-accounts/](http://www.manorroyal.org/manor-royal-bid-agm-and-accounts/)





# The Best Connection Group Ltd Has Moved!

The Best Connection Group Ltd has been in the heart of Manor Royal for over 22 years, and we have recently moved to a brand new office. When we first opened our doors back in 1990 the location was key, and that is as relevant now as it was back then. Specialising in the supply of staff to the Warehouse, Transport, Logistics and Aviation markets, staying within the Manor Royal was the main priority when we decided to move.

'We are very lucky to have built such great relationships with a number of clients based within the Manor Royal over the last 22 years, and when we outgrew our old office we knew we needed to say within the area' said Sean Marten, Senior Manager.

'Being a stones throw from a number of our clients; all easily accessible on the great public transport links for our office staff and temporary workers alike, made it obvious that we needed to remain local. 2022 has been our busiest year to date and we are delighted to have found somewhere that meets the demands of all of the work we have.'

The new office is based in Aviation Court on Gatwick Road, a prominent position as you enter the Manor Royal just after the flyover. If you would like to find out more about how The Best Connection can support your staffing needs then please give us a call on

☐ 01293 515333

☐ [www.thebestconnection.co.uk](http://www.thebestconnection.co.uk)



## InterSend. Empower. Succeed. Grow.

Based close to Gatwick Airport in West Sussex, is a specialist company that caters to all your eCommerce fulfilment, logistics and freight, and direct mail needs. With a highly trained team and modern warehousing in the UK, the company ensures your brand communications or products arrive cost-effectively, and on time.

Founded in 2012, InterSend is part of the wider InterGo Group - which works seamlessly to connect and deliver brands to consumers. It takes a complex chain of functions to ensure your product reaches the customer efficiently, securely and safely; from the "dreamer" stage of browsing, to ordering and then receiving the product - they can take care of as much, or as little, of this transition process as you wish.

InterSend offers additional business support via a wide range of services, including Warehousing & Storage, Accurate Pick & Pack, eCommerce Shipping, Postal Services, Palletised Freight Delivery, Logistics Tracking, Data Management, Gift Box & Subscription Box Assembly, and beyond - helping to complete a one-stop-shop approach to supporting your needs. Whatever they may be.

Group Managing Director, John Bardsley says:-

"We pride ourselves on our ability to tailor our services based on the needs of our clients. We enjoy what we do - and our clients tell us they enjoy what we do too."

Whether you're running a business from home, want to dedicate more time to your brand's growth, or you simply

need more storage space, outsourcing mailing, storage, and fulfilment solutions can be a huge benefit to your business.

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## People's Partnership - the new name for B&CE

We're a financial services company, which provides The People's Pension to more than 6 million people across the UK, making us one of the largest pension providers in the country.

It was in 1963 when we made the move to Manor Royal, and it's been our home ever since. Over the years, we've built strong connections, not just in terms of being a major employer, but also working alongside other organisations on volunteering and funding initiatives to benefit the local community.

We now employ more than 600 colleagues across two buildings in the Manor Royal Business District, and we're still growing.

New name, same purpose.

Our purpose is to help people across the UK build financial foundations for life, giving greater financial security to millions.

Founded for social good, as a not-for-profit - or profit for people - organisation, our customers and our members are always our main focus. And whatever we do, that will never change.

We wanted a name that reflects that. That's why, as we celebrate our 80th year, we've become People's Partnership.

As we adopt our new name, we will continue to forge strong working relationships with other employers in and around Crawley and very much look forward to offering our support to the local community.

📄 [www.peoplespartnership.co.uk](http://www.peoplespartnership.co.uk)



## Nexus development two-thirds full



Property consultancy Vail Williams is acting on behalf of Surrey County Council is marketing the remaining two floors of 4 Gatwick Road, a recently built, 57,000 sq ft Grade A headquarters office building in a prominent position in Manor Royal.

The property forms the first phase of the three-part mixed use Nexus commercial development, with around 60% of the building already let to South East Coast Ambulance Service

sq ft (279 sq m) up to 25,333 sq ft (2,354 sq m) available.

Vail Williams' Partner Steve Berrett, based in Crawley, said: "The building benefits from excellent sustainability credentials, including an EPC rating of B (37), a BREEAM rating of 'very good' and EV charging points in the 82-space parking area.

"The landlord is looking to work with an occupier by offering flexible sized office space and to help facilitate their fit out and occupational needs."

Vail Williams is acting jointly on 4 Gatwick Road with Knight Frank.

📄 [www.nexuscrawley.com](http://www.nexuscrawley.com)

📄 [www.creativecrawley.com/the-creative-playground](http://www.creativecrawley.com/the-creative-playground)



NHS Foundation Trust and pharmaceutical company Torrent Pharma.

The stunning Nexus building also played host to the recent pre-launch of Crawley Creative Playground - the creative people and places programme for the town, supported by a consortium of organisations led by Manor Royal BID.

A stunning and contemporary glazed four-storey building with feature brise soleil screens and an impressive full height reception area, 4 Gatwick Road has a range of unit sizes currently remaining to let, ranging from approx. 4,000



# Redrow 'Build a Bike' for a wheelie good cause

As part of the Redrow '1,000 Days' employee volunteer campaign Team Southern recently took on the challenge of building a bike, in aid of Rivers SPACE for Women. The local independent charity provides a safe and accessible space for women in Crawley.

Equipped with socket sets and Allen keys, Team Southern rose to the challenge of building two children's and two ladies bikes, to be donated to the charity. The bikes were supplied by local cycle shop and professional workshop, Balfes Bikes in Manor Royal.

Representatives from each department of Redrow Southern used the interactive areas of the new open-plan office to work collaboratively.

Everyone thoroughly enjoyed taking part, from graduates, to their mechanical engineer (cycling enthusiast), right through to Managing Director, Rod Martin and Dan Willmer,

Assistant Site Manager. Bolts, bars and bells were assembled to make four beautiful bikes!

'Rivers SPACE for Women' is the chosen regional charity, the fantastic work they do includes raising awareness of the need for integration of vulnerable women into the community, and also facilitates resources, such as teaching English as a second language and bridging essential data skills for women in the local area.

Building thriving communities is at the heart of everything Redrow do, and they recognise the difference they can create through supporting charities such as Rivers SPACE for Women. The bikes built by Team Southern will find their new homes with women in Crawley, giving them the chance to connect more easily with each other and enjoy the parks and open spaces with their children.

"No one expects that they might one day call on support from such organisations" says Marie-Claire Travis, Office Manager for Redrow Southern. "The tireless work of such people as Jeredyne from Rivers is a lifeline when you need it most"

[www.redrow.co.uk](http://www.redrow.co.uk)



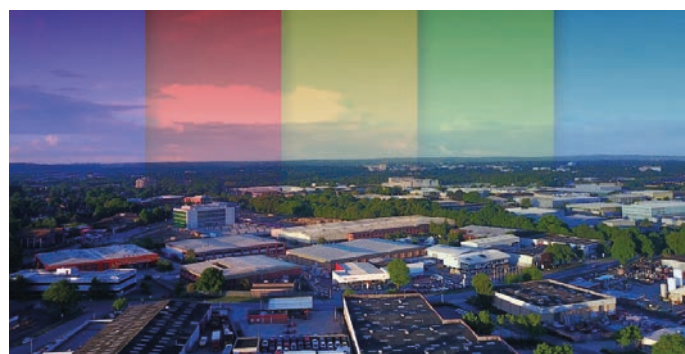
## Funding success for creative businesses in Manor Royal

West Sussex is set to be one of a small number of areas in England to benefit from the Government's Create Growth programme. West Sussex County Council, bidding as part of a South East consortium, has been successful in securing funding from the Department of Culture, Media and Sport (DCMS) to deliver the Create Growth programme across the county.

The programme will provide support for high-growth potential businesses in the creative industries to grow including through developing the knowledge and skills they need to access private sector investment. Additional grant funding provided nationally will be available to creative businesses in West Sussex.

West Sussex County Council is part of the successful Create Growth South East consortium alongside Brighton & Hove City Council, East Sussex County Council, Kent County Council, Essex County Council, Medway Council and Thurrock Council. The partnership also includes sector leads Wired Sussex, Screen South and Creative UK.

The consortium has been awarded funding of £1.275m to



deliver business support as part of the programme, over three years. An additional £7m has been allocated by DCMS to Innovate UK, to deliver finance to small creative businesses as part of the same programme.

Paul Marshall, Leader of West Sussex County Council, said: "This is really exciting news for creative businesses in West Sussex. The funding award by DCMS recognises the fantastic potential of these businesses in our region and provides an opportunity to support them to realise that potential and achieve growth for them, and our local economy."

The programme is being set up now and will launch in January 2023. The funding must be spent by March 2025.

Access to the programme is likely to close in October 2024 when the final cohort of businesses will be recruited.

If you would like to register your interest please contact: [info@createsoutheast.org.uk](mailto:info@createsoutheast.org.uk).

# REVALUATION 2023: BEWARE CHANGES TO BUSINESS RATES

The Valuation Office Agency (VOA) has published the 2023 rating list in draft, which will allow rate payers to see how their rateable value will change from 1 April 2023. Rate payers can log in to the government website and see their new assessment.

### What does this mean?

Thanks to the pandemic and its effect on the property market, RVs will be calculated based on a distinct lack of transactional rental evidence.

This could result in significant changes between your 2017 Rating Assessment, and 2023 - particularly for businesses based in or near to industrial premises, where rental values have seen significant growth.

### What to be aware of

**Potential mistakes and delays:** The move to three-yearly Revaluations could put pressure on the VOA, resulting in RV inaccuracy or delays in processing cases.

**Complicating complexity:** A new annual Duty to Notify the VOA of any changes to the occupation or physical

characteristics of your property, adds more complexity to an already complicated process, with financial penalties for non-compliance.

**Material Change of Circumstance:** Certain categories will be excluded from appeal, including those arising from legislation, regulation, or licencing changes.

**Transitional Relief:** Potential to benefit from rates relief for small businesses whose RVs increase significantly, capped at 15% for RVs up to £20,000 and 25% up to £100,000.

**Improvement Relief:** Aimed at occupiers, this is a 12-month relief available for eligible improvements to an existing property. Any improvements made will impact your RV and associated business rates.

### Are you ready for the next RV era? Act now

For support, get in touch with our team of experienced rating surveyors based across the UK, or contact

📧 [ratinghelp@vailwilliams.com](mailto:ratinghelp@vailwilliams.com)



**Vail  
Williams**

**01293 612 600**  
**vailwilliams.com**



## Supra Design To Redesign Manor Royal

Supra Design is an interior architecture and design studio offering 'No Ordinary' designs. Founded by Rumcy Supra in 2021, the studio delivers bespoke luxurious and innovative schemes for residential, commercial and hospitality projects across the UK.

### Why Manor Royal:

Situated less than 10 minutes from Gatwick Airport, connected to the hospitality and tourism network, and Crawley town undergoing significant residential and commercial developments, Supra Design's base at Regus, Manor Royal, is definitive to supporting existing and future development. Manor Royal Business District is also a place for collaborative opportunities with neighbour businesses and supports Supra Design's expansion plans in West Sussex.

### About Our Founder:

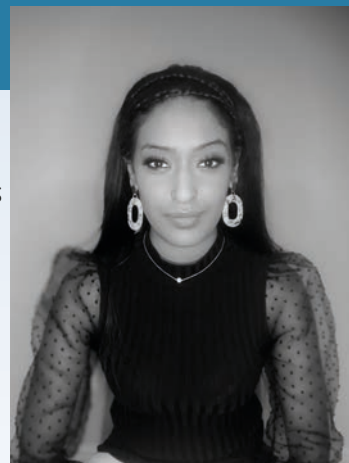
'Hi, I am Rumcy Supra, a qualified interior architect with over 9 years of industry experience working in the residential and hospitality market. I have worked with

luxurious residential and a global hotel company, and my creative role incorporates design and growth. I have led projects from inception to completion and utilised completed sites to support business sales through market partnerships.

During my spare time, you'll find me in the gym, on the badminton court, or enjoying a drive to hunt for unexplored natural sites.

Moving Supra Design to Regus, Manor Royal was a strategic plan. With opportunities for Supra Design to support b2b and b2c, I look forward to connecting and collaborating with local businesses and clients. It's a town and location to look out for nearer future.

🌐 [www.supradesign.co.uk](http://www.supradesign.co.uk)





# Bridgeham Clinic: A broken to brilliant story

The Bridgeham® Clinic, based in County Oak Way in Manor Royal, is about helping people be the best they can be. Blending osteopathy with Pilates and an innovative mix of other treatment specialisms.

By Jo and Trevor Strutt, owners of the Bridgeham Clinic  
They thrive on taking the broken and making them brilliant. And the story couldn't be more personal for husband-and-wife owners Trevor and Jo Strutt.

"Everything changed when some stage scenery fell on my head and devastated my professional dancing career", explains Jo, "The prognosis was terrible. I was in pain - both physically and mentally - but I was determined not to have surgery or to rely on painkillers for the rest of my life. I wanted to find a different way to be well again."

This was before they were married. Jo had been a dancer on cruise ships, at Royal Variety Performances and in West End shows while Trevor had honed his skills in massage therapy and osteopathy alongside his dad, who started the Bridgeham business from their Smallfield family home in 1993.

Faced with a lifetime of pain and disability, where even driving would be a challenge, Trevor's approach was to prove instrumental in Jo's return to full, pain-free health. Out of this a new idea was born that would be almost unique to patient recovery and rehabilitation - Bridgeham's "Broken to Brilliant®" ethos.

"We saw an opportunity to combine pain relief with teaching people to move better," says Trevor, "In that way, we can help people avoid repeating bad movement habits that can result in them being trapped in a never-ending pain-treatment cycle."

The approach clearly seems to be working and Bridgeham® can count a wide range of people among their clients from the very young to the very old, including trades people, athletes, nurses, dancers, gardeners, Olympians, drivers, vets, and professional boxers.

The list of happy, pain-free patients with better movement habits started to grow and created demand for bigger facilities. From the original clinic based in the Smallfield home, the business moved to Ifield in 2005 and in 2017 they opened their current base in Manor Royal with multiple treatment rooms and a movement studio.

The team of practitioners and therapists also increased all coached in the Bridgeham® way. The list of treatments



expanded with them. From osteopathy and Pilates massage therapy, foot health, acupuncture, hypnotherapy, nutrition advice and even mental health counselling were added to encompass the full range of the mind-body experience of recovery and lasting good health.

COVID proved a challenge, but Bridgeham adapted by creating a range of online resources, classes, and coaching - tools clients attending the clinic can still benefit from today to help them continue their recovery at home and between visits.

"It's not enough for us to just provide relief from pain," Trevor summed up, "That's just the first step. Our approach is dedicated to inspiring people to be the best they can be, whoever they are and whatever they do, from ordinary Joe to Olympic athlete."

Which goes to show that sometimes good things can follow bad. If that scenery hadn't fallen on Jo's head all those years ago and if she hadn't found Trevor, things might have turned out very differently for them both, and their clients who may never have experienced what it means to go from "Broken to Brilliant®".

To find out more about Bridgeham services visit  
[www.bridgehamclinic.com](http://www.bridgehamclinic.com)



## Heads Up – Matt Turner – Managing Director, Creative Pod



Matt started Creative Pod in 2006 and has since developed his business portfolio up to The Creative Group, comprised of Creative Pod - a full-service marketing agency, ECHO - a sponsorship brokerage, The PrintShop - a full-service printing agency, SquareOne - a market entry specialist. And recently the acquisition of an office fit-out firm, Spacelink Commercial Interiors and an SEO agency, 427 Marketing.

Whilst being a serial entrepreneur, Matt is extremely passionate about philanthropy and is a loyal patron and supporter of Chestnut Tree House, as well as supporting many other local causes.

The Creative Group has always been based on Manor Royal and we spoke to him to get to know the man behind the brand a little better!

### When and why did you start Creative Pod?

"It all started back in 2006 in my bedroom! I always wanted to be a graphic designer, even when I was at Hazelwick school in Crawley. I left Hazelwick at 16 and my first job was a tea boy in a design company in Redhill and London, working my way up. I soon realised I was a bad graphic designer and much better with people. After working for creative agencies, I learnt how bad some really are and how some clients are companies I would never want to work with! So In 2006, when google had been going a year, ISDN was in full swing, and I'd had enough of working with dickheads, I set up Creative Pod and moved into Metcalf Way on Manor Royal in 2008."



### Can you remember your first client?

"My first client was Tony Greenwood, a boxing promoter, the job was £1200 and I still have the cheque, uncashed!"

### You've built Creative Pod and the Creative Group in to brands across the region, has it always been plain sailing?

"Looking back, the first ten years I probably spent too much time on extra curricula projects, but the last 5 or six years, I've been knuckling down and building strong foundations for the business. We're now reaching a turnover 2.5 million with 26 fantastic employees, we're lucky to have won lots of different awards, not bad seeing as I didn't go to college or university!"

### What do you have planned for the next ten years?

"Surpassing the last 10 years! As long as we're producing good work, continuing our support of local charities and causes and continuing mentoring, I'll be happy"

📄 [www.creativepod.uk.com](http://www.creativepod.uk.com)





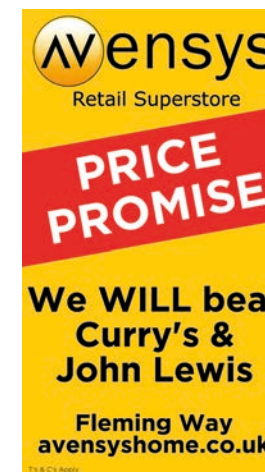
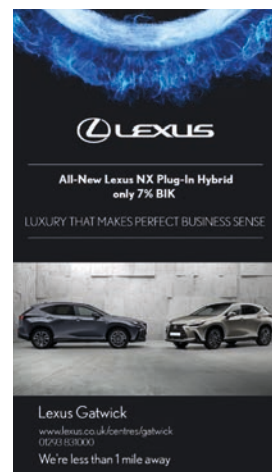
## ➤ DIGITAL SIGNS

The Manor Royal BID has digital advertising screens at key locations around the Business District to help businesses promote and to convey important messages to companies, visitors and employees, supported by the Crawley Growth Programme.

Usually the preserve of big brands with big budgets, the Manor Royal Digital Screens make getting noticed affordable.

Approximately 2 million vehicles pass through the area each month - that's 24 million vehicle movements every year, plus thousands of bus passengers, cyclists and those on foot.

Find out more at [www.manorroyal.org/digitalsigns](http://www.manorroyal.org/digitalsigns)



## Career Fair

The Manor Royal Career Fair with Crawley JOB Centre in October was the Manor Royal BID's first joint partnership Career Fair. Teamed up with the DWP, Crawley College, Employ Crawley and Love Local Jobs, over 400 people attended the events at the Crawley Job Centre.

Over 100 people were either offered a job or a second interview at the event.

Steve Sawyer, Executive Director of the Manor Royal BID said;

"We were delighted by the success of the Career Fair, it was a great chance for dozens of Manor Royal companies to talk directly to job seekers and we would like to thank our friends at the DWP and all our partners."



# ➤ The only way to have your say - **VOTE**

Every 5 years Business Improvements Districts (BIDs) have to be voted for by businesses.

Manor Royal BID comes to an end on 31st March 2023 - unless businesses vote **"yes"** to keep it going. A new Business Plan covering the period 2023-28 has been produced based on feedback from businesses and the needs of the area.

**The BID Ballot (postal vote) takes place in February 2023.**

**DON'T MISS OUT ON YOUR CHANCE TO VOTE**



**LET US KNOW WHO TO SEND YOUR BALLOT PAPER TO - do it now!**

Have you seen the Manor Royal BID Business Plan (2023-28)?  
Who in your business will vote in the Manor Royal BID ballot?

**LET US KNOW WHO TO SEND YOUR BALLOT / VOTING PAPER TO?**

**[www.manorroyal.org/BID3](http://www.manorroyal.org/BID3)  
[info@manorroyal.org](mailto:info@manorroyal.org)**

**Manor Royal BID:** making Manor Royal a place where companies and people choose to be for the strength of its community and the quality of its trading and working environment.

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

**01293 813 866 • [info@manorroyal.org](mailto:info@manorroyal.org) • [www.manorroyal.org](http://www.manorroyal.org)**

