



**MANOR ROYAL**  
**BUSINESS DISTRICT**

CRAWLEY & GATWICK

*Be part of it!*

# Manor Royal News

THE OFFICIAL MAGAZINE OF THE MANOR ROYAL BUSINESS DISTRICT



## Featured in this issue:

- New investment
- New businesses
- Manor Royal BID Review of the Year





# Inside Track

**What people will say at the Manor Royal Matters event in November is anyone's guess.**

It will be the first significant in person event we have been able to organise since COVID. Zoom and Teams have been great but there's nothing quite like seeing people for real and it will be interesting to hear if and how opinion might have changed.

This is the event where the audience tells us what they think using electronic voting pads with the results shown in real time. This makes for an interactive and valuable session where we can start to understand the issues that matter most in Manor Royal. Hence the name of the event - Manor Royal Matters.

In spite of the challenging times, last year people still felt positive about the Manor Royal BID but there were some differences starting to emerge in terms of confidence levels and in terms of

people's priorities. Although transport and parking, interestingly, were still issues despite people working from home more.

The event is all about looking forward, which is good to be able to do after 18 months of not knowing where to look. However, we must not forget the good stuff we have done collectively. We will reflect a little on that at the event - as well as elect our new Directors - and you can read our review of the year in our Annual Report on the following pages.

If you can't make the event your feedback is still welcome and invited. In the next little while we will be launching a major survey of Manor Royal businesses that I would encourage you all to complete - but you don't have to wait until then if you have something to say.

**Steve Sawyer, Executive Director**

## Freedom at Astral Towers

Freedom Works plan to open site number 8 later this year at the iconic Astral Towers, bringing their unique approach to flexible workplace solutions back to Manor Royal.

"Having left The Office in February this year as it was being knocked down we vowed to our members and the local business community that we would be back". comments Jon Trigg, Freedom Works Founder and Managing Director.

Freedom Works have already secured a number of founding members, for when they open at Astral Towers, which offers a more corporate space than their traditional

buildings and spaces attractive to SME's and corporates alongside their traditional start up and scale up businesses while retaining their focus on flexibility, collaboration and community.

Whatever your needs, if you need anything from two desks to a custom fit-out for 100+ desks, Freedom Works can offer a solution at one of Manor Royal's most iconic buildings.

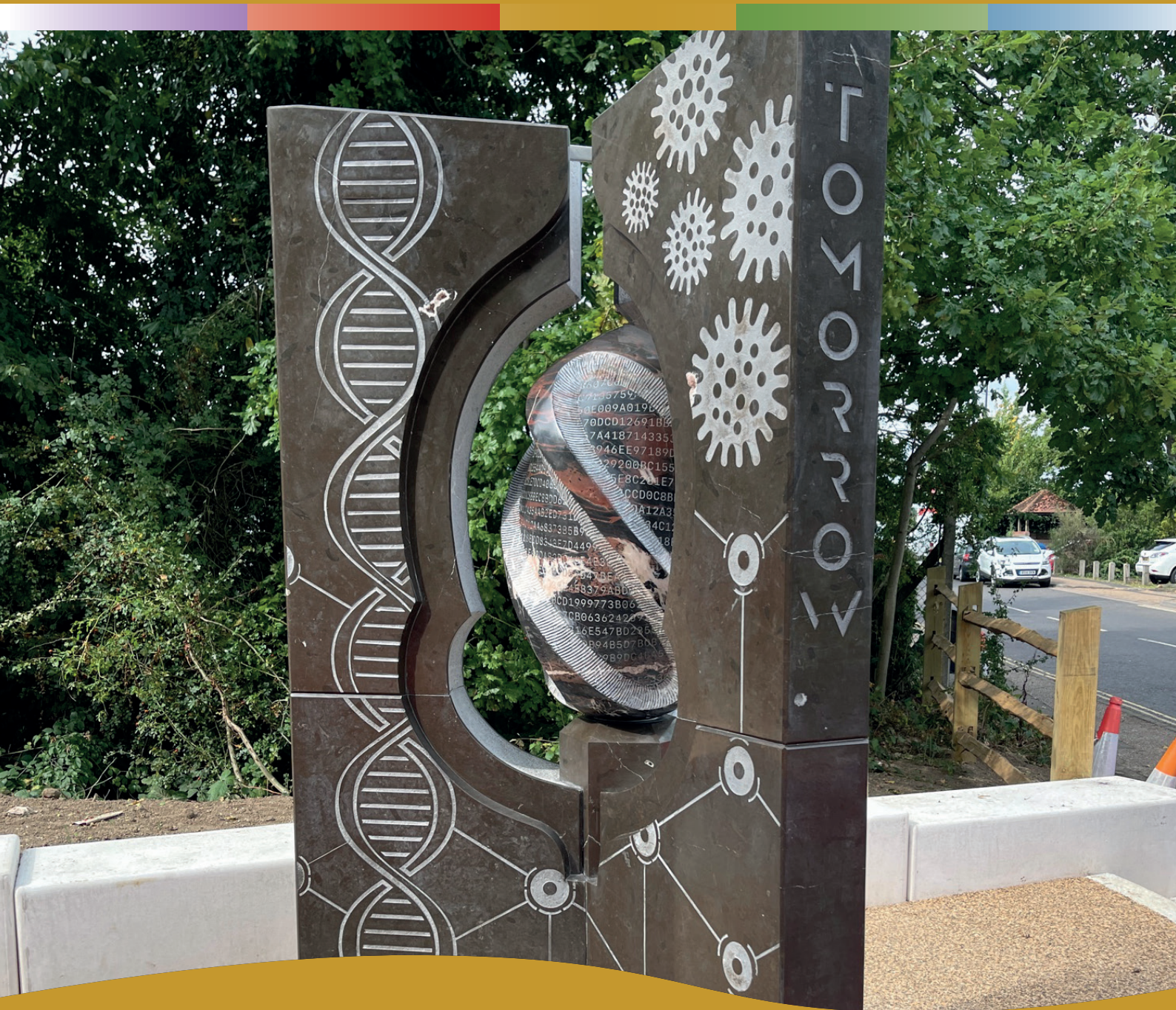
[www.freedomworks.space/](http://www.freedomworks.space/)



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# Manor Royal BID

Annual Report 2020/21



*Our year in review*

*Be part of it!*

# Chairman's Message



A successful business needs to be prepared to adapt. The year of this Annual Report, from April 2020 to March 2021, tested that idea to the limit as the global pandemic became the backdrop to our personal and professional lives.

As a Board we took the decision to adapt our levy income collection process to offer more flexibility for those that needed it. We adapted our programme of work, delivering things online where we could, while keeping other things going where it was safe to do so, for example our Business Ranger and Maintenance Team services.

The roll out of other planned projects, like the first MicroParks and elements of the Crawley Growth Programme, also slowed but never completely stopped and I'm pleased to say we can still report progress in these areas.

I am also pleased that the BID adapted well and very quickly to providing more help and guidance, stepping up to play its part at a strategic level on the Crawley Economic Recovery Taskforce and truly being the "voice" of Manor Royal businesses. We were also able to introduce new services, like the free to access MicroLearn eLearning Platform and a new security radio scheme for vulnerable retailers.

We are, of course, still living with the reality of a changed world where Manor Royal itself is changing. Reading this report now, and putting it into context, reinforces to me the multiple and important roles the BID can play. This will continue to be important as we look to collectively move forward.

**Trevor Williams**  
Chair, MRBD Limited

## Our plan, Our commitment

### Who we are

The Manor Royal BID is a not-for-profit company set up and managed by volunteers from the Manor Royal business community to deliver the Manor Royal BID Business Plan. Originally voted for by Manor Royal businesses in the BID ballot of April 2013, it was renewed by vote in the Renewal Ballot of March 2018.

### Four objectives

Our vision is "to improve the trading and working environment of Manor Royal" by acting on four objectives:



1: Promote & influence



2: Trade & save



3: Infrastructure & facilities



4: Manage & maintain

### Five years










We promise to deliver on these objectives over a period of five years between 2018 and 2023.

### One voice

Our Business Plan is our commitment. Our commitment to improve Manor Royal and our commitment to each other to work together to achieve our vision. The Manor Royal BID acts in the best interests of Manor Royal and is committed to providing a representative voice for Manor Royal, to lobby on behalf of the area, to make sure Manor Royal is recognised as a priority for investment and support and to remain responsive to Manor Royal business needs.

## Our board

Drawn from Manor Royal businesses, members of the Board give their time on a voluntary basis. The Board provides strategic oversight to make sure the Manor Royal BID keeps to plan and is properly managed.

	<b>Trevor Williams,</b> Thales UK
	<b>Paul Searle,</b> P&H Motorcycles
	<b>Michael Deacon-Jackson,</b> FTD Johns
	<b>Yvonne Taylor,</b> PPL Insights
	<b>Cllr Peter Smith,</b> Crawley Borough Council
	<b>Markus Wood,</b> Avensys
	<b>Tim Rose,</b> Elekta
	<b>Keith Pordum,</b> BonCulina
	<b>Anthony Maynard,</b> CGG

The Articles of the BID Company allow for Board membership of up to nine individuals. Each year a third of the Board is required to stand-down but can stand for re-election. Various other businesses are represented on the Management Group and various Working Groups. The Board actively encourages the involvement of BID levy paying businesses.

## Our standards

The Manor Royal BID Company operates in an open and transparent way to comply with the Regulations that govern BIDs and to satisfy standards of good practice. It is important that the businesses and staff of Manor Royal know what the BID is doing and know that things are being done the right way.

Doing things right means:

1. MRBD Limited is set up as a Not for Profit company limited by guarantee and registered with Companies House with a set of Memorandum and Articles appropriate for a BID.
2. There is an appropriate governance structure in place with elected directors drawn from and voted by fellow Manor Royal companies at an annual AGM.
3. An annual BID Levy leaflet is produced and distributed with the BID Levy Bill to inform BID Levy Payers how the money was spent last year and how it will be spent next year.
4. Annual accounts and an annual report are published and made available at the AGM and subsequently on the website. Copies are sent on request to those that want them.
5. Every effort is made to contact and invite all BID Levy paying businesses to become members of the BID Company (at no charge) and to attend AGMs.
6. The Manor Royal BID operates an "open door" policy and actively invites people to become involved in the work of the BID.
7. Board and Management Team meetings are minuted and the minutes are published on line.
8. Operating and Baseline Agreements have been set up with the public service providers so we know what we should be getting and do not inadvertently undertake or pay for jobs or tasks the local authorities ought to be doing.
9. Progress against a published and publicly available business plan is monitored and reported on.
10. BID accounts are fully audited by an independent accountancy firm and good practice principles are applied to procuring services on behalf of Manor Royal companies.
11. The Manor Royal BID strives to achieve the best value for BID Levy payers by using the BID levy to attract matched funding from other partners.
12. MRBD Limited adheres to the best practice guidance produced by British BIDs, the British Retail Consortium (BRC), the Inter Bank Rating Forum (IBRF) and the Federation of Small Businesses (FSB) to limit the central administration costs to not more than 20% of the BID Levy collected.

## Our numbers

The Manor Royal BID Business Plan (2018-23) is expected to generate at least £2.87m over five years, with a target of 10% (£260,202) coming from other sources.

### Our financial performance this year

How our expenditure in the year compares to our budget

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	519,500	91%	526,289	69%
Other income	52,020	9%	234,704	31%
<b>Total Income</b>	<b>571,710</b>		<b>760,993</b>	
Central costs	54,824	10%	61,601	8%
Levy Collection	15,606	3%	15,606	2%
Accrual	7,803	1%	9,000	1%
Obj1: Promote & Influence	56,750	10%	41,402	5%
Obj2: Trade & Save	124,115	22%	95,109	12%
Obj3: Infrastructure & Facilities	110,907	19%	307,088	40%
Obj4: Manage & Maintain	191,274	33%	152,241	20%
Contingency	10,404	2%	-	0%
<b>Total</b>	<b>571,683</b>	<b>100%</b>	<b>682,047</b>	<b>90%</b>
Surplus (Deficit)	27		78,946	
Balance at the start of the year	-		168,831	
<b>Reserves</b>	<b>27</b>		<b>247,777</b>	

### Our financial performance to date

This table shows how we are performing cumulatively for this term of the BID, which officially started in June 2018. It shows the total income and expenditure since the Manor Royal BID was renewed.

	BUDGET		ACTUAL	
	£	% of income	£	% of income
Levy Income	1,528,700	91%	1,560,626	73%
Other income	153,020	9%	576,817	27%
<b>Total Income</b>	<b>1,681,720</b>		<b>2,137,444</b>	
Central costs	161,268	10%	178,372	8%
Levy Collection	45,906	3%	45,906	2%
Accrual	22,953	1%	9,000	0%
Obj1: Promote & Influence	166,933	10%	148,956	7%
Obj2: Trade & Save	297,773	18%	361,343	17%
Obj3: Infrastructure & Facilities	336,239	20%	675,783	32%
Obj4: Manage & Maintain	629,963	37%	477,684	22%
Contingency	30,604	2%	-	0%
<b>Total</b>	<b>1,691,639</b>	<b>101%</b>	<b>1,897,044</b>	<b>89%</b>
Surplus (Deficit)	(9,919)		240,400	
Balance at the start of the year	10,000		7,377	
<b>Reserves</b>	<b>81</b>		<b>247,777</b>	

Cash at bank at year end was £13,899

## Our income

It is our objective to match BID Levy contributions with other sources of funding to maximise the value of the contributions made by Manor Royal businesses in the form of the BID Levy. 31% of income was generated from other sources, which means to date for every £1 of Levy Income the BID has generated an additional 37p.

The BID is performing above expectations on income generation, largely because of success in attracting third party funds. However, it should be noted the income figure for 2020/21 includes £66,504 of outstanding BID Levy income that has been billed but not yet received. This is because the Board adopted a more flexible approach to levy collection in response to COVID.

## Central costs remain low

Accounting for just 8% of all income. Industry best practice recommends that central costs should not exceed 20%. The Manor Royal BID consistently keeps central costs below this level allowing more money to be invested in new and additional services, projects and improvements.

## Our spend on projects

The Manor Royal BID exists to deliver additional and improved services, projects and initiatives that collectively contribute to a better trading and working environment. Here's how.

### Objective 1, Promote and influence

This is about promoting the area, promoting local companies and representing the interests of the Business District to public partners and others. Most of our spend in this area is on producing and distributing Manor Royal News and eBulletins, managing the website, PR and Comms. Spend is lower than budget due to a more cost-efficient method of delivery and because we reduced the number of copies of Manor Royal News we printed and posted because of COVID.

### Objective 2, Trade & Save

This is about how we bring companies together and look at different ways to help them save money. Our key spend areas here are on events, providing the bespoke training programme (with Crawley College), the free and unlimited use of the Manor Royal jobs board (with LoveLocalJobs.com) and the subsidised transport initiative (easit). The underspend is explained by the cheaper cost of running events and delivering training online compared to in-person, offset by cost of introducing the free to access online learning platform (Manor Royal MicroLearn).

### Objective 3, Infrastructure & Facilities

This is about investing in the physical environment and infrastructure so that Manor Royal looks better and works better. These improvements are linked to how satisfied and impressed people are with Manor Royal, which this year saw the launch of the digital signs. We spent significantly more in this area as we started to deliver the first MicroParks, which benefited from Towns Fund Accelerator funding from Government.

### Objective 4, Manage & Maintain

This is about how we look after Manor Royal and has become an increasingly important area. Main spend areas are in providing the dedicated Maintenance Team to help with grounds maintenance and the Business Ranger service that is about stewardship and security. We also provide free access to Manor Royal Business Watch, additional winter gritting and we look after all the signs, parks and other facilities in Manor Royal. The slight under-spend was due to a Business Ranger vacancy.

## Explaining the surplus

Final accounts in any given year can sometimes show a surplus. This is usually explained by timing issues in respect of delivering capital projects. The complexity and cost of certain projects may also require the BID to carry forward funds generated in one financial year for expenditure in a future financial year. The following table explains how the surplus in this financial year may be invested.










BID Reserve (in line with policy)	50,000
Manor Royal Projects Pack & Environmental Audit	30,000
Enhancement to The Terrace Pocket Park	30,000
Facilities upgrades (MicroPark delivery)*	390,000
Enhancement to Maintenance Team	50,000
<b>Total</b>	<b>550,000</b>











\*The full cost of these area-wide facilities and public realm enhancements is circa £1.3m for which third party funding is required.

\*\*COVID-19 may have an impact on the pace of delivery of some projects and initiatives.

# Our performance

The Manor Royal BID delivers place-specific improvements in line with our Business Plan to make the Business District a better place to work and run a business. These pages provide an insight into the impact the Manor Royal BID has had in the last year, using performance data where it is available. Without the Manor Royal BID these things would not have happened.

-  **More funds** Over £234k of additional funds attracted for BID projects - approx. 45p for every £1 of BID Levy.
-  **Value** Only 8% of income spent on central costs. Well below industry standards of not more than 20%
-  **Winter gritting** service activated 15 times covering 75 kilometres
-  **Additional Security** provided each week to help with security and reassurance, including throughout COVID.
-  **Additional Maintenance** provided by the dedicated Maintenance Team to keep Manor Royal clean, tidy and well-presented, including throughout COVID.
-  **Cheaper travel** almost 100 businesses registered for easit saving over £190k in membership fees, plus savings for their staff(1)
-  **Digital signs** Each digital advertising screen kept operational 16 hours per day across four locations, with massively reduced rates during COVID.
-  **Communication:** 5,000 copies (two issues) of MR News printed and posted(2)
-  **Communication:** 17 monthly ebulletins sent to average audience of 1,500 per issue(3)

-  **New facilities** Final designs approved, artists appointed, funding secured and planning consent obtained for four Micropark areas for new outdoor seating and meeting space
-  **Public artist** appointed and funding secured for new public art to enhance the Terrace Pocket Park
-  **Training** 17 sessions delivered, attended by 101 delegates, collectively saving £2,525(4)
-  **Job posts** 250 jobs posted on the free to use jobs board saving companies almost £47k (5)
-  **Events** 8 events took place attended by 219 delegates (6)
-  **Security radios** introduced to support vulnerable retailers in County Oak and Acorn Retail Parks
-  **eLearning** 246 online courses accessed via Manor Royal MicroLearn, providing over 71 hours of training
-  **Crime** 315 reported crimes, a slight reduction on previous year.
-  **Public realm** 276 public realm reports issued identifying littering, fly tipping, broken street furniture, parking issues etc
-  **Incident reports** 39 reports issued via DISC (Business Watch) covering incidents of theft, abandoned vehicles etc.







**micro LEARN**

- Security alerts**, 40 alerts issued via the DISC (Business Watch) system to provide early warning to Manor Royal companies, in addition to instant messages.
- Ranger visits** 1,100 plus Business Ranger visits to over 170 businesses
- Watch Members** Over 400 Business Watch (DISC) members saving between £188 and £386 per annum per company providing secure means to receive and share security, crime and related information.
- Satisfied** 93% of survey responders said they were satisfied with Manor Royal
- Getting better** 26% felt Manor Royal had got better, while 30% felt it had stayed the same in the past year.
- Confidence** While still high at 78%, this was slightly lower than the year before
- Growth** Predictions of growth in the year ahead had dropped from 74% to 47%, COVID and economic uncertainty were highlighted as the main reasons.

**Notes:**

- (1) Actual level of public transport use much reduced during COVID due to restrictions
- (2) Usual number of issues reduced due to high levels of home working by Manor Royal businesses
- (3) Frequency increased to keep businesses informed during COVID
- (4) Due to COVID this is approximately half of the training sessions delivered in previous year. All training sessions were delivered online.
- (5) This is approximately half the normal number of jobs and savings due to COVID. Towards the end of the year the postings and savings had returned to more or less normal pre-COVID levels.
- (6) Most of these events took the form of smaller workshop and subject specific seminars. The normal event programme, including Know Your Neighbour, could not take place due to COVID.

**Among the other highlights of the year**














- Leveraged an additional £565,000 from the Towns Fund to help deliver the first four microparks
- Supported the Manor Royal Freeport BID, led by the Coast to Capital Local Enterprise Partnership.
- Representation of Manor Royal on the Crawley Economic Recovery Taskforce (CERT)
- Production of Manor Royal Economic Recovery Plan.
- Representation of Manor Royal on key national and local bodies including: British BIDs Advisory Board, The BID Foundation Council, Crawley Growth Programme, Crawley & Gatwick Business Watch, Gatwick Diamond Initiative Promote Group, Invest Crawley and Creative Crawley Committee.

**Find out more about Manor Royal BID activities at [www.manorroyal.org/projects](http://www.manorroyal.org/projects)**



# Our year ahead

## We will carry on providing...

-  Additional security measures including Business Rangers, free Business Watch membership, areawide security /ANPR camera system, security radios
-  Active travel promotion and cheaper staff travel for all via easitCRAWLEY transport initiative membership
-  Low cost staff training (with Crawley College) and free to access eLearning platform (MicroLearn)
-  Free and unlimited use of the Manor Royal Jobs Board
-  Additional and dedicated grounds maintenance and winter gritting
-  Free to access networking and events programme
-  Tailored communications including monthly eBulletins, quarterly Manor Royal News, managed website, multi-channel social media and provision of digital screen advertising
-  Online business directory and free business listings, promotions and offers
-  Dedicated point of contact for help, enquiries and representation
-  Discounted services and employee benefits
-  Upkeep of park areas, branded street signs, lamp post banners, map boards, welcome signs, enhanced entry points, subways and digital screens
-  Investment to improve infrastructure and facilities
-  Lobbying for additional funding, resources and support to Manor Royall

## In addition we will...

- Complete roll out of the first four MicroPark areas
- Launch new website, business directory and property search
- Work with Crawley Borough Council and West Sussex County Council to deliver the Manor Royal elements of the Crawley Growth Programme transport infrastructure improvements
- Consult businesses on options for improved on-street parking management and enforcement
- Undertake market test for pilot "Superhub" bus stop
- Produce new Projects Pack and area-wide Environmental Audit
- Support the delivery of the Manor Royal Re-energise project to test the feasibility of on-site energy generation from sustainable sources (with West Sussex County Council Your Energy Sussex and Crawley Borough Council)
- Oversee and deliver the Manor Royal elements of the Crawley Town Deal as part of the Crawley Town Deal Board with Crawley Borough Council and partners
- Survey businesses to evaluate priorities for next Business Plan (2023-28)

*For more information*

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*01293 813 866*  
*manorroyal.org*



*Be part of it!*

## New to the Manor Royal News Magazine, 'Heads Up' is where we get to know the people running businesses or working in the Business District a bit better.

This edition, we talk to Debbie and Graham Spong, owners of the family business, Manor House Beds, on Gatwick Road.



### WHO ARE YOU, WHO DO YOU WORK FOR AND WHAT IS YOUR ROLE IN THE AMNOR ROYAL COMMUNITY

"I'm Debbie Spong. My husband and I own and run Manor House Beds in Manor Royal"

### WHAT DOES YOUR COMPANY DO?

"Beds, beds and lots of beds! Mattresses, headboards, bed sets from big names like Sleepzee, Rest Assured and Silent Night, matched with incredibly competitive prices. Sorry had to get the selling message in!"

### HOW LONG HAVE YOU AND YOUR COMPANY BEEN IN MANOR ROYAL

"We opened our new store in Manor Royal in April this year, moving from Crawley Down. We have been looking to move

on to Manor Royal for a number of years, but needed the perfect unit and location. When the Bank Precinct location came up we jumped at the chance. We know from friends with businesses on Manor Royal, that the Business District has a thriving business community spirit and often see on social media how different companies use each others services and products to support one another in Manor Royal and we always wanted to be part of that"

### WHAT IS YOUR FAVOURITE SONG

"I like a whole range of music so its hard to pick a favourite, but I'll choose my husband Graham favourite song - S Club 7 and Reach. It's not really, but he'll hate the fact that I've chosen that for him. Just come into see us and sing "Climb every mountain high and reach". It will wind him up."

See Debbie and Graham at Manor House Beds on Gatwick Road, by the Hazelwick Flyover in Manor Royal, they're open every day.

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



# MANOR ROYAL INVESTS



Manor Royal is set to benefit from millions of pounds of new investment to improve the area and a significant number of new developments. This map provides an overview of some of what you can expect to see in the next few years.

**Towns Fund:** Crawley was awarded £21.1m by the Government to support a range of town-wide improvements. Manor Royal will benefit from £3.5m direct investment (which the BID is expected to lead on the delivery of), plus a further £4m linked to "Green Transformation", £2.5m for the Manor Royal based Innovation "Fusion" Centre (with another £8-9m for capital) and indirect benefits of £4.5m related to wider investment in skills. See more at [www.manorroyal.org/TownsFund](http://www.manorroyal.org/TownsFund)

**Crawley Growth Programme:** An investment programme involving West Sussex CC, Crawley BC, Manor Royal BID and others that will see over £3.5m invested directly in Manor Royal in two phases. Phase 1 is expected to begin early 2022. See the key box to understand a summary of the planned improvements. See more at [www.manorroyal.org/cgp](http://www.manorroyal.org/cgp)

**Microparks:** Inspired by the stories and history of Manor Royal, this project involves the creation of a network of 8 microparks to provide new seating and meeting areas so that no employee will be more than a five minute walk from decent outdoor space. [www.manorroyal.org/mystory](http://www.manorroyal.org/mystory)

**Superhubs:** Focussing on key locations, this project will improve facilities for bus users and turn the newly created superhub areas into attractive usable spaces to complement the Micropark project. This project is subject to an initial market test involving Manor Royal Central. See more at [www.manorroyal.org/superhub](http://www.manorroyal.org/superhub)



**Phase 01**

**Keybox:**

- 1 2 Crawley Growth Programme
- 3 Towns Fund (Fusion Centre)
- 4 Microparks
- 5 Superhub bus stops
- 6 New development

**Crawley Growth Programme Key box**

- 1 Traffic calming
- 2 New crossing points at the retail parks
- 3 Junction improvement
- 4 Improved crossing points, widened walking / cycling paths, improved signals and crossing at Gateway 2
- 5 New toucan crossings across Manor Royal and Crompton Way
- 6 New eastbound bus lane from Crawley Business Quarter to Gatwick Road
- 7 Improvement to roundabout

**New development:** Between 40-50 acres of land is currently planned for new development and new buildings over the next couple of years providing circa 1m square feet of new commercial floorspace.



**Phase 02**

**Manor Royal BID:** A number of these projects have been conceived by the Manor Royal BID, as described in its Project Pack and supporting studies. This has allowed the BID to work effectively with its partners to generate the investment necessary to bring these ideas to life. Looking to the future, the new Projects Pack will articulate further possible investments for which the renewal of the Manor Royal BID will be critical.  
[www.manorroyal.org](http://www.manorroyal.org)

# Russbrit Investing in Manor Royal



In April this year Russbrit successfully acquired the 6 acre site "The Office" on Fleming Way, with plans to breathe new life into the vacated site.

We spoke to Egor Shestakov, owner of Russbrit;

"Our group has developed and managed numerous international investments across retail, residential property, fast food, offices and hotels. Whilst our groups business is broad and diverse, Russbrit specialises in property investments within the UK."

"Working with our development partners Arcus-PCD, we have now demolished the existing building with plans to build an 85,000 sqft warehouse suitable for storage and distribution. It will include high specification ground and first floor

offices, a large yard and over 20 docking bays"

## Why have you invested in Manor Royal?

"It is well known that Manor Royal is one of the most significant employment hubs in the Southeast and the largest business park within the Gatwick Diamond. Its location is superb with Gatwick airport on its doorstep, immediate access to the M23 and A23 and only 15 minutes to the M25 or 25 minutes to Brighton and the south coast"

## How confident are you in the economic outlook for Manor Royal?

"We believe Manor Royal has exciting times ahead. With the huge demand for warehousing, its excellent location

and Gatwick's intention to bring the Northern Runway into routine use to significantly increase capacity, Manor Royal will reinforce its reputation as a strategic location for many companies and fulfil its ambition to become the leading employment hub in the Southeast"

## What are your future plans?

Russbrit are clearly ambitious with a positive outlook and confidence in the local area. Matched with the investment and commercial expertise, it seems the spirit of enterprise associated with Richard Branson hasn't been lost - if anything it's being re-built in the heart of Manor Royal.

Find out more about the development by emailing [office@russbrit.co.uk](mailto:office@russbrit.co.uk)

## Proposed new McDonald's and Starbucks for Manor Royal Business District

An application has recently been submitted to build new McDonald's and Starbucks drive-thrus on Gatwick Road, Manor Royal Business District.

The site is currently being let to the NHS free of charge to be used as a vaccination centre until such a time that it is no longer required. The new drive-thrus would use this brownfield site for the new development.

### Find out more and comment

To find out more about the proposal and to offer support or other comments visit <https://crawley.consultationonline.co.uk/>

You can also see the application details on Crawley Borough Council's planning pages ([www.crawley.gov.uk/planning](http://www.crawley.gov.uk/planning)) using the planning reference number CR/2021/0656/FUL



Indicative image of the proposed McDonald's



Indicative image of the proposed Starbucks



## The new Palladian office building in Manor Royal



Combining exceptional modern workspace with elegant style packed with high quality, contemporary finishes, we catch up with office specialist Will Foster, Partner at commercial agency Knight Frank who talks us through how his client has invested circa £2m to create a superb office building, 'Palladian' while taking time to discuss the office market and how there's more to Manor Royal than warehouses and factories.

Formerly known as "The Manor", the transformed Palladian building is a 30,000 sqft office arranged over two

floors and superbly located in Manor Royal road, and opposite Crawter's Brook People's Park, an award winning 5 acre park area described recently as a "little green oasis".

"Manor Royal has a very well-established track record for new and refurbished office product," Explains Will on behalf of the owners. "It is much more than a logistics area and has been for decades. It has achieved office rents that match those achieved both in the town centre and at nearby City Place. In particular, a combination of car parking (ever popular) and larger, efficient

floorplates have attracted occupiers here."

Whilst recognising the contribution that logistics demand is currently having in underpinning market conditions and driving up land values, Will remains confident about the future for office based work.

"Despite the inevitable market cooling post-Covid, and the initial upswing of "Working From Home", many office based businesses are keen to see their staff back together - and mostly, the staff are also looking forward to a return to the office, at least part of the week. "

The investment the owner has made in the Palladian building is another indication of the confidence in the office market in Manor Royal and the wider Crawley area.

Find out more and take a virtual tour of Palladian at

[www.palladian-crawley.co.uk](http://www.palladian-crawley.co.uk)

## Panattoni 200,000 sq ft scheme in Manor Royal



Panattoni, the largest industrial real estate developer in Europe, is working up plans for a 202,200 sq ft speculative, last-mile logistics development in Manor Royal.

The development, called Panattoni Park Crawley, is located on a 10-acre brownfield site on Fleming Way, (formerly Jeffries Farm) which

Panattoni has just acquired from Aberdeen Standard Investments.

Panattoni is aiming to submit an outline planning application in the late 2021, with a view to beginning demolition and construction in the first half of 2022 and completing in the first quarter of 2023. Panattoni will aim to pre-let the space, which

could either be one unit of 202,200 sq ft or two units.

The development is part of Panattoni's commitment to a significant speculative development programme in the UK in 2021 in response to strong demand from occupiers for immediately available space. In the south, Panattoni has acquired or progressed nearly 10 million sq ft of developments since the onset of COVID-19 in March 2020.

Tony Watkins, Development Director at Panattoni, said: "This is a rare opportunity to acquire such a well-located site, as land in the south east for building a logistics facility of this scale is very scarce. This is a great site for accessing London."

[www.panattoni.co.uk/crawley/](http://www.panattoni.co.uk/crawley/)

## AO INVESTS IN MANOR ROYAL

Online electricals retailer AO has opened a new depot in Manor Royal as it continues to grow its vast logistics network. The new site, on Fleming Way, will be the 23rd depot in AO's network, helping the retailer to be even closer to its customers across West Sussex.

Opened in September, the 30,000 sq ft site is the latest depot to open its doors in recent months, following expansion into Gravesend, Bracknell and Newport. Expanding its logistics network with new depots and distribution centres is key to ensuring that AO can continue to provide the best possible delivery service across the country. Over the last 18 months, AO has increased its warehousing capacity by over 80%,

rapidly growing its distribution network and creating over 1,500 jobs across the business.

David Ashwell, MD of AO Logistics, said: "The new depot is in the ideal location to support our growth as a business - we'll be able to serve our customers in West Sussex even better than before and it means we're securing the best infrastructure for the future. The rapid expansion of AO Logistics is really a testament to the hard work of our people and how much we've grown over the last 18 months."

The network of depots are supplied by AO's main distribution centres in Crewe, Stafford and Stoke and the nationwide delivery coverage ensures that AO is



never more than one hour away from customers.

AO acquired the two-person delivery company, formerly Expert Logistics, in 2009 and it now offers next day delivery to every UK postcode seven days a week on its range of 12,000 electrical products.

For information about jobs at AO Logistics, visit:

[www.ao-jobs.com/](http://www.ao-jobs.com/).

## GATWICK NORTHERN RUNWAY

Article from Tim Norwood  
Chief Planning Officer, Gatwick Airport

In September, we launched a 12-week public consultation into plans to bring our existing Northern Runway into routine use.

This is a low-impact plan which is designed to maximise the use of existing infrastructure. It involves moving the centre-line of our current Northern Runway 12m to enable it to be used for departing flights, alongside our existing Main Runway - effectively making Gatwick a dual runway operation.

This falls within Government policy while meeting all international safety standards. Similar operations are already in place at major global airports, such as LA International and San Francisco.

Our public consultation provides everyone who has an opinion to share their views, ideas and suggestions on



the plans. Whether you are supportive of the extra 18,400 new jobs the Northern Runway project will create - developing skills and employability for our children and for future generations - or impressed by the extra £1.5bn GVA to the region, or simply the greater connectivity this will provide for people to go on holiday, travel for business or to see family and friends - or whether you have questions or concerns over the proposed mitigations on noise, carbon emissions or traffic congestion - we want to hear from you.

The project would also have a huge impact on cargo - with the volume handled per year by Gatwick forecast to increase by more than 130% by 2047. Volumes would increase to over 200,000 tonnes/year as the Northern Runway potentially enters service in 2029, growing steadily to over 320,000 tonnes by 2038, before hitting 350,000 by around 2047.

The increase is primarily driven by the expected growth in long-haul connectivity offered by the additional runway, with widebody aircraft to destinations in Asia and the Middle East seen as providing significant growth in cargo in the years ahead.

But right now, we are very much in listening mode and your feedback will help us shape the project into something which will maximise the benefits for all across the region.

Detailed materials are available on our website, where you can read documents and visit our virtual exhibition. You can also call our freephone hotline (0800 038 3486), book a call with an expert or join a virtual briefing.

Anyone interested in responding to the public consultation can do so by 1 December 2021 either by:

- completing the online consultation questionnaire at [www.gatwickairport.com/futureplans](http://www.gatwickairport.com/futureplans)
- emailing comments to [feedback@gatwickfutureplans.com](mailto:feedback@gatwickfutureplans.com)
- Completing a hard copy questionnaire and return it using the FREEPOST address: FREEPOST RTRB-LUUJ-AGBY



## A return to the office - going back to the future!

**SOS**  
systems

By James Overton -  
Director SOS Systems

Remote workers and office staff have had a tough time of it over the last 18 months, adjusting to the "hybrid working model". But spare a thought for the unsung heroes that have borne the brunt of the workload that has enabled what is often called the new normal.

I am, of course, talking about the IT department. For years, they had been challenged to deliver more for less. Then along comes a pandemic, and suddenly every digital transformation initiative becomes a business imperative.

During the early days of lockdown it was all about configuring and distributing hardware, troubleshooting a wide range of user-owned devices and granting access to business-critical data and applications. The profile of support calls into the helpdesk will have changed dramatically too. "How can I print? Why is my wi-fi not working? Where are my files? Why am I always on mute?"



With restrictions lifted, businesses are making a cautious return to the office. However, not everyone is going to return to office working. Many will continue to work from home, only coming into the office when some genuine facetime is required.

Those emergency measures that were put in place as part of a business continuity strategy have evolved to facilitate a new way of working; one that features a greater degree of process automation, ubiquitous connectivity and secure collaboration. The digitalisation of business-critical applications has created a template for transforming other parts of the business; those that traditionally relied upon more manual processes.

Print management is a classic example. With workers looking to connect from anywhere and on any device, effectively managing print processes can become both complex and time-consuming.

Workflows, data and applications continue to migrate to the cloud, and print management is no exception. Businesses are taking advantage of the access-anywhere nature of cloud apps to improve process efficiency and visibility.

The concept of the paperless office has been around since the 1970s. The fact that we haven't got there yet is testament to the importance of print for many businesses, particularly those with strict compliance regulations or those that depend on frequent exchange of agreements. Digital transformation of accounts payable processes and the introduction of eSignature solutions may lessen our dependence on printed material in the future, but the need for effective print management remains.

SOS Systems is a leading supplier of print, document and information management solutions.

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



## IT'S A FAMILY AFFAIR

From their earliest beginning, we chart the development of Brook & Churches across one hundred years from a blacksmiths to the very latest in high-specification electric vehicles, and remains very much a family affair.

Brook & Churches, a family owned company, has this year been trading for 100 years. Located on Gatwick Road in the Manor Royal Business District, David (Managing Director) and Chris Brook (Financial Director) have been operating the Gatwick Kia garage since 1997.

Originally located in Barcombe, near Lewes, Brook & Churches started in 1921 as a Blacksmiths (the transport of the day). Founded by John Brook who handed the business to his son, Roy Brook in 1963, who having developed it on from a blacksmiths to a local garage and petrol station handed it to his son David Brook in 1982.

After acquiring Mitsubishi, Chris Brook then also joined the family business in 1984 as the Financial Director. In 1995 Brook & Churches moved to Scaynes Hill where Ben Brookbank became the Operations Manager.

In 1997 the family took a significant risk and each sold their family homes to fund another relocation, this time to a 1.2 acre purpose built site on Gatwick Road which proved to be the ideal location for the consolidation of the company's operations.

Brook & Churches now operates Gatwick Kia, employing 32 people, including Chloe Brook who is the 4th generation of our family to work in the business. They pride themselves on their family history and value both our staff and customers. Many of our staff have worked with them for over 20 years, Richard Marchant in the Accounts Department has been with the company for 47 years and is showing no signs of slowing down.

The team are looking forward to more good times ahead, and hopefully another 100 years trading as Brook & Churches, although what vehicles will look like by then is anyone's guess!

Find out more about the Gatwick Group at

[www.gatwick-group.co.uk](http://www.gatwick-group.co.uk)

## Figure Telecoms move into Manor Royal

Managing Director, Chris Wood started his Radio Presenting career in Crawley and after a whirlwind of radio stations later found himself back in Manor Royal where it all began, but this time with a difference.

Manor Royal is where the new UK head office of Figure Telecoms now lives. He says, "Manor Royal brings so much life into a business with lots of other likeminded companies that strive to succeed"

Figure Telecoms coordinates connectivity for a collaborative deployment for businesses, landowners/freeholder and new build developers.

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



## Heyland & Whittle Xmas Shop

Christmas has come to Heyland & Whittle

The award winning Luxury Soap and Home Fragrance Company on Manor Royal has their stunning Christmas shop open weekdays 10am till 5pm.

Luxury Scented Candles, Exquisite Gifts, Room Diffusers, Finest Handmade Soaps, Elegant Home Fragrances, Luxurious Bath & Body Collections and show your Manor Royal business card for an additional 10% off!

Call 01293 525 825 or see

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

## Gatwick Diamond

Gatwick Diamond Business is delighted to announce a very special offer to all Manor Royal Businesses to welcome you to the Gatwick Diamond business community:

- **20% off your first year subscription and no joining fee**

Enjoy the full gdb membership starting at £24 a month.

If you would like to discuss further, please contact  
[Mandi@gatwickdiamondbusiness.com](mailto:Mandi@gatwickdiamondbusiness.com)



'Manor Royal Matters' brings together Manor Royal businesses, stakeholders and partners to debate issues that make a difference to working life on the Business District.

The in person event includes the Manor Royal BID AGM and Annual Showcase

It's at Crawley Town FC, Wednesday 10 November.  
Get details and your free tickets see [www.manorroyal.org/events](http://www.manorroyal.org/events)

#ManorRoyal

# ➤ 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 [manorroyal.org/digitalsigns](http://manorroyal.org/digitalsigns)



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## ➤ More from the Manor Royal BID

### Subsidised Training from the BID

Visit our website to view our latest listings of heavily subsidised bespoke Manor Royal training courses and free events.

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

### 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)



### 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)



### NEW PARKS COMING TO YOUR AREA

The importance of good outdoor space, strong public realm and easy access to good facilities has never been so important.

Manor Royal BID is delighted to be developing the first four out of 8 new park areas opening soon:

**Rutherford Way Corner**  
**Priestley Way Corner**  
**Gatwick Road**  
**Metcalf Way**



When all the park areas are completed, no-one working on Manor Royal will be more than a 5 minute walk away from a quality outdoor space to rest, lunch or have a meeting. See

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



Discover more on the Manor Royal BID website [www.manorroyal.org](http://www.manorroyal.org)

Sussex Wildlife Trust provide a unique, cost free opportunity for Manor Royal based employees to join conservation based volunteering and team building activities at Crawler's Brook People's Park and at sites across the area.

For more details, see

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



*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)

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### Sign up for regular eBulletins

If you want regular updates on all things Manor Royal, sign up to the free monthly Manor Royal BID eBulletin service. A simple sign up process from the homepage of our website will ensure you get to know what's going on each month - no hassle, no missing important stuff.

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