



MEETING : CORPORATE BUSINESS SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 2 JULY 2013
TIME : 7.00 PM

MEMBERS OF THE COMMITTEE:

Councillors D Andrews (Chairman), E Bedford, G Jones, J Mayes, T Page, M Pope, J Ranger, R Sharma, G Williamson (Vice-Chairman) and J Wing.

Conservative: Councillors S Bull and K Crofton.
Liberal Democrat: Councillor M Wood.

(Note: Substitution arrangements must be notified by the absent Member to Democratic Services 24 hours before the meeting).

CONTACT OFFICER:
Peter Mannings
01279 502174

DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.
4. It is a criminal offence to:
 - fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
 - fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
 - participate in any discussion or vote on a matter in which a Member has a DPI;
 - knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

AGENDA:

1. Apologies

To receive apologies for absence.

2. Minutes – 28 May 2013 (Pages 5 – 14).

To approve the Minutes of the meeting of the Committee held on 28 May 2013.

3. Chairman's Announcements

4. Declarations of Interest

To receive any Member(s)' Declaration(s) of Interest and Party Whip arrangements.

5. Employment Land Review 2013 (Pages 15 – 160).

6. Scrutiny Work Programme (Pages 161 – 204).

7. Data Protection And Information Security Update (Pages 205 – 214).

8. Review Of Comments, Compliments And Complaints April 2012 To March 2013 (Pages 215 – 230).

9. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

MINUTES OF A MEETING OF THE
CORPORATE BUSINESS SCRUTINY
COMMITTEE HELD IN THE COUNCIL
CHAMBER, WALLFIELDS, HERTFORD ON
TUESDAY 28 MAY 2013, AT 7.00 PM

PRESENT: Councillor D Andrews (Chairman).
Councillors E Bedford, G Jones, J Mayes,
T Page, M Pope, J Ranger, R Sharma,
G Williamson and J Wing.

ALSO PRESENT:

Councillors S Bull, Mrs D Hollebon and
P Ruffles.

OFFICERS IN ATTENDANCE:

Marian Langley	- Scrutiny Officer
Peter Mannings	- Democratic Services Officer
Ceri Pettit	- Corporate Planning and Performance Manager
Andrew Pulham	- Parking Manager
George A Robertson	- Chief Executive and Director of Customer and Community Services
Neil Sloper	- Head of Information, Customer and Parking Services
Adele Taylor	- Director of Finance and Support Services

40 APPOINTMENT OF VICE-CHAIRMAN

It was moved by Councillor E Bedford and seconded by Councillor J Ranger that Councillor G Williamson be appointed Vice-Chairman of the Corporate Business Scrutiny Committee for the 2013/14 civic year.

After being put to the meeting and a vote taken, Councillor G Williamson was appointed Vice-Chairman of the Corporate Business Scrutiny Committee for the 2013/14 civic year.

RESOLVED – that Councillor G Williamson be appointed Vice-Chairman of the Corporate Business Scrutiny Committee for the 2013/14 civic year.

41 MINUTES – 19 MARCH 2013

RESOLVED – that the Minutes of the meeting held on 19 March 2013 be confirmed as a correct record and signed by the Chairman.

42 CHAIRMAN'S ANNOUNCEMENTS

The Chairman welcomed all present to the meeting and in particular, Councillor R Sharma to his first meeting of the Committee. The Chairman encouraged Councillor Sharma to ask whatever questions he wished regarding the issues under discussion to aid his understanding of the scrutiny process.

43 DATA PROTECTION GOVERNANCE TRAINING

The Head of Information, Customer and Parking Services gave a presentation in respect of data protection and governance. Members were provided with background information in terms of what had been previously agreed by Corporate Business Scrutiny Committee in respect of data protection and information security.

The Committee was divided into 3 groups to discuss different aspects of data protection and information security in the context of the governance role of Members, Members' roles as Committee Members and Members' roles as Ward Councillors.

Officers provided feedback to the Committee following these discussions. The Chairman thanked Officers for the informative presentation and for coordinating the breakout and feedback sessions.

Members received the presentation.

RESOLVED – that the presentation be received.

44 EAST HERTS IMPROVEMENT PLAN

The Leader of the Council and the Chief Executive and Director of Customer and Community Services submitted a report that set out the improvement plan for the Authority following on from the Peer Challenge review and the Executive's recent away day session to consider the recommendations and service priorities for 2014/15 onwards.

Members were reminded of the recent peer challenge review, which was part of the sector led improvement plan coordinated via the Local Government Association (LGA).

Councillor J Mayes commented that the results of the organisational culture questionnaire for the Council had indicated that a higher proportion of operational staff than senior Officers (Head of Service and above) had expressed an opinion that the Authority provided good customer service.

In response to a query from Councillor J Ranger in respect of when the Community Engagement checklist would be re-launched and made available to Members, the Chief Executive and Director of Customer and Community Services undertook to provide a written

response after the meeting.

In response to a Member query, the Director of Finance and Support Services advised that the Authority had to consider new ways of delivering services in order to adapt to changing demands from customers, whilst also taking account of new methods and opportunities for service delivery and sources of funding.

Councillor G Jones stated that he welcomed the opportunity to get more involved with discussions regarding the development of work programmes for the Scrutiny Committees as outlined in one of the actions.

The Chief Executive and Director of Customer and Community Services advised that Officers welcomed the active involvement of Members and would support their greater role in shaping what each scrutiny had on its work programme.

The Committee suggested the following additions to the action plan:

- 11a – debates to be held at scrutiny meetings to revitalise and focus topics on Members' scrutiny priorities.
- 18 – action so early interventions might reduce future demands for services.
- 26a – include an event for Parish/Town council Members.

The Committee received the report.

RESOLVED – that (A) the Improvement Plan be recommended to Executive for approval following consideration of the points raised on actions 11, 18 and 26, as now detailed; and

(B) the Improvement Plan be monitored on a six

monthly basis by Corporate Business Scrutiny Committee for one year.

45 2012/13 PERFORMANCE OUTTURNS

The Leader of the Council submitted a report detailing the performance indicators that the Council was required to monitor and publish annually in the Annual Report. The purpose of the report was to advise Members of the performance outturns for 2012/13 and any changes to targets.

Members were advised of the new ICT performance indicators as well as the new Leisure performance indicator. Members were also advised that a review was underway in respect of the most suitable performance measures for the Revenues and Benefits Shared Service.

Councillor J Mayes expressed concerns in respect of EHPI 184 and food establishments being “broadly” compliant with food hygiene law. The Corporate Planning and Performance Manager undertook to seek further information on the technical definition of ‘broadly’ and respond to Members after the meeting.

In response to a query from Councillor J Wing, Members were advised that performance monitoring of the leisure service was carried out by the Council’s Leisure Provider using Gov Metric devices which were also used in the Council’s receptions. Members were also reminded that a detailed report and analysis of leisure performance indicators had been received by Community Scrutiny Committee at their last meeting in March 2013 and all these papers were available on the website.

Councillor T Page commented on EHPI 3a, the percentage of under 16s swimming at the Council’s leisure facilities. He stated the actual number of under 16s using the pools was higher than that stated in the report. He also queried whether the figures included members of swimming clubs.

Councillor M Pope commented on the extra resources that had been allocated to help the performance of the Revenues and Benefits Service. Members were advised that the resources approved by the Executive on 4 September 2012 had made a difference and continued to provide intensive support to target backlogs and successfully reduce waiting times.

Councillor T Page commented on EHPI 197, in reference to the local biodiversity. He referred to the importance of better wildlife management in East Herts and it was suggested that Environment Scrutiny Committee might wish to review this indicator and the topic in more detail during the coming year. Councillor J Mayes referred to the importance of the prompt removal of fly tips, and was pleased with the excellent performance in the prompt removal of abandoned vehicles.

In response to a comment from Councillor J Ranger regarding an under spend in respect of certain economic development activity, the Director of Finance and Support Services advised that any under spend would be carried forward as part of the process of closing the accounts in 2012/13.

The Committee received the report.

RESOLVED – that (A) the report be received;

(B) the Corporate Business Scrutiny Committee supported the inclusion of performance indicators for the new ICT service within the Monthly Corporate Healthcheck it receives.

46 2012/13 SERVICE PLANS – END OF YEAR MONITORING REPORT

The Leader of the Council and the Director of Finance and Support Services submitted a report in respect of the Council's achievements against its priorities for 2012/13,

as well as details of the 20 service plan actions that were outstanding from 2011/12.

In response to a query from the Chairman regarding publicity for community grants, the Chief Executive and Director of Customer and Community Services advised that discussions had already taken place with the Communications team in respect of issuing a photo and press release for each community grant that was awarded by the Authority.

The Scrutiny Officer advised that a report in respect of all community grant applications and awards for the six months to the end of March 2013 would be submitted to the 25 June 2013 meeting of the Community Scrutiny Committee.

Councillor T Page commented that, based on his conversations, the RingGo system for topping up parking tickets was not sufficiently well advertised and more should be done to promote and explain the advantages of RingGo. He stated that retailers should be encouraged to promote RingGo to customers who were worried about their parking ticket expiring whilst out shopping.

The Chief Executive and Director of Customer and Community Services stated that leaflets had already been distributed to retailers in Hertford and Bishop's Stortford in respect of RingGo. Councillor J Wing commented on whether a roadshow approach for advertising could be used to promote the benefits of RingGo.

In response to a query regarding air quality management, the Chief Executive and Director of Customer and Community Services undertook to send a copy of the Air Quality Management Action Plan to Members.

The Committee received the report.

RESOLVED – that (A) the progress against the Council's priorities and the status of the

outstanding actions detailed against the 2011/12 and 2012/13 Service Plan actions be received; and

(B) the Executive be advised that Corporate Business Scrutiny Committee considered that the car parking payment system 'RingGo' would probably benefit from an active marketing exercise as informal, local feedback appeared to indicate a low level of awareness of the scheme.

47 SCRUTINY WORK PROGRAMME

The Chairman submitted a report setting out the Committee's future work programme for 2013/14, the detail of which had been set out in Essential Reference Paper 'B' to the report now submitted.

Members were advised that the report in respect of the Annual Governance Statement 2012/13 and the 2013/14 action plan would now be submitted to the 27 August 2013 meeting of the Committee, to allow more time for public consultation.

The Director of Finance and Support Services advised that the Shared Services Business Plan for ICT, Business Improvement, Print and Design would be scrutinised and approved at a special meeting of the Executive on 23 July 2013. Members were advised that the report could not come first to Corporate Business Scrutiny on 2 July as originally planned due to the time was required to allow for statutory consultation with staff and time for any responses to be reviewed and analysed.

The Scrutiny Officer invited Members to suggest items for inclusion on the Committee's work programme. She suggested a number of possible topics for scrutiny and wider discussion which had already been raised as part of the Members' scrutiny evaluation and planning workshop in April 2013.

Councillor J Ranger suggested a day long scrutiny event

relating to the Council’s asset base, which could be used to initiate wider discussions and also Task and Finish Groups focussing on more specific issues.

The Chief Executive and Director of Customer and Community Services encouraged Members to set their own scrutiny agenda rather than relying on Officers to submit reports for Members to consider. Councillor J Wing suggested that Members scrutinise the general area of economic development activities and business support, particularly the Local Enterprise Partnership (LEP).

A new item on current asset holdings and economic development was agreed for the next meeting of Corporate Business Scrutiny Committee to initiate debate on these topics. The Committee approved the 2013/14 work programme, as amended.

RESOLVED – that the work programme, as now amended, be approved.

The meeting closed at 9.45 pm

Chairman
Date

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EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 2 JULY 2013

REPORT BY EXECUTIVE MEMBER FOR STRATEGIC PLANNING AND TRANSPORT

5. EMPLOYMENT LAND REVIEW 2013

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- This report introduces the Employment Land Review 2013 which has updated the previous review undertaken by Halcrow in 2008. The report also proposes that Officers of the Council explore the viability and feasibility of resourcing the key recommendations contained in the report.

<u>RECOMMENDATIONS FOR DECISION That:</u>	
(A)	The recommendations detailed at paragraph 7.2 of Essential Reference Paper B be scrutinised; and
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 Following a decision by the Executive to identify priority funding for the Council's Prosperity theme a part time, temporary Officer was recruited to report on the stock of employment land in the district. The report had two main objectives. Firstly, to update the Employment Land review conducted by Halcrow in 2008 and secondly to identify areas and projects that would be appropriate for Council investment.

1.2 The resulting study includes the following.

1.3 An analysis of the study undertaken by Halcrow in 2008

1.4 Policy and other changes since 2008 including national and local economy, national planning policy, local planning policies, changes to permitted development rights, emerging district plan and growth at Stansted Airport.

- 1.5 The methodology to the 2013 review and a “traffic lights” comparison of individual sites with the Halcrow report linked to gains and losses of sites.
- 1.6 A review of the main settlements
- 1.7 Opportunities for intervention, conclusions and recommendations.
- 2.0 Report
- 2.1 The 2008 report by Halcrow revealed that the majority of the district’s employment areas were fit for purpose and functioning well. The situation has not changed significantly in the interim and despite the recession, the number of vacant units is low. In addition, the amount of employment land lost to other uses is minimal. While there is a political will to be seen to be supporting the local economy, there are relatively few opportunities for interventions that would deliver more and better jobs in the short term. Even minor works such as signage and environmental improvements are likely to involve a considerable input of resources although they would confirm the Council’s support for the local economy and may encourage both tenants and landowners to improve their properties. More significant benefits could be achieved by concentrating on perhaps two major interventions in Hertford and Bishop’s Stortford.
- 2.2 The Council therefore instructed Officers to identify resources that can deliver actions 2.3 – 2.7 but to be mindful that any resource committed to this element of economic development will need to compete with other economic priorities.
- 2.3 The Council will undertake a targeted and proactive programme of interventions designed to raise the quality of existing employment areas by working with tenants and landowners to improved signage and environmental conditions
- 2.4 The Council will work with landowners, HCC and Hertfordshire Highways to improve access to and signage for the Raynham Road Estate in Bishop’s Stortford to take advantage of its location close to Junction 8 of the M11 and Stansted Airport
- 2.5 The Council will work with landowners, HCC and other agencies to overcome the current access constraints on further development at Mead Lane and bring forward brownfield land for

development in accordance with the Draft Mead Lane Urban Design Framework

- 2.6 The Council will continue to pursue the provision of a vehicular link between the Foxholes Estate and Caxton Hill as a first stage in restructuring uses at Caxton Hill
- 2.7 The Council will undertake a separate review of all rural employment land
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

Essential Reference Paper B – Employment Land Review 2013 Part 1

Essential Reference Paper C – Employment Land Review Part 2

Contact Member: Councillor M Carver – Executive Member for Strategic Planning and Transport.

Contact Officer: George A Robertson – Chief Executive and Director of Customer and Community Services, Extn: 1410.
george.a.robertson@eastherts.gov.uk

Report Author: Paul Pullin – Economic Development Manager, Extn: 1606. paul.pullin@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives <i>(delete as appropriate):</i>	<i>Prosperity</i> This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.
Consultation:	There has been no formal or external consultation.
Legal:	There are no legal implications arising from this report.
Financial:	There will be financial implications connected to this work if Members wish to implement recommendations but this report does not contain any costings. Any future financial implications arising from this report will be subject to a report to the Executive Committee.
Human Resource:	None.
Risk Management:	<i>This section should refer to any consideration given to the risks associated with approving (or not) the proposals.</i>

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EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

PART ONE

EXECUTIVE SUMMARY

1. INTRODUCTION
2. EMPLOYMENT LAND AND POLICY REVIEW 2008 – (HALCROW)
 - METHODOLOGY
 - KEY FINDINGS
3. POLICY AND OTHER CHANGES SINCE 2008
 - NATIONAL AND LOCAL ECONOMY
 - NATIONAL PLANNING POLICY
 - LOCAL PLANNING POLICIES
 - CHANGES TO PERMITTED DEVELOPMENT RIGHTS
 - EMERGING DISTRICT PLAN
 - GROWTH OF STANSTED AIRPORT
4. THE 2012/13 REVIEW
 - METHODOLOGY
 - 'TRAFFIC LIGHTS' COMPARISON
 - GAINS AND LOSSES
5. MAIN SETTLEMENTS
 - BISHOP'S STORTFORD
 - HERTFORD
 - WARE
 - BUNTINGFORD
6. OPPORTUNITIES FOR INTERVENTIONS
7. CONCLUSIONS AND RECOMMENDATIONS

APPENDICES:

APPENDIX A – East Herts Local Plan 2007 Economic Development and Employment Policies

APPENDIX B – Traffic light assessment of employment sites – comparison between 2008 and 2013

APPENDIX C - An example of an individual site report. The full set of reports is contained in Part Two.

PART TWO – Individual site reports (available separately).

EXECUTIVE SUMMARY

1. In 2008, consultants Halcrow were commissioned to carry out an 'Employment Land and Policy Review', Chapter 6 of which assessed the quality of the district's employment sites on a 'fit-for-purpose' basis, grading them Green, Amber or Red as appropriate. Halcrow noted that with the exception of Bishop's Stortford, the East Herts towns fulfil a local rather than regional role and that much of the existing office space was old and of poor quality. However 61% of employment land was classified as Green (to be safeguarded for employment use), 35% as Amber (to be considered for improvement or redevelopment for employment use) and 4% Red - (to be considered for release if better new employment sites could be allocated to replace them).

2. Against a background of continuing economic uncertainty and initiatives by the Coalition Government to support economic growth, the Council has now agreed to review the Halcrow work and, where appropriate, identify opportunities for interventions to improve the quality and quantity of employment land and local jobs. Since 2008, the planning policy context has changed significantly with the demise of regional planning and economic development agencies, the simplifying of national planning policy guidance and more recently, measures to enable offices to be converted to residential without express planning consent. Work by consultants DTZ as part of the evidence base for the emerging District Plan has confirmed that Bishops Stortford has the strongest prospects for employment growth, linked to its location close to the M11 and the likely growth of Stansted Airport.

3. All the sites reviewed by Halcrow have been re-visited and assessed against the same criteria. A small number of sites have been re-graded and several have been examined at a more detailed level than in the Halcrow report. Relatively few sites have been lost to employment use and in the majority of cases, the Council has been successful in retaining an element of employment use. In general, the districts employment sites have survived the recession with relatively low levels of vacancy.

4. Opportunities for interventions fall into three categories:

(i) relatively low-key improvements to signage and estate environments which, while investing in the quality of estates, is unlikely to deliver significant increases in the number or quality of jobs (Mimram Road);

(ii) Minor capital works to overcome constraints which may lead to wider opportunities to restructure and improve employment areas (Caxton Hill);

(iii) Major capital works to unlock constraints and bring forward brownfield land for development (Mead Lane) or to improve the functioning of key estates in prime locations (Raynham Road, Bishops Stortford).

5. However the resources and time required to achieve even the lowest level of improvements should not be underestimated. Even the provision of new signage will require consultation with and the agreement of, tenants and landowners, possible land acquisitions and safety audits. More complex schemes such as Mead Lane may require the diversion of statutory services, road closures, changes to traffic signalling and other facilitating works. There will also be the need to make available the resources and skills to support these interventions and work proactively in partnership with major land owners to progressively improve the districts employment land. The report concludes with recommendations covering these issues.

1. INTRODUCTION

1.1 At its meeting in July 2012, the Council agreed a report proposing four new strategic themes as a revision to the Economic Development Strategy and identifying project funding that would deliver these. One theme is to *'create a more business friendly environment in*

our towns and town centres and deliver targeted initiatives to support the viability of employment land in the district. Funding of up to £144,000 from the New Homes Bonus was agreed to support Hertford Futures, Bishops Stortford 2020 Vision and an Industrial Estates Modernisation Programme based on a review of work carried out by consultants Halcrow and published in October 2008 (East Herts Employment Land and Policy Review) Progress on delivering this last aspect of the strategic theme forms the basis of this report.

- 1.2 This review comes at a time when the Coalition Government's focus is on stimulating economic development, increasing the supply of housing and reducing bureaucracy and red-tape which it believes is holding back the country's competitiveness. These ambitions can be seen in the recent proposals to make it easier for offices to be converted to residential uses, discussed in 3.4 below.

2. EMPLOYMENT LAND AND POLICY REVIEW 2008 (HALCROW)

Methodology:

- 2.1 In 2008, the Council commissioned consultants Halcrow to carry out an Employment Land Review with the primary objective of *'assessing the supply and demand for employment land and premises in East Herts over the period to 2021 and assist in preparation of the East Herts Local Development Framework and main Development Plan Documents.'* The Review consisted of three main stages:
- Assessing the existing supply and demand for employment land,
 - assessing future requirements and
 - making policy recommendations for a future portfolio of sites.
- 2.2 The approach adopted by Halcrow was based on that set out in the ODPM Guidance note on Employment Land Reviews, published in December 2004 and 'East of England Employment Land Review Guidance (March 2008). It comprised:
- A visual survey of sites (January – June 2008) to ascertain the baseline in terms of existing supply
 - An examination of a range of potential employment growth scenarios (suggesting a net increase in need of between 2 and 5ha), and
 - A traffic light assessment of existing employment estates where 'Green' sites should be safeguarded for employment use, 'Amber' sites considered for improvement or redevelopment for employment use and 'Red' sites should be considered for release for other uses provided that better new employment sites are allocated to replace them.
- 2.3 It is this final part of the Halcrow report (Chapter 6) that forms the basis of this review. Work on updating the employment growth forecasts has been commissioned separately to form part of the baseline data for the emerging District Plan and, where appropriate, this is referred to in Sections 3.9 to 3.11 below.
- 2.4 The DCLG and East of England Guidance was based on the concept of 'fitness for purpose', balancing a 'market-led' approach against a planning/sustainable development –led view. It therefore tries to balance commercial factors – where businesses want to locate (and why) against factors such as access by public transport, the sequential test, contribution to regeneration, distances travelled to work and jobs/workforce ratio.

KEY FINDINGS

- 2.5 Halcrow identified 42 major employment locations in the district although in some cases it clustered together several sites in different ownership where they were in geographical proximity and shared the same classification. It also did not account for a number of smaller

locations in rural areas so the total number of employment areas within the district is probably in excess of 60.

2.6 Key findings included:

- East Herts towns (perhaps with the exception of Bishops Stortford) are not considered by the market as prime commercial property locations – they fulfil local rather than regional needs;
- The majority of office space was built pre-1940 and is not attractive to modern occupiers;
- Apart from Bishops Stortford, the main problem is poor road links;
- In 2008 there was an oversupply of both office and industrial premises and very little new development in the pipeline.
- Low demand reinforces the low quality of the stock forming a further barrier to attracting new occupiers.
- Bishops Stortford bucked the trend with low vacancy and good links to the strategic road network.
- Most estates ranked 'Amber' could benefit from some refurbishment and better signage/branding;
- Where there is a high vacancy rate, 'Red' estates could be considered for release provided that better quality employment locations could be found to replace them;
- Predicted structural change up to 2021 will see a reduced demand for B2 (general industry) premises but increased demand for B1 (offices, R+D) and B8 (warehousing and distribution). Whether redevelopment of existing B2 areas for B1 takes place will depend on the overall location and attractiveness of the estate.

2.7 In terms of 'fitness for purpose'

- 61% of employment land was classified as 'Green' (74ha)
- 35% as 'Amber' (42ha)
- 4% as 'Red' (5ha).

3. POLICY AND OTHER CHANGES SINCE 2008

THE NATIONAL AND LOCAL ECONOMY:

3.1 The timing of the survey work on which Halcrow was based coincided with the 'peaking' of the economy in 2008 followed swiftly by first national recession since 1975 which officially lasted from spring 2008 to summer 2009. This followed the bursting of the housing bubble in the US in mid 2007, the collapse of Lehman Brothers in September 2008 and, in the UK, cuts in interest rates and pumping of money by the government into ailing money markets. The economy recovered in late 2009-2010 only to slip back into recession in late 2010. At the time of writing, a triple-dip recession appears to have been avoided although it is generally accepted that it will take a number of years before the economy returns to peak 2008 levels of employment and economic activity. It would be reasonable to expect these harsher economic conditions to be reflected in the level of occupancy of local employment estates. However, in terms of the local effects of the 'credit crunch' and recession, the economies of the east of England, Hertfordshire and East Herts appear to have weathered the storm better than some other parts of the UK with lower levels of unemployment and company failures.

NATIONAL PLANNING POLICIES

3.2 At the time of the Halcrow report, the planning policy background was radically different to what it is today. The then Governments 'Sustainable Communities Plan' designated the 'London-Stansted-Cambridge-Peterborough corridor as one of four 'Growth Areas' with an emphasis on the creation of new housing and jobs. Planning Policy Guidance (PPG) was in

the process of being replaced with Planning Policy Statements (PPS) and a Revision to the Regional Spatial Strategy (RSS) for the East of England was published in May 2008 (The East of England Plan) which indicated a job growth target for Hertfordshire of 68,000 new jobs by 2021. In parallel, the Regional Economic Strategy (RES), prepared by the East of England Regional Development Agency (RDA) in 2004 and updated in a consultation draft in September 2007 suggested that the Stansted/Harlow sub region (including part of East Herts) should become an important regional centre for growth, maximising economic development opportunities afforded by its proximity to London, Stansted and Cambridge.

3.3 On coming to power in 2010, the coalition government announced that it would abolish Regional Spatial Strategies and replace RDA's with Local Enterprise Partnerships (LEPs). PPGs and PPS have been replaced with the National Planning Policy Framework (NPPF) which, in terms of economic development, includes the following statements:

- *The Government is committed to ensuring that the planning system does everything it can to support sustainable economic growth*
- *To help achieve economic growth, local planning authorities should plan proactively to meet the development needs of business and support an economy fit for the 21st century.*
- *Planning policies should recognise and seek to address potential barriers to investment, including a poor environment or any lack of infrastructure, services or housing*
- *Planning policies should avoid the long term protection of sites allocated for employment use where there is no reasonable prospect of a site being used for that purpose. Land allocations should be regularly reviewed. Where there is no reasonable prospect of a site being used for the allocated employment use, applications for alternative uses of land or buildings should be treated on their merits having regard to market signals and the relative need for different land uses to support sustainable local communities*

CHANGES TO PERMITTED DEVELOPMENT RIGHTS

3.4 In January 2013, the Coalition Government announced that following a consultation, it intended to implement changes to permitted development rights to enable changes of use from offices (B1(a)) to residential as part of a package of measures to support economic growth. The new rights will be initially time-limited for a period of three years after which they will be reviewed and will be accompanied by a prior approval process covering transport and highway impacts, details of which have yet to be announced. Local Authorities have been given the opportunity to make the case for exemption for specific parts of their area and a number, particularly in London are expected to do so. Uttlesford District Council is to seek an exemption for a zone covering Stansted Airport, expressing concern that if empty office blocks close to the airport were converted to residential, then an up-turn in airport traffic could result in pressure to build new offices in the rural area.

3.5 This Council has decided not to apply for an exemption, taking the view that any changes of use are only likely to affect 'character' buildings in the rural area and the changes will not have a significant effect on the overall stock of office buildings. While the market for non-prime office floorspace is depressed and residential values are higher, emptying buildings and changing their use in three years is challenging and many purpose-built offices do not lend themselves to conversion.

LOCAL PLANNING POLICIES

3.6 The East Herts Local Plan 2007 sought to make provision for modest growth in housing and employment in the district's towns and some villages while retaining their quality and market town character. In terms of economic development, it aims to

A. To maintain high and stable levels of economic growth and employment in the District by encouraging a strong and diverse local economy with a wide range of employment opportunities, whilst ensuring effective protection and enhancement of the environment and the prudent use of resources.

B. To support and seek to implement the Economic Development Strategies for the County and the District.

3.7 Its objectives include:

1. Wherever possible to direct employment generating uses to brownfield sites within the main settlements.

3. To maintain the attractiveness of the District as a location for business.

4. To maintain the current range of employment sites to meet the needs of the local economy and to monitor future requirements.

3.8 Relevant policies related to economic development and employment are set out in Appendix A. Until the emerging District Plan is adopted, the 2007 Local Plan (together with the National Planning Policy Framework where there is consistency between the two) remains the planning policy guidance for new development in East Herts.

EMERGING EAST HERTS DISTRICT PLAN

3.9 Alongside the update of Halcrow, work is on-going to develop the evidence base for the District Plan. Consultants DTZ were commissioned in 2012 to report on likely future patterns of employment growth in the district, to consider the socio-economic factors that will influence where that growth takes place, to consider the implications for the distribution of planned development and to produce employment forecasts to 2031.

3.10 The consultants note that East Herts is not a self-contained economy but functions as part of a wider sub-region and tends to play a supporting role to adjacent urban centres and Stansted Airport. Each of the surrounding authorities has significant large scale sites (or potential sites) better located to capture major investment and jobs and while the economy of East Herts is likely to continue to grow, it will be through the attraction of small and medium sized employers. Bishop's Stortford is seen as the town with the strongest prospects for employment growth because of its location close to the M11 but opportunities in Hertford and Ware are likely to be more restricted and there is likely to be a need to rejuvenate and adapt existing employment estates and potentially identify new sites for B1 development.

3.11 While noting the uncertainties that accompany economic forecasting, the consultants suggests that over the next 19 years (to 2031), an additional 9,700 jobs are likely to be created in East Herts of which at least 6,100 will be in the financial and businesses services sector.

GROWTH OF STANSTED AIRPORT

3.12 From 1997 to 2007, Stansted saw rapid expansion of passenger numbers on the back of a

boom in low cost air travel, peaking at 24 million in the 12 months to October 2007. Since then, passenger numbers have been in decline, dropping to 18 million in 2011 and 17.5 million in 2012. Freight tonnage peaked in 2005 at 237,000 tonnes, fell to 198,000 tonnes in 2008 but has recovered slightly to 202,600 tonnes in 2012.

- 3.13 In May 2010, Stansted Airport Ltd withdrew its planning application for a second runway (G2) following the decision by the Coalition Government not to support expansion. Subsequently, the airport has been sold by British Airports Authority to the Manchester Airports Group and it can reasonably be expected that the new owners will seek to grow the airport's capacity in terms of both passengers and freight with possible benefits for parts of the East Herts economy. The coalition government has embarked upon a review of airport capacity in the south-east but will not publish its conclusions until after the next election.
- 3.14 At the time of writing, Uttlesford District Council is considering the release of up to 18ha of employment land at Stansted for non-airport related employment uses. Consultants DTZ suggest that this is likely to appeal to warehouse and light industrial users, and one local agent anticipates that the land could attract existing users from the Woodside Estate in Bishop's Stortford.

4. THE 2012/13 REVIEW:

METHODOLOGY

- 4.1 The approach adopted follows the Halcrow approach of a visual inspection of the 42 employment areas examined in the report (together with the Haslemere Estate and the Sheppards Garage/Mill Site in Bishops Stortford) to update the checklist, together with conversations with commercial property agents and where it is possible to identify them, owners or managers of the major employment areas. Within the resources available for the task, it has not been possible to visit every business nor to accurately quantify the amount of land that sits within the various business use classes other than by visual inspection and/or the Companies name/web search. On occasions, it can be difficult to ascertain whether premises are indeed vacant or in use – a visual inspection may reveal no sign of activity or evidence of a company name while a web search may suggest that a business still operates. Finally, the identification of properties as vacant may not necessarily suggest a lack of market demand for that property in that location but may be the result of legal processes which for the time being, prevent a property from being let. An example is 'The Chase' on the Foxholes Estate in Hertford where the majority of the modern B1 units on this prime estate are vacant. Enquiries reveal that this is due to legal procedures following the merger of two major telecoms companies and the offer for sale of the freehold.
- 4.2 In other situations, properties noted as vacant at the time of inspection may be occupied soon after while other properties advertised as 'to let' may still be occupied by existing tenants pending a move to alternative premises.

TRAFFIC LIGHTS COMPARISON

- 4.3 Using the traffic light approach, Appendix B provides the results of the 2013 review in comparison with the assessments provided by Halcrow in 2008. The majority of the Halcrow assessments are still considered to be valid with the following exceptions:
- Upgraded Red to Amber – Caxton Hill, Hertford
 - Upgraded Amber to Green – Merchant Drive, Hertford: Mimram Road Hertford: Langley House, Station Road, Standon:
 - Downgraded Green to Amber – Millside, Bishop's Stortford; Standon Business Park:
 - Downgraded Amber to Red – The Spinney, Stanstead Abbots.

- 4.4 In other cases, areas not subject to a detailed assessment by Halcrow have been individually graded (Mead Lane, Hertford and Raynham Road, Bishop's Stortford).

GAINS AND LOSSES

- 4.5 Since 2008, a small number of sites have been wholly or partially lost to 'traditional' employment uses. These include parts of the Twyford Industrial Estate in Bishop's Stortford, part of the Taylor Trading Estate in Hertford, the Watton Business Centre and Widbury Hill in Ware. In all these cases, and to a greater or lesser degree, an element of employment has been retained though in the case of the Twyford Industrial Estate and Widbury Hill, no progress appears to have been made in the provision of the 'new' office buildings. Terlings Park in Gilston now has consent for residential redevelopment.

5. MAIN SETTLEMENTS

BISHOP'S STORTFORD

- 5.1 Both the DTZ report and local agents confirm that Bishop's Stortford is the district's most important employment location due to its proximity to the M11 and Stansted Airport although the distinction is made between employment areas close to M11 Junction 8 and those closer to the town centre. In terms of the employment estates within the town, the majority of the assessments by Halcrow are still considered relevant. Goodliffe Park, Stort Valley Industrial Estate, Southmill Trading Centre, Stortford Hall Industrial Park, and the Woodside Industrial Estate score highly due to their good quality buildings and layout. Further business units at Woodside are expected to be constructed in 2013. The Birchanger Industrial Estate is older with some circulation and parking issues but again scores green due to its good location- while not the most attractive area, it works.
- 5.2 The Haslemere Estate was not reviewed by Halcrow but comprises a relatively modern estate offering good quality units and site layout. However vacancy rates are high and it suffers from poor location on the 'wrong' side of the town and poor signing from the main road network. It should be retained for employment use and better signing provided. The town centre site comprising the Flour Mill, Stonemasons Yard and former Sheppard's Garage was also absent from the Halcrow study but provides an opportunity for redevelopment to support the economic well-being of the town centre.
- 5.3 Twyford Road was treated by Halcrow as a single estate – however it comprises two distinct areas – the older (but well occupied) Twyford Industrial Estate and the more modern (circa 1985) Twyford Business Centre. Poor access is the main issue and the relatively low rents achieved (£6-£7 ftsq) reflect the level of demand. In the longer term, opportunities should be explored to redevelop the area and replace the employment floorspace in a better location.
- 5.4 The Millside Estate is also well-occupied but contains poor quality buildings – again replacement of the floorspace could be considered but in a better location.

Estate	Settlement	Halcrow 2008	EHDC 2013	Comments	Opportunities for enhancement
Goodliffe Park,	Bishop's Stortford	Green	Green	Good quality Estate, good location	N/A
Stort Valley Industrial Estate	Bishop's Stortford	Green	Green	As above	N/A
Birchanger Industrial Estate	Bishop's Stortford	Green	Green	Good location but mixed quality	N/A
Millside Estate	Bishop's	Green	Amber	Poor location and quality	N/A

	Stortford				
Southmill Trading Centre	Bishop's Stortford	Green	Green	Good quality and popular estate	N/A
Stortford Hall Industrial Park,	Bishop's Stortford	Green	Green	Good quality Estate, good location	N/A
Woodside Industrial Estate	Bishop's Stortford	Green	Green	As above	N/A
Twyford Road	Bishop's Stortford	Amber	Amber	Poor location and mixed quality	N/A
Haslemere Estate	Bishop's Stortford	N/A	Green	Not included by Halcrow in 2008	Signing from London Road
Mill site, Stonemasons Yard and former Sheppard's garage, Dane Street	Bishops Stortford	N/A	Amber	Major town centre employment site now partly vacant	Redevelopment opportunity to support the economy of the town centre

5.5 The most significant employment area in Bishop's Stortford is at Raynham Road. This was treated by Halcrow as a two areas - Raynham Road (rated Amber) and The Links Business Centre (Rated Green) but it is essentially made up of four distinct areas each with different characteristics but together sharing the same problems of access and image. For the purpose of this review, they are treated as follows:

Estate	Settlement	Halcrow 2008	EHDC 2013	Comments	Opportunities for enhancement
Raynham Road (East)	Bishop's Stortford	N/A	Amber	Mixed quality and parking issues	Access and signage
Raynham Road (West)	Bishop's Stortford	N/A	Green	At extreme western end of Raynham Road	As above
Raynham Close/Myson Way	Bishop's Stortford	N/A	Green	Good quality units mostly in use.	As above
The Links Business Centre	Bishop's Stortford	Green	Green	Good quality small units	As above

5.6 The individual elements of Raynham Road are described in more detail in the schedules in Part 2. Three of the four areas are rated green and it should be noted that the owners of the area described as Raynham Road West (Howard Property Trust) are progressively redeveloping poor quality industrial units with new 'trade/industrial/warehouse' units.

5.7 The main issue with the whole Raynham Road area lie close to its junction with Dunmow Road where excessive parking associated with Hilton Coachworks (a highly congested site) spills out onto Raynham Road resulting in a cluttered environment and sometimes difficulties for larger vehicles accessing units to the west. Given the DTZ comments regarding the advantages of location close to Junction 8 and the Airport, it is recommended that improvements to access and parking be investigated and that the area be retained for employment use. For the purposes of this Review, it is rated Green. The costs of improving the junction with Dunmow Road could cost between £150,000 - £300,000 excluding land acquisition. The land in question forms part of the detached playing field to Birchwood School and the agreement of both the school and HCC would be required.

BUNTINGFORD

Estate	Settlement	Halcrow 2008	EHDC 2013	Comments	Opportunities for enhancement
Buntingford Business Park	Buntingford	Green	Green	Good quality estate but large unit	N/A

				currently vacant	
Park Farm Industrial Estate	Buntingford	Green	Green	Average quality and good layout/parking	N/A
Sainsbury's Distribution Depot	Buntingford	Green	Green	Established distribution depot	N/A
Silkmead Industrial Estate, Hare Street	Buntingford	Amber	Amber	Farm estate of average to poor quality buildings in an unsustainable location	N/A
Watermill Industrial Estate	Buntingford	Amber	Amber	Average to poor quality estate with access constraints	Improved access

5.8 **Buntingford Business Park** provides good quality employment space although one unit (approximately 30% of the total floor area) is currently vacant. An adjoining site owned by Veolia has permission for a car park which should ease the current parking difficulties. **Park Farm** is a well laid out employment area with average quality units and good circulation/parking and should be retained for business use. Prologis have consent to redevelop the former **Sainsbury's Distribution Depot** for B8 purposes. **Silkmead Industrial Estate** is essentially a rural business area, made up mainly of converted wooden farm buildings while the **Watermill Industrial Estate** is of average quality and is constrained by restricted access.

HERTFORD

5.9 In terms of the overall supply of employment land, Hertford (together with Ware) provide the bulk of the district's stock. As noted by DTZ, employment land here tends to serve a more local market (compared to Bishops Stortford) and agents comment that much of the stock is second hand and of average to poor quality. However there are wide variations both in the quality of the stock and the attractiveness of the estates.

Estate	Settlement	Halcrow 2008	EHDC 2013	Comments	Opportunities for enhancement
Foxholes Industrial Estate	Hertford	Green	Green	Premier employment area but some parking problems	Improvement of signage and removal of clutter at A414 Junction
Hartham Lane Green	Hertford	Green	Green	Good town centre employment area	N/A
Pegs Lane	Hertford	Green	Green	Good location but inflexible buildings	Work with owners to facilitate the redevelopment of Sovereign House
Windsor Industrial Estate	Hertford	Green	Green	Good quality estate, fully let	Improvements to signage
Taylor Trading Estate	Hertford	Amber	Amber	Average to poor quality – possible consider for release	N/A
Wareham's Lane	Hertford	Amber	Amber	Good location and access. Mixed quality units	Better signing
Mimram Road	Hertford	Amber	Green	Average quality units and good layout.	Better Signing
Caxton Hill	Hertford	Red	Amber	Mainly poor quality units and access problems but long term potential for mixed redevelopment	Pursue vehicular link to Foxholes and encourage long term mixed development in conjunction with the provision of new employment uses at Mead Lane

- 5.10 The newest and most prestigious estate in Hertford is **Foxholes Business Park**, described by one local agent as ‘the only business park in town’. It benefits from good quality buildings and layout and its location close to the A10. However its attractiveness is compromised by indiscriminate parking and advertising clutter at the junction of John Tate Road and the A414, associated with the Mercedes Benz Garage located close to the junction.
- 5.11 The Great Northern Works and other business units in **Hartham Lane** are also popular, well-located and serve a local need. The complex in **Pegs Lane** is dominated by public sector employment and while well-located in terms of the town centre contains a large vacant 1960’s office building – Sovereign House – which is unlikely to be re-occupied for employment use. While a redevelopment for B1 office use would be preferred, a mixed development containing residential and business use may create more value and be the way to bring this important site back into beneficial use.
- 5.12 The **Windsor Industrial Estate** is a modern estate with good quality units and full occupancy while the nearby **Taylor Trading Estate** is of poorer quality, no doubt reflected in the decision to allow part to be redeveloped for (primarily) residential purposes. Consideration should be given to the long term release of this site if alternative and better quality employment land can be provided elsewhere in the town.
- 5.13 **Warehams Lane** is of strikingly mixed quality but benefits from a good location close to the town centre and on the A414 and appears fully occupied. It should be retained and redevelopment for B1 encouraged. The nearby **Mimram Road** area is of better quality with a low vacancy rate but would benefit from improved signage from the A414.
- 5.14 **Caxton Hill** was rated Red by Halcrow, reflecting its (generally) poor quality buildings, lack of flexibility, poor access and potential conflicts with adjoining residential development. The estate comprises two main areas – the northern part comprising the modern print works of Stephen Austin, the extensive premises occupied by Fluorcarbon and various smaller industrial premises in Caxton Road and Extension Road, some of which are vacant and most of which are of poor quality. The remainder of the estate comprises the Hertford Industrial Estate consisting of brick mainly single storey warehouse units of poor to average quality worth around £4 - £5 ft sq, a number of which are vacant.
- 5.15 Access to the whole estate is from Ware Road resulting in industrial and employee traffic having to pass through Hertford. There are long standing proposals to open access from John Tate Road on the adjoining Foxholes Estate and close the Caxton Hill access to non-emergency vehicles. While this could encourage redevelopment of at least the Hertford Industrial Estate for new B1 units (as an extension to Foxholes) the difficulties in securing land owner agreement should not be underestimated. In the longer term, the older industrial properties at the northern end of Caxton Hill could be redeveloped for residential purposes with alternative employment provision being provided on Mead Lane (see below). The estate is therefore rated Amber as opposed to Red.
- 5.16 The main area of employment land in the town comprises **Dicker Mill** and **Mead Lane**, both accessed via Mill Road. **Dicker Mill** is a sprawling estate of generally low quality but popular units serving the needs of smaller businesses in Hertford. While circulation and parking can be haphazard, again it works well and should be retained for employment use.

It is not clear how Halcrow treated the large employment area known as **Mead Lane**, only describing land and premises in Marshgate Drive and Merchant Drive. For the purposes of this Review, the Mead Lane area is described in the following terms:

Estate	Settlement	Halcrow 2008	EHDC 2013	Comments	Opportunities for enhancement
Dicker Mill	Hertford	Green	Green	Average to poor quality buildings but serving a local need and well occupied.	Better access and restructuring following the provision of improved access to Mead Lane
Marshgate Drive	Hertford	Amber	Amber	Mainly vacant land part of which has consent for residential development	As above
Merchant Drive/Fountains Drive	Hertford	Amber	Green	Good quality modern units but shares the access constraints of the remainder of Mead Lane	For 2013, this also includes Fountains Drive
Mead Lane Business Centre	Hertford	N/A	Green	Good quality buildings and layout	Better access
Centros Mead Lane	Hertford	N/A	Green	Good quality buildings	Vacant site in 2008
Mead Lane: Lockhouse Industrial Estate & Adjoining	Hertford	N/A	Amber	Not clear if/how Halcrow assessed in 2008. Average to poor quality buildings and yards	As for Dicker Mill
Mead Lane Conbar House, Expo House, Orland House and Chelsing House	Hertford	N/A	Amber	As above but individual buildings/sites of average to good quality	As for Dicker Mill

- 5.17 Policy HE5 of the East Herts Local Plan 2007 supports the redevelopment of land west of **Marshgate Drive** and south of the river for residential purposes. Some development has already taken place (former TXU site) and consent granted for residential development on the remainder (former Marshall Panelcraft). Land on the east side of Marshgate Drive and south of the river is mainly vacant and includes an extensive area in the ownership of National Grid, being the former Hertford Gas Works. North of the river, there are good quality industrial units (6-11 Marshgate Drive).
- 5.18 **Mead Lane Business Centre**, lying to the east of Marshgate Drive provides good quality industrial and office units, most of which are occupied. Further east lie **Conbar House, Expo House (vacant) Orland House and Chelsing House**. Orland House is a large modern office/warehouse, currently being extended. Backing onto the river is the **Lockhouse Industrial Estate and adjoining units**, the lowest quality area within Mead Lane and containing a mix of buildings and yards. This area would benefit from redevelopment for B1, perhaps in conjunction with the adjoining National Grid Land.
- 5.19 **Centros** comprises a recent (last 5 years) development of good quality office/industrial/distribution uses while **Merchant Drive and Fountains Drive** also comprise good quality and well laid out employment units.
- 5.20 Taken together, the various brownfield sites that make up the wider Mead Lane area represent the most significant opportunity to improve the quality of and increase the stock of employment land within the district's urban areas. However problems of restricted vehicular access have so far, prevented this potential being realised and it is again rated as Amber.
- 5.21 In 2011, a draft Urban Design Framework for Mead Lane was prepared which sought to identify opportunities to overcome the access constraints and facilitate new residential and employment development on unused/underused land as well as wider amenity and recreational benefits. Key to realising these aspirations and unlocking development on the brownfield land is the creation of a new link road immediately to the north of the station (Station Sidings Link Road) and the provision of a secondary emergency access in the Station frontage area. If constructed, the new road would enable further land to be brought

forward for development and the Council might consider working in partnership with a number of landowners to deliver a comprehensive regeneration scheme. If new high quality business units were to be provided in accordance with the draft brief, then it might be possible to release other lower quality employment land such as part of Caxton Hill. Improvements to access to Mead Lane may also facilitate and encourage redevelopment and improvement of the Dicker Mill site. The costs of the highway works considered necessary to implement the Draft Urban Design Brief have been assessed separately.

WARE

- 5.22 In common with Hertford, Ware contains a diverse mix of employment land and buildings. Good quality, modern development can be found at Broadmeads, Ermine Point/Gentlemens Field, and Crane Mead Business Park and at the town's major employment location, GSK. By contrast, Marsh Lane contains a mix of open yards and older industrial buildings but the occupancy level is high and the area clearly serves a local need. Approval has been granted for the redevelopment of the Watton Business Centre for an ASDA food store, housing and the retention of the day nursery, no doubt recognising the potential employment (and other) benefits.
- 5.23 The extensive 9 ha site at Widbury Hill has been lost on appeal for mixed (but mainly) residential development. In determining this appeal, the Inspector noted that the location of the site and the difficulties of access made it unattractive for warehouse use and that it was unsuitable for conversion to smaller units. Finally, the Crane Mead complex, dominated by Swains Mill, represents an opportunity for redevelopment for B1 office development.

Estate	Settlement	Halcrow 2008	EHDC 2013	Comments	Opportunities for enhancement
Broadmeads	Ware	Green	Green	Good quality estate and occupier	N/A
Ermine Point Business Park & Gentlemen's Field	Ware	Green	Green	Congested layout but otherwise well-functioning estate	N/A
Watton Business Centre	Ware	Green	N/A	Consent granted for a foodstore, residential and retention of nursery.	N/A
GSK	Ware	Green	Green	Site is of strategic importance and should remain protected for employment use.	N/A
Crane Mead and Crane Mead Business Park	Ware	Amber	Amber	The Business Park is made up of modern buildings and functions well. By contrast, Crane Mead, dominated by Swains Mill, is currently underused but represents an opportunity to encourage B1 development.	N/A
Marsh Lane	Ware	Amber	Amber	A mix of open yards, older industrial buildings and a relatively modern development, The Peerglow Centre. But a well-located sustainable site which should be retained and progressively redeveloped for B1 uses.	N/A

Widbury Hill, Star Street	Ware	Amber	Amber	Consent granted on appeal for mixed development. The area remaining for employment use (retained part of the coachworks and the yet-to-be built offices) together comprise an important resource in this part of Ware and it is recommended that it is retained for employment use and rated Amber.	N/A
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THE RURAL AREA

- 5.24 The Halcrow study focussed on the district's major employment areas, most of which are within or on the edge of the principle settlements, the exceptions being the Silkmead Estate at Buntingford, GSK at Bury Green and Terlings Park and Clarklands and Italstyle north and south of Sawbridgeworth. There are however, a number of smaller employment sites within the rural area, sometimes comprising converted farm buildings, which together make an important contribution to the district's economy. The overall quality of the buildings and site may be poor to average (resulting in low rents) but these rural sites often benefit from a spacious layout, lower levels of crime, more 'freedom' in the way tenants can run their business and fewer parking problems than 'urban' estates. They may also provide the ideal location for what would otherwise be 'bad neighbour' uses.
- 5.25 While their locations are generally not sustainable (in the sense that they can be easily accessed by non-car modes of transport), they do fulfil a local need for low cost accommodation for smaller perhaps 'rurally-based' businesses which in some cases may be supported through the Rural Development Programme (RDPE). More significant interventions in the form of redevelopment, new buildings or additional signage is unlikely to be acceptable in policy terms but it may be helpful to initiate a 'Halcrow-type' survey to better understand their locations and the type of businesses they accommodate.

6. OPPORTUNITIES FOR INTERVENTIONS

6.1 Opportunities for interventions fall into the three broad categories describe below:

(i) Relatively low key improvements to signage/branding both within employment areas and from the main road network, perhaps linked to environmental improvements to raise the attractiveness and overall quality of the estates and enforcement action to remove the clutter of unauthorised signage. Examples include Mimram Road and Foxholes in Hertford.

(ii) Minor capital work to ease existing constraints, facilitate the construction of new business units or improve the overall offer, thereby encouraging landowners to invest in new development. At Caxton Hill/Foxholes, long-held aspirations to remove a concrete barrier could deliver a number of environmental and employment benefits.

(iii) Major and generally longer term investment opportunities to overcome access constraints and facilitate major development/redevelopment. One such example is Raynham Road in Bishop's Stortford where the existing restricted access leads to traffic congestion and delays in peak periods and Mead Lane, Hertford where the provision of an alternative access could facilitate the redevelopment of brownfield sites for employment and housing development, enabling the Council to deliver on a number of long term

aspirations.

- 6.2 In terms of (i) above, while new signing and/or environmental improvements may serve to make employment areas more attractive and function better, they are unlikely to result in more or better quality jobs and therefore may be questioned in terms of value for money. However they would send positive messages to tenants and landowners that the Council is concerned to support the district's economic base and wants to work with them to improve employment areas.
- 6.3 Minor capital works such as removing the concrete barrier at Caxton Hill could deliver significant long term benefits in facilitating the restructuring of the Caxton Hill Estate. At the Watermill Estate in Buntingford, the Council has recently sold a small area of land enabling an improvement to the access and facilitating the construction of additional business units.
- 6.4 The greatest potential benefits lie in progressing a small number of longer term schemes to improve the two major employment areas of Mead Lane, Hertford and Raynham Road in Bishop's Stortford – Mead Lane because it offers the opportunity to bring back into use a significant area of brownfield land in a sustainable location close to Hertford Town Centre and Raynham Road to take advantage of the estates good location in relation to the M11 and Stansted Airport.
- 6.5 However while some opportunities such as signage and environmental improvements may appear to be relatively straight forward, they are likely to involve a number of land ownership, safety audit and other consultation issues which may take a considerable input of time and resources to overcome, a view confirmed by work so far undertaken to secure the removal of the barrier at Caxton Hill. There are therefore no easy or quick wins. More complex schemes such as Mead Lane and Raynham Road involving land acquisitions, multiple ownerships and significant capital works such as moving undergrounds services and installing traffic signalling will require considerable investment.
- 6.6 If the District Council wishes to adopt a more proactive and interventionist approach to employment areas, then it will need to take a long term view, work in partnership with landowners, tenants and other agencies and identify the resources (either in-house or externally) to work at the interface between planning and economic development.

7. CONCLUSIONS AND RECOMMENDATIONS

- 7.1 The 2008 report by Halcrow revealed that the majority of the district's employment areas were fit for purpose and functioning well. The situation has not changed significantly in the interim and despite the recession, the number of vacant units is low. In addition, the amount of employment land lost to other uses is minimal. While there is a political will to be seen to be supporting the local economy, there are relatively few opportunities for interventions that would deliver more and better jobs in the short term. Even minor works such as signage and environmental improvements are likely to involve a considerable input of resources although they would confirm the Council's support for the local economy and may encourage both tenants and landowners to improve their properties. More significant benefits could be achieved by concentrating on perhaps two major interventions in Hertford and Bishop's Stortford.
- 7.2 This report therefore recommends:
- (i) that the Council undertakes a targeted and proactive programme of interventions designed to raise the quality of existing employment areas by working with tenants and landowners to improved signage and environmental conditions;

(ii) That the Council works with landowners, HCC and Hertfordshire Highways to improve access to and signage for the Raynham Road Estate in Bishop's Stortford to take advantage of its location close to Junction 8 of the M11 and Stansted Airport;

(iii) That the Council works with landowners, HCC and other agencies to overcome the current access constraints on further development at Mead Lane and bring forward brownfield land for development in accordance with the Draft Mead Lane Urban Design Framework

(iv) That the Council continues to pursue the provision of a vehicular link between the Foxholes Estate and Caxton Hill as a first stage in restructuring uses at Caxton Hill

(v) That the Council identifies the resources needed to support these interventions.

Shared/economic and cultural development/economic development manager/david.hughes/east herts employment land review 2013 last updated 28.03.13

APPENDIX A:

EAST HERTS LOCAL PLAN 2007: PRINCIPAL ECONOMIC DEVELOPMENT AND EMPLOYMENT POLICIES:

EDE1. Employment Areas: The District Council has identified Employment Areas which are reserved for industry, comprising Use Classes B1 (Business), B2 (General Industrial) and, where well related to the transport network, Class B8 (Storage or Distribution). These Employment Areas are listed in Part II of this Plan (Settlement Planning).

EDE2: Loss of employment sites: Outside the identified Employment Areas, development which would cause the loss of an existing employment site, or one that was last in employment use, will only be permitted subject to all the following criteria being met:

- (a) the retention of the site or premises for employment use has been explored fully without success, evidence of which must be provided;
- (b) the proposed use does not have a significant adverse impact on the amenity of the adjacent area or nearby occupiers; and
- (c) access, parking and servicing arrangements are satisfactory.

EDE3: Employment Uses Outside Employment Areas: Outside identified Employment Areas but within the six main settlements (listed in Policy SD2) and the Category 1 and 2 Villages proposals for employment use may be permitted, subject to all the following criteria being met:

- (a) the proposal would not result in the loss of satisfactory residential accommodation;
- (b) the proposal would not have a significant adverse impact on the amenity of nearby occupiers;
- (c) the site is capable of accommodating the proposal along with the necessary access, parking and servicing arrangements;
- (d) the proposal is of an appropriate scale; and
- (e) the proposal is environmentally acceptable.

EDE4: Storage and Distribution Uses: Storage and Distribution developments will only be permitted:

- (a) On sites that are already in Storage and Distribution Use and which are well related to the transport network,
OR
- (b) Within identified Employment Areas (in accordance with Policy EDE1).

EDE7: Live/Work Units: New employment development will be expected to:

- (a) be built to a high standard with the design, scale, siting, and landscaping respecting the character and local distinctiveness of the area;
- (b) have adequate servicing and manoeuvring space, along with appropriate levels of car and cycle parking; and
- (c) be accessible by passenger transport and other non-car modes of travel.

EDE8: New Employment Development: New employment development will be expected to:

- (a) be built to a high standard with the design, scale, siting, and landscaping respecting the character and local distinctiveness of the area;
- (b) have adequate servicing and manoeuvring space, along with appropriate levels of car and cycle parking; and
- (c) be accessible by passenger transport and other non-car modes of travel.

APPENDIX B: COMPARISON BETWEEN HALCROW 2008 AND EHDC 2013 ASSESSMENTS

Page 38

<u>Estate</u>	<u>Settlement</u>	Halcrow 2008	EHDC 2013	<u>Comments</u>	<u>Opportunities for enhancement</u>
Goodliffe Park,	Bishop's Stortford	Green	Green	Good quality estate, good location	N/A
Stort Valley Industrial Estate	Bishop's Stortford	Green	Green	As above	N/A
Birchanger Industrial Estate	Bishop's Stortford	Green	Green	Good location but mixed quality	N/A
Millside Estate	Bishop's Stortford	Green	Amber	Poor location and quality	N/A
Southmill Trading Centre	Bishop's Stortford	Green	Green	Good quality and popular estate	N/A
Stortford Hall Industrial Park,	Bishop's Stortford	Green	Green	Good quality estate, good location	N/A
The Links Business Centre	Bishop's Stortford	Green	Green	Good quality small business units	As part of improvements to the Raynham Road Estate
Woodside Industrial Estate	Bishop's Stortford	Green	Green	Good quality estate, good location	N/A
Raynham Road / Dunmow Road Industrial Estate	Bishop's Stortford	Amber	N/A	Halcrow treated Raynham Road/Dunmow Road as one estate. However it comprises three distinct areas each with different characteristics so for the purposes of this review, they are considered separately.	See below
Raynham Road (East)	Bishop's Stortford	N/A	Amber	Mixed quality and parking/access issues	As part of improvements to the Raynham Road Estate
Raynham Road (West)	Bishop's Stortford	N/A	Green	At extreme western end of Raynham Road	As part of improvements to the Raynham Road Estate
Raynham Close/Myson Way	Bishop's Stortford	N/A	Green		As part of improvements to the Raynham Road Estate
Twyford Road	Bishop's Stortford	Amber	Amber	Poor location, mixed quality	N/A
Haslemere Estate	Bishop's Stortford	N/A	Green	Not included by Halcrow in 2008	Better signage
Mill site, Stonemasons Yard and former Sheppard's Garage	Bishop's Stortford	N/A	Amber	Not in included in Halcrow 2008	Redevelopment opportunity to support economy of the town centre
<u>Estate</u>	<u>Settlement</u>	Halcrow 2008	EHDC 2013	<u>Comments</u>	<u>Opportunities for enhancement</u>
Buntingford Business Park	Buntingford	Green	Green	Good quality estate but large unit currently vacant	N/A

Park Farm Industrial Estate	Buntingford	Green	Green	Average quality good layout, parking and close to A10	N/A
Sainsbury's Distribution Depot	Buntingford	Green	Green	Established distribution depot soon to be redeveloped	N/A
Silkmead Industrial Estate, Hare Street	Buntingford	Amber	Amber	Farm estate of average to poor quality buildings in an unsustainable location	N/A
Watermill Industrial Estate	Buntingford	Amber	Amber	Average to poor quality estate with access constraints	Improved access
Former GSK	Bury Green	Amber	Amber	Inflexible site in rural area	N/A
Terlings Park	Gilston	Amber	N/A	Consent granted for residential development	N/A
Dicker Mill	Hertford	Green	Green	Average to poor quality buildings but serving a local need and well occupied	Better access and restructuring following the provision of improved access to Mead Lane
Foxholes Industrial Estate	Hertford	Green	Green	Premier employment area but some parking/clutter problems	Improvement to signage and removal of clutter at A414 junction
Hartham Lane Green	Hertford	Green	Green	Good town centre employment area	N/A
Pegs Lane	Hertford	Green	Green	Good location but inflexible buildings	Work with owners to facilitate redevelopment of Sovereign House
Windsor Industrial Estate	Hertford	Green	Green	Good quality estate, fully let	N/A
Marshgate Drive	Hertford	Amber	Amber	Mainly vacant land part of which has consent for residential development	Better access and restructuring following the provision of improved access to Mead Lane
Merchant Drive/Fountains Drive	Hertford	Amber	Green	Good quality and well occupied buildings but sharing access constraints with the remainder of Mead Lane	Better access and restructuring following the provision of improved access to Mead Lane
Centros Mead Lane	Hertford	N/A	Green	Vacant site in 2008 – good quality buildings	Better access following the provision of improved access to Mead Lane
Mead lane Business Centre	Hertford	N/A	Green	Good quality buildings and site	Better access as above

Estate	Settlement	Halcrow 2008	EHDC 2013	Comments	Opportunities for interventions
Head Lane: Dicker Mill Stockhouse Industrial Estate & Adjoining	Hertford	N/A	Amber	Not clear if/how Halcrow assessed in 2008	As for Dicker Mill
Head Lane Conbar House, Expo House, Orland House and Chelsing House	Hertford	N/A	Amber	As above	Better access following the provision of improved access to Mead Lane
Mimram Road	Hertford	Amber	Green	Average quality units and good layout	Improved signage/removal of clutter
Taylor Trading Estate	Hertford	Amber	Amber	Average to poor quality – possibly consider for release	N/A
Wareham's Lane	Hertford	Amber	Amber	Good location and access. Mixed quality units	Better signing
Caxton Hill	Hertford	Red	Amber	Mainly poor quality units and access problems but long term potential for mixed redevelopment	Pursue vehicular link to Foxholes and encourage long term mixed development in conjunction with the provision of new employment uses at Mead Lane
High Cross	High Cross	Green	Green	Good quality estate	N/A
Clarklands Industrial Estate	Sawbridgeworth	Green	Green	Average quality but no conflicts with adjoining uses	N/A
Italstyle	Sawbridgeworth	Green	Green	Isolated estate subject to flooding	N/A
Hayters	Spellbrook	Green	Green	Good quality estate	<u>N/A</u>
Standon Business Park	Standon	Green	Amber	Poor quality buildings	Encourage mixed development
Station Road	Standon	Amber	Green	Modern building now occupied	N/A
The Maltings Green	Stanstead Abbots	Green	Green	Well managed popular estate	N/A
Leeside Works	Stanstead Abbots	Green	Green	Good location and occupancy	N/A
Riverside Works	Stanstead Abbots	Green	Green	As above	N/A
The Spinney	Stanstead Abbots	Amber	Red	Poor location and buildings. Release for redevelopment	N/A
Estate	Settlement	Halcrow 2008	EHDC 2013	Comments	Opportunities for interventions
Warrenwood Industrial Estate	Stapleford	Green	Green	Poor to average quality estate but meets a local need	
Thundridge Business Park	Thundridge	Green	Green	Good quality business park	N/A

Broadmeads	Ware	Green	Green	As above	<u>N/A</u>
Ermine Point Business Park & Gentlemen's Field	Ware	Green	Green	As above but with some parking issues	<u>N/A</u>
Watton Business Centre	Ware	Green	N/A	Consent granted for redevelopment	<u>N/A</u>
GSK	Ware	Green	Green	Site of strategic importance and should remain protected for employment use	<u>N/A</u>
Crane Mead and Crane Mead Business Park	Ware	Amber	Green	The Business Park is made up of modern buildings and functions well. By contrast, Crane Mead, dominated by Swains Mill, is currently underused but represents an opportunity to encourage B1 development.	<u>N/A</u>
Marsh Lane	Ware	Amber	Amber	A mix of open yards, older industrial buildings and a relatively modern development, The Peerglow Centre. But a well-located sustainable site which should be retained and progressively redeveloped for B1 uses	<u>N/A</u>
Widbury Hill, Star Street	Ware	Amber	Amber	Consent granted for mixed development including new B1 offices.	N/A

APPENDIX C: EXAMPLE OF AN INDIVIDUAL SITE REPORT

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Caxton Hill, Hertford				
Owner: Various				
Managing Agent: Hertford Industrial Estate – Jones Lang LaSalle – rest unknown				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Caxton Hill/Ware Road.				
<p>Halcrow 2008 Comments and Rating: Caxton Hill is an older traditional estate primarily offering small warehouse units, with the quality of its stock being relatively poor. It scores poorly in terms of visibility as it is not accessible via the A414 and there are some adjacent residential properties backing onto the estate causing potential use conflicts. The estate seems to have poor flexibility and some vacant units. It should be considered for release over the planning period provided that a better quality new site can be allocated for employment use.</p> <p>Assessment: Red</p>		<p>EHDC 2012 Comments and Rating: The estate comprises two main areas – the northern part comprising the modern print works of Stephen Austin, the extensive premises occupied by Fluorcarbon and various smaller industrial premises in Caxton Road and Extension Road, some of which are vacant and most of which are of poor quality. The remainder of the estate comprises the Hertford Industrial Estate consisting of brick mainly single storey brick warehouse units of poor to average quality worth around £4 - £5 ft sq, a number of which are vacant. Access to the whole estate is from Ware Road resulting in industrial and employee traffic having to pass through Hertford. There are long standing proposals to open access from John Tate Road on the adjoining Foxholes Estate and close the Caxton Hill access to non-emergency vehicles. While this could encourage redevelopment of at least the Hertford Industrial Estate for new B1 units (as an extension to Foxholes) the difficulties in securing land owner agreement should not be underestimated. In the longer term, the older industrial properties at the northern end of Caxton Hill could be redeveloped for residential purposes with alternative employment provision being provided on Mead Lane.</p> <p>Assessment: Amber See Appraisal Criteria below</p>		
Opportunities for Enhancement: See above re. alternative access				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Caxton Hill	
Stephen Austin Printers	Fluorcarbon - PTFE & Polymer mnfr/distributors
Units ABCD -	Wordwide Recovery Systems – vehicle engineers
Extension Road	
Hertford Offset Printers (Graphic House)	RePlas – plastic injection moulding

Woodland Beds/Kitchens (Manufacture) – Unit B	
Hertford Industrial Estate	
1/2. Anchor & Renton Plastic Mouldings	3. Marble Granite/Studio 3 Kitchens
4. KA Foil Catering Equipment	5. Dehra ??
6. HDM The Halycon Group - classic goggles & accessories	7. Progressive Mouldings & Assembly – plastic mouldings
8.?	9. Turnlea Ltd ?
10a Budget Tyres	11. Bottom Line Technologies – document processing systems
12. Hawberry King – valuers & auctioneers	13 ?
14 ? Plastics	15,16,17, MG Caravans
18 ?	19. Sanctuary Housing
20/21 Dicker Mill Coachworks	22/23 Enterprise Rent-a Car
24/25. Caxton Hill Motors	26/27 EO services ltd/.Everybody Organic – local food suppliers
28/29 AM Printers	30/31 VTS Steel Fabricators

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	In part	2. What is the demand/vacancy rate?	average
3. What is the quality of the land like?	Average to poor	4. Good accessibility/parking?	No

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	No	Is there conflict with adjacent uses?	Some conflict on boundaries
Does the estate have good accessibility and parking provision	In part		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Low demand	Is the estate in a good position?	yes
Is the estate visible	no	Is the estate flexible?	no
Is the general quality of the environment good?	Average to poor	Is there any conflict with adjacent uses?	Some conflict on boundaries
Is the market perception positive?	No		

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EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

PART TWO: INDIVIDUAL SITE REPORTS*

***(This version does not contain site plans)
EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013**

Part 1. Summary

Estate: Goodliffe Park, Bishop's Stortford				
Owner: Local Authorities Mutual Investment Trust				
Managing Agent: N/K				
EH 2007 Local Plan: BIS9 Employment Areas "In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 Storage and Distribution Uses". Raynham Road/Dunmow Road Industrial Estate. Haslemere Industrial Estate, Pig Lane. Twyford Road/Twyford Road Business Centre. Stansted Road. Woodside Industrial Estate, off Dunmow Road.				
Halcrow 2008 Comments and Rating: The cluster of estates and properties comprising of Goodliffe Park , Stort Valley Industrial Park and Birchanger Industrial Estate is found on the northern edge of Bishop's Stortford's urban area. The area scores highly based on the general quality of its stock. While there are some older units, there has been some recent development activity with some larger units available. Its position directly on Stansted Road just off the A120 means that it scores highly in terms of visibility. The cluster has high occupancy rates and good parking provision with no major conflicts with adjacent land uses. It is recommended that it is safeguarded Assessment: Green			EHDC 2012 Comments and Rating: Four good quality units let to prime tenants. No parking/access issues. Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents: 3/12/0283 Unit 1 – External alterations to facilitate subdivision of the existing retail unit including new shopfront and associated works. Alterations to car park and erection of 3M palisade fencing				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Unit 1. Wicks	Dairycrest
Unit 2.Homebase	Unit 1b Elms BMW servicing

Part 3– Appraisal Criteria**Estate Appraisal Criteria 1: Fitness for purpose**

1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Yes
3. What is the quality of the land like?	Yes	4. Good accessibility/parking?	Yes

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	Yes
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	Yes
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Stort Valley Industrial Estate, Stansted Road, Bishop's Stortford	
Owner: N/K	
Managing Agent: Jones Lang LaSalle 020 7493 4933	
EH 2007 Local Plan: BIS9 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 Storage and Distribution Uses.: IV Stansted Road	
<p>Halcrow 2008 Comments and Rating: The cluster of estates and properties comprising Goodliffe Park, Stort Valley Industrial Estate and Birchanger Industrial Estate is found on the northern edge of Bishops Stortford urban area. The area scores highly based on the general quality of its stock. While there are some older units, there has been some recent development activity with some larger units available. Its position on Stansted Road just off the A120 means that it scores high in terms of visibility. The cluster has high occupancy rates and good parking provision with no major conflicts with adjoining land uses. It is recommended that it is safeguarded for employment use.</p> <p>Assessment: Green</p>	<p>EHDC 2012 Comments and Rating: Halcrow 2008 comments still apply</p> <p>Assessment: Green</p> <p>See Appraisal Criteria below</p>
Outstanding Planning Consents:	
Opportunities for Enhancement: None	

Part 2. Occupiers @January 2013

1. Magnet Joinery B8	2. Elms Mini Car sales SG
3. Skillnet B1	4. To let
5. John Whalley Garage B2	6. Clearwater Group B1
7. Screen Direct (paying £7.50 ftsq) B2	8. Clement Jocelyn B8
9. as 8	10. Sewell Accident Repair Centre B8

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	yes	2. What is the demand/vacancy rate?	Good
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Birchanger Industrial Estate, Bishop's Stortford				
Owner: REM Properties,C7, Harlow Business Centre, Lovet Road, Harlow				
Managing Agent: Derrick Wade and Waters – Simon Beeton – 0844 828 0574				
EH 2007 Local Plan: BIS9 Employment Areas “In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 Storage and Distribution Uses”. Raynham Road/Dunmow Road Industrial Estate. Haslemere Industrial Estate, Pig Lane. Twyford Road/Twyford Road Business Centre. Stansted Road. Woodside Industrial Estate, off Dunmow Road.				
Halcrow 2008 Comments and Rating: The cluster of estates and properties comprising of Goodliffe Park, Stort Valley Industrial Park and Birchanger Industrial Estate is found on the northern edge of Bishop's Stortford's urban area. The area scores highly based on the general quality of its stock. While there are some older units, there has been some recent development activity with some larger units available. Its position directly on Stansted Road just off the A120 means that it scores highly in terms of visibility. The cluster has high occupancy rates and good parking provision with no major conflicts with adjacent land uses. It is recommended that it is safeguarded for employment use. Assessment: Green			EHDC 2012 Comments and Rating: Good location and visibility. Evidence of recent improvement/remodelling. Plot ratio above current standards resulting in constricted layout and parking issues (particularly linked to car repair uses) and some lower quality space. Generally good occupancy and high demand. Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents: Unit 4A - 3/12/1421/FP = C/o/u from B1, B2, B8 to plant hire depot with trade counter, Approved				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

1. Topps Tiles/Plumb City – ground fl - Enterprise car hire/RCA structures – 1 st fl	9
2 City Plumbing	10
3. Home interiors	11 Touch Creative Design – Graphic Design
4a/b to let – circa 4000ftsq @ £23,640pa = £5.90ftsq	12 Concept digital/John Scrivener Images
5 ?	13. Elms Mini Garage
6 Hancock Builders Merchants	
7a Kris Aromatics	
8Solus Coachworks	

Part 3– Appraisal Criteria**Estate Appraisal Criteria 1: Fitness for purpose**

1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Good
3. What is the quality of the land like?	Average-good	4. Good accessibility/parking?	Generally yes

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Generally yes		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Millside Industrial Estate, Bishop's Stortford				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: None				
Halcrow 2008 Comments and Rating: This estate has no vacant units indicating strong demand. Its central location and its reasonable quality and accessibility enhance its marketability. Given the strong demand and lack of supply for employment land in Bishop's Stortford it is recommended that it remains in employment use		EHDC 2012 Comments and Rating: Assessment: Single storey brick/asbestos units. Adequate space for turning/parking but relatively poor environment. But high occupancy rate indicates strong demand for this type of unit. In longer term, could be redeveloped together with employment areas to south and west (Oxford House and Driving Test Centre). Assessment: Amber See Appraisal Criteria below		
Assessment: Green				
Outstanding Planning Consents: None				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

1. Alan Beere Catering B1	6. Express Picture Framing B1
2. To let 01920 438717	7. SRP Engineering B2
3. Mainline Graphics Graphic Design B1	8. SRP Engineering B2
4. Nexus Computer Supplies B8	9. SRP Engineering B2
5. Soul Studios Recording Studios SG	10. Walton Lodge Vets Group SG

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low vacancy indicates good demand
3. What is the quality of the land like?	Reasonable	4. Good accessibility/parking?	Adequate
Estate Appraisal Criteria 2: Sustainability			

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Poorly located for strategic road network but close to BS town centre.		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	No
Is the general quality of the environment good?	No	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Market sees this estate as of poor quality		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Southmill Trading Estate, Southmill Road, Bishop's Stortford					
Owner: N/K					
Managing Agent: January's, York House, 7, Dukes Court, 54-62 Newmarket Road, Cambridge, CXB5 8DZ – 01223 326824					
EH 2007 Local Plan: No Allocation. Written Statement: Para. 11.12.8 It is important that space is available for a variety of firms at different stages of their development, including new businesses. A number of smaller areas and sites exist in Bishop's Stortford, which have not been identified as Employment Areas, but which are suitable for the continued use for diverse employment purposes.					
Halcrow 2008 Comments and Rating: Southmill Trading Centre has no vacant units indicating strong demand. It benefits from its location in Bishops Stortford and does not appear to suffer from and major qualitative constraints. Assessment: Green		EHDC 2012 Comments and Rating: Good quality units of 1500-1800 ftsq. Good location and access. Low plot ratio providing good parking/servicing. Fifteen units, one vacant. Only drawback is that it is on the 'wrong' side of BS for M11/Airport. No change from Halcrow 2008 Assessment: Green See Appraisal Criteria below			
Outstanding Planning Consents: None					
Opportunities for Enhancement: None					
Proposal: None		Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

1. Senate Electrical – B8	2. Senate Electrical – B8
3. Copyzone Printing B2	4. To let Coke Gearing
5. Electrocomponents Ltd B8	6. South Woodford Electronics B1/B8
7. RP Print – B2	8. Forefront Signs B2
9. Nightingale Cleaning B2	10. Track Fitness SG
11. Bakers Bikes A1/B1	12. as 6
13. as 6	14. Conscious Image Interiors B1
15. Computer Systems UK B1	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Good/low vacancy
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	OK – but ‘wrong’ side of BS
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Stortford Hall Industrial Estate, Stansted Road, Bishop's Stortford	
Owner: N/K	
Managing Agent: N/K	
EH 2007 Local Plan: BIS9 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 Storage and Distribution Uses: Raynham Road/Dunmow Road Industrial Estate.	
Halcrow 2008 Comments and Rating: The cluster made up of Stortford Hall Industrial Park, the Links Business Centre and surrounding Industrial Premises is well established and dominated by smaller industrial/warehouse units. It benefits from its location in Bishops Stortford and relative proximity to the M11 and high occupancy rates indicate strong demand Assessment: Green	EHDC 2012 Comments and Rating: Halcrow 2008 comments still apply Assessment: Green See Appraisal Criteria below
Outstanding Planning Consents: None	
Opportunities for Enhancement: None	

Part 2. Occupiers @January 2013

1. Howden Joinery B8	2. Howden Joinery B8
3. Independent Living Centre B1	4. DAB Pumps B8
5. DAB Pumps B8	6. Volvo Dealership
7. Lookers Land Rover Dealership	8. Armour Home
9. Pioneer Europe (Balloons)	10. Sewell Accident Repair Centre B8

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Good
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No

Does the estate have good accessibility and parking provision	Yes		
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Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: The Links Business Centre, Raynham Road, Bishop's Stortford				
Owner: N/K				
Managing Agent: 01920 438717				
EH 2007 Local Plan: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 Storage and Distribution Uses. Raynham Road/Dunmow Road Industrial Estate.				
Halcrow 2008 Comments and Rating: Stortford Hall Industrial Park & The Links Business Centre The cluster made up of Stortford Hall Industrial Park, The Links Business Centre and surrounding industrial premises is well established and dominated by smaller industrial/warehouse units. It benefits from its location in Bishop's Stortford and relative proximity to the M11 and high occupancy rates indicate strong demand. Assessment: Green			EHDC 2012 Comments and Rating: Assessment: As for Halcrow. Modern estate of small units. High vacancy (33%) on inspection mainly due to previous occupier of 3 units moving elsewhere on Raynham Road (information from Cook Gearing). Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents: None				
Opportunities for Enhancement: Several occupiers cite signage as in need of improvement. Contact Genmar below. Improvement of signage and access to the Rainham Road Area has been raised by Commercial Agents.				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

1. Cable TV Services B1	9. Alpha Marketing B1
2. Dive Centre B8	10. To let
3. DMS International Air Freight B1	11. appears vacant
4. To let 01920 438717	12. Genmar IT solutions B1
5. To let	13. Computer Shop B1
6. To let	14. HR Photography B1

7. Fairweather Windows B2	15. FH Howard Tools and Fittings B8
8. To let	16. FH Howard Tools and Fittings B8

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	High but see above
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes- but accessibility from Dunmow Rd could be improved.

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	See 4 above		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes – but see comments on signage above	Is the estate flexible?	No
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Estate: Woodside, Dunmow Road, Bishop's Stortford				
Owner: M+D Developments				
Managing Agent: Savilles Commercial, 020 7499 8644				
EH 2007 Local Plan: BIS9 Employment Areas In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 Storage and Distribution Uses. Woodside Industrial Estate, off Dunmow Road.				
Halcrow 2008 Comments and Rating: Woodside is an industrial estate on the edge of Bishop's Stortford's urban boundary and the closest estate to the M11 junction to the north east of the town. Its proximity to the M11 is a key asset providing it with a high score in terms of visibility. The strength of its location has meant that the quality of its stock is relatively high with some recent development activity. Unit sizes are aimed at larger occupiers than seen elsewhere in the District, providing it with a high score in terms of market perception. This is reflected in its tenant profile; occupiers include established companies including Diageo and Travis Perkins. Overall it is a key strategic employment site that should be safeguarded for employment use. Assessment: Green			EHDC 2012 Comments and Rating: The 2008 comments still apply. The only detraction is the presence of the HCC recycling depot. Assessment: Green	
Outstanding Planning Consents: Erection of 5,324 sq m of B1 Business Units on former Park and Ride site. Expected to start on site early 2013				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Inflight Engineering Services	Cornelius
Mack Bananas	St. James Training Centre
Travis Perkins	Fister Biosciences
Diago	Federal Express
Fresca	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Good no vacancies
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

RAYNHAM ROAD, BISHOP'S STORTFORD

Halcrow treated the Raynham Road Estate as one area apart from the Links Business Centre (above). For the purpose of this update, it is split into three areas:

- 1. Raynham Road East between The Links Business Centre and Raynham Close/Myson Way**
- 2. Raynham Road/Myson Way**
- 3. Raynham Road West**

All areas, including The Links Business Centre and the adjoining Brake Brothers Cold Store share the same problems of access and signage, considered further in para.5.7 of the main report.

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Raynham Road (East) Bishop's Stortford (comprises business premises lying between The Links Business Centre and Myson Way)				
Owner: various				
Managing Agent: N/K				
EH 2007 Local Plan: BIS9 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 Storage and Distribution Uses. Raynham Road/Dunmow Road Industrial Estate.				
Halcrow 2008 Comments and Rating: Raynham Road / Dunmow Road Industrial Estate (all areas) The cluster's occupancy rate is relatively low with several vacant units at the time of the survey. The overall qualitative characteristics of the cluster are mostly average indicating there is room for improvements. There are currently a number of B2 uses on the site which if the decline in B2 demand continues (as indicated by the employment forecasts) should be considered for B1 redevelopment. If that is not deemed possible, the cluster should be re-assessed as a possible "Red" Assessment: Amber		EHDC 2012 Comments and Rating: Assessment: This part of Raynham Road comprises Capital House, a modern two storey office building, industrial premises to the rear occupied by Hilton coachworks, modern industrial premises occupied by Taylor Goodman Group and Fyfe Wilson and a modern two storey office building occupied by Chip and Pin Solutions. All but Hilton coachworks function well – here high plot ratio linked to the nature of the use results in a very congested site and parking overflows onto Raynham Road Assessment: Amber See Appraisal Criteria below		
Outstanding Planning Consents: None				
Opportunities for Enhancement: Access and signage				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Capital House – CF Group finance and leasing B1	Hilton Coachworks – vehicle repairs, leasing, tyre fitting B2
Taylor Goodman Group – Electrical plant and machinery repairs B2	Fyfe Wilson – as Taylor Goodman plus supply/repair of electrical motors, pumps, control gear B2
Chip and Pin Solutions – card processing machines and services B1	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	No vacancies
3. What is the quality of the land like?	average	4. Good accessibility/parking?	No

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	Only in terms of overflow parking
Does the estate have good accessibility and parking provision	No		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	No	Is the estate flexible?	No
Is the general quality of the environment good?	Average	Is there any conflict with adjacent uses?	Parking/access
Is the market perception positive?	Average		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Raynham Road, Bishop's Stortford (West)				
Owner: Howard Property Investments				
Managing Agent: Howard Property Services 01223 312910				
EH 2007 Local Plan: In accordance with Policy ED1 the following sites are defined as employment areas on the proposals map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 storage and distribution uses: Raynham Road/Dunmow Road Industrial Estate				
Halcrow 2008 Comments and Rating: Raynham Road/Dunmow Road Industrial Estate (all areas) The cluster's occupancy rate is relatively low with several vacant units at the time of survey. The overall qualitative characteristics of the cluster are mostly average indicating there is room for improvements. There are currently a number of B2 uses on the site, which, if the decline in B2 demand continues (as indicated by the employment forecasts) should be considered for B1 redevelopment. If that is not deemed possible, the cluster should be re-assessed as a possible "Red". Assessment: Amber			EHDC 2012 Comments and Rating: This area lies at the extreme western end of Raynham Road and comprises a mix of modern B1, B2 and B8 buildings together with some older single storey brick/asbestos units. Owners Howard Property Trust is progressively redeveloping the older stock. In March 2011, Units 4 & 5 (redeveloped 2011) and let to Profile Lighting for £9.25 ftsq. Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents:				
Opportunities for Enhancement: Improvement to access/signage from Dunmow Road				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Unit 1. Edmundson Electrical B8	21. To let
2. To let	22. To let
3. To let	23. To let
4. Profile Lighting B1, B2	24. Globe Leisure Products B1, B2
5. Profile Lighting	25. Globe Leisure Products
6. Profile Lighting	26. BTL Precision – Engineering B2
7	27. BTL Precision
8	28. Ceramic and Stone supplies

9	29. Indifit Ltd B8
10	30. Dr. Blooms Hydroponic- supply of components for indoor plant growing B8
11. Rye Street Group (coachworks) B2	31. vacant
12. Rye Street	32.
13. Rye Street	33. Saffron Engineering Precision Engineers B2
14. Rye Street	34. Pot Shop Catering B2
15. To let	35. Pot Shop Catering
16. To let	36. to let
17. Virgin Media B1	37. To let
18. Virgin Media	38. P3 Aviation Aviation Services B2
19. Virgin Media	39. Ensinger Ltd Engineering Plastics B8
20. To let	40. Avio-Diepen BV Aviation Industry Supplies B8

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low vacancy
3. What is the quality of the land like?	Average to good	4. Good accessibility/parking?	Yes

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	no
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Raynham Road Bishop's Stortford (Raynham Close/Myson Way)				
Owner: University's Superannuation Fund				
Managing Agent: Jones Lang LaSalle 020 7493 2933				
EH 2007 Local Plan: BIS9 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 Storage and Distribution Uses. Raynham Road/Dunmow Road Industrial Estate.				
Halcrow 2008 Comments and Rating: Raynham Road / Dunmow Road Industrial Estate (all areas) The cluster's occupancy rate is relatively low with several vacant units at the time of the survey. The overall qualitative characteristics of the cluster are mostly average indicating there is room for improvements. There are currently a number of B2 uses on the site which if the decline in B2 demand continues (as indicated by the employment forecasts) should be considered for B1 redevelopment. If that is not deemed possible, the cluster should be re-assessed as a possible "Red" Assessment: Amber			EHDC 2012 Comments and Rating: Assessment: This part of Raynham Road comprises Raynham Close, relatively modern single storey/mezzanine industrial units with good parking/servicing and Myson Close, a recent development of larger warehouses with good layout, access and servicing. Assessment Green See Appraisal Criteria below	
Outstanding Planning Consents:				
Opportunities for Enhancement: Access and Signage				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Raynham Close	Unit 11. Motor Parts Direct
Unit 1: First signs and labels	Unit 12. City Electrical Factors
Unit 2.	Unit 13. Partco Auto parts
Unit 3. Plumb Centre	Unit 14. Partco Auto parts

Unit 4. Anglia Maintenance/South Anglia Housing	Unit 15. M+J Hire Centre
Unit 5 Barley McNaughton	Myson Close
Unit 6. SEV	Unit 1. Stortford Performance Tyres
Unit 7. Stortford Performance Tyres	Unit 2.
Unit 8. Stortford Performance Tyres	Unit 3. Thyssenkrupp Elevators
Unit 9. Ian Douglas Design and Print	Unit 4. Galaxy Components
Unit 10. Sally Salon Services	Unit 5. Minitram Ltd

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	yes	2. What is the demand/vacancy rate?	Few vacancies
3. What is the quality of the land like?	good	4. Good accessibility/parking?	yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	yes	Is there conflict with adjacent uses?	no
Does the estate have good accessibility and parking provision	Yes but shares wider access problems		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	yes	Is the estate in a good position?	yes
Is the estate visible	yes	Is the estate flexible?	yes
Is the general quality of the environment good?	yes	Is there any conflict with adjacent uses?	no
Is the market perception positive?	yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Estate: Twyford Road, Bishop's Stortford				
Owner: N/K				
Managing Agent: Derrick Wade and Waters				
EH 2007 Local Plan: Identified as an employment location EDE1/ EDE2. B1S9: In accordance with Policy EDE1, the following sites are defined as employment areas on the proposals map and will be reserved for industry comprising classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 storage and distribution uses. III Twyford Road and Twyford Business Centre				
Halcrow 2008 Comments and Rating: Twyford Road in the south of Bishops Stortford benefits from its location and relative proximity to the M11 compared to other estates in other parts of the district. However its direct access to the M11 is heavily constrained as it is located to the south of the town. Access into the estate is also constrained with some recent new build residential development as you enter the site. This combined with the fact that the general quality of the stock is not particularly high, with small units appealing to local occupiers means that in terms of market perception, it scores poorly. Local agents gave it the lowest rating in Bishops Stortford. Its assessment should be regularly reviewed to reflect market trends and redevelopment opportunities. Assessment: Amber		EHDC 2012 Comments and Rating: Comprises two areas – Twyford Industrial Estate, older buildings at the northern end of the site to the east and west of Twyford Rd and the more modern Twyford Business Centre (circa 1985) to the west. The 2008 comments still apply. Overall, plot ratio/site cover is high at between 70% and 80% giving rise to servicing and parking problems and making estate management problematic. Units available at between £6 and £7 ftsq. Twyford Industrial estate could be released for redevelopment if alternative provision is made elsewhere in the town. Assessment: Amber		
Outstanding Planning Consents: Change of use from B2 to D2 (sports hall) renewed for a further 5 years, expiring 20/07/16. Office building adjoining new Baptist Church				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Twyford Industrial Estate: East of Twyford Rd.	
Medisafe Knowledge Centre	PFS Plumbing Supplies
Bathroom Showroom	BS Baptist Church
Twyford Industrial Estate: West of Twyford Rd	

1/ 2. Medisafe – design/production of medical equipment	3. Valdez Gymnastics club
3a. D+D Roofing	4. Medisafe
5. Medisafe	6. Colmans Paints/Home Interiors
7. Central Tyre	
Twyford Business Centre	
1. Stortford Interiors – commercial interiors contractors	1a. 3e Security – lock mnfrs
2. George Buxton Electrical Contractor	3. DC Butler Motorcycles
4. Starc Engineering – sheet metal work	5. Wholesale lighting and electrical
6. A.J.Denman Garage Services	7. as 6
8. OMS Optical/Pheobus Engineering – optical measuring syst.	9. Raybold Metal Re-cyclers
10. Absolute Signs Printers	11. as 8
12. Vacant	13. Nesor Equipment – dental equipment mnfrs
14. Palmer & Martin Vehicle Hire	15. Newducts Ltd – ducting mnfrs
16. PHF Electrical Contractors	17. Tant Labs – optical design/supply
18. AK Rubber	19. Totally Tropical – aquarium & pond supplies
20/21. Hadham Engineering Steel Fabricators	20/21. Krypton Health Construction Ltd – building services
20//21. KH Medical Ltd – medical gas supplies	22. as 4 and Custom Hardware Sheet metal work
23. Leuco – saw blade sharpening	24. Sommerville Services vehicle servicing
25. Raybold Recycling/CMC metal trading	26. Safe Security Solutions?????
27.	28. The Wright Buy – kitchen appliance sales
29. Allklass Autos – vehicle services/repair	30. Boardman Office Solutions/Hydrex
31. PSR Automotive – vehicle services	32 a. vacant
32c. Fight Outlet boxing/fightwear suppliers	33b Stansted Cars – vehicle sales/services
24. East Chair & Sofa Company – showroom and sales	Thomas Tredgold House/Stortford House – part vacant/part Little Gym – children’s gym

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Some vacancies on Twyford Bus. Centre
3. What is the quality of the land like?	average	4. Good accessibility/parking?	Restricted access
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Restricted accessibility		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Not a favoured location	Is the estate in a good position?	No – ‘wrong side’ of BS
Is the estate visible		Is the estate flexible?	Yes
Is the general quality of the environment good?		Is there any conflict with adjacent uses?	Yes – residential uses in Twyford Road
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Haslemere Estate, Pig Lane, Bishop's Stortford				
Owner: SEGRO Ltd, 15 Regent Street, London, W1SY 4LR				
Managing Agent: as above				
EH 2007 Local Plan: BIS9 Employment Areas. In accordance with Policy ED1 the following sites are defined as employment areas on the proposals map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses and, where well related to the transport network, B8 storage and distribution uses: Haslemere Industrial Estate				
Halcrow 2008 Comments and Rating: Not assessed by Halcrow 2008		EHDC 2012 Comments and Rating: Mid-1970s industrial estate, good layout parking and servicing. Buildings in need of upgrading but useable and flexible. Well signed from Pig Lane. But high vacancy rate and buildings difficult to let. Local agents cite location on the wrong side of Bishops Stortford for the M11/Stansted, difficult access from the north/east and lack of visibility from London Road. Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: PP for use of Unit 2 for a gym – 3/11/1592/FP				
Opportunities for Enhancement: Improved signage/visibility from London Road.				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

1. Vacant	2. To let Coke Gearing
3. Construction Products Solutions B1/B8	4. MHC? Check back
5. To let Coke Gearing	6. K2 Plastic fabricators B2
7. K2 B2	8. K2 B2
9. Morrison Utility Services B8	10. To let Coke Gearing (no longer available)
11. vacant?	12. Mains B8
13. To let	14. Leisure Plan?

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	low
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Good
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Difficult to market	Is the estate in a good position?	No
Is the estate visible	No	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Mill Site, Stonemasons Yard and former Sheppard's Garage, Dane Street, Bishops Stortford				
Owner: Westmill Foods Ltd, Vindis Group, Days and Sons, Stone Masons				
Managing Agent: N/A				
<p>EH 2007 Local Plan: Various: BH4 – Demolition in Conservation Areas; (No.8 Dane Street is a Grade 2 Listed Building) BH5 – Extensions/alterations to unlisted buildings in Conservation Areas: BH6 – New development in Conservation Areas: BIS10 – Town Centre Sites for Redevelopment: Within or adjacent to Bishop's Stortford town centre the following three potential development or re-development sites are defined on the proposals map: The Mill Site, Dane Street BIS12 The Mill Site: 1. The District Council identifies the Mill Site, Dane Street, as defined on the Proposals Map, as having redevelopment potential II. In the event of the site coming forward for redevelopment the following mix of uses may be appropriate, subject to the provision requirements of Policy BIS10: (a) residential development of around 100 dwellings, including up to 40% affordable housing in accordance with Policies HSG3 and HSG4, taking into account the amenity potential of the River frontage and the proximity of the town centre, and particularly opportunities to enhance pedestrian and cycle links between this site and the town centre; (b) small scale office development.</p>				
BS 2020 Group: A vision for Bishops Stortford.		Mill Site: Site Specific Development Brief December 2010		
<p>Halcrow 2008 Comments and Rating: Not considered by Halcrow in 2008</p> <p>Assessment: N/A</p>	<p>EHDC 2012 Comments and Rating: Functioning flour mill, stonemason's yard and recently vacated car showrooms. Within a conservation area and partly within Flood Zone 2. Contains one Grade 2 listed building. Within area of Archaeological significance No.114. Mill site generates heavy traffic which would be better accommodated in an employment area closer to the strategic road network. This part of the site represents the main opportunity but the investment already made by the owners and the current lack of alternative locations suggests that this site may not become available in the shorter term making the aspirations expressed in the brief more difficult to deliver. Whole site has potential to contribute to the health of Bishops Stortford Town Centre, especially if a new link can be made across the river.</p> <p>Assessment: Amber See Appraisal Criteria below</p>			
Outstanding Planning Consents:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Westmill Foods Ltd.	Day & Sons, Stone Masons
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Part 3– Appraisal Criteria**Estate Appraisal Criteria 1: Fitness for purpose**

1. Is estate fit for its current purpose?	No	2. What is the demand/vacancy rate?	Part vacant
3. What is the quality of the land like?	Average	4. Good accessibility/parking?	No

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	No	Is there conflict with adjacent uses?	Heavy vehicle movements
Does the estate have good accessibility and parking provision	No		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	No
Is the general quality of the environment good?	Average	Is there any conflict with adjacent uses?	See above
Is the market perception positive?	N/A		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Buntingford Business Park, Baldock Road, Buntingford				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: BUN4 – Existing and new employment areas. In accordance with policy EDE1, theformer Sunnyside Nursery site and the site adjoining the former Sunnyside Nursery site...are reserved for industry comprising B1 Business and B2 General Industrial Uses				
Halcrow 2008 Comments and Rating: Buntingford Business Park located directly on the A10 is a new development with large, high-quality units. It scores well in most qualitative areas and is a particularly attractive location for local occupiers based on the quality and range of its offering. It is recommended that it is safeguarded for employment use. Assessment: Green.		EHDC 2012 Comments and Rating: As for Halcrow. Modern B1, B2 and B8 development. Approximately 30% of floor space (one building) currently vacant. (Paul Wallace currently marketing 36,257ftsq for £244,734ftsq which equates to £6.75ftsq.) Particulars refer to 'interest being sought for development of the final phase'. Permission for a car park should ease existing parking problems. Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: Consent for a car park				
Opportunities for Enhancement: N/A				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Unit 1. John O'Connor/EHDC Ground Maintenance/EHDC Parking Office/EHDC Recycling/Veolia	Milton Park – Amwell Systems – washroom contractors/suppliers
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Approx 30% vacant
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Park Farm, Buntingford				
Owner: Lapinag Industries				
Managing Agent: Jaggard Baker 01494 677755 – Graham Atkinson				
EH 2007 Local Plan: BUN6 – Park Farm Industrial Estate The Park Farm Industrial Estate is split into two areas, as defined on the Proposals Map. Proposals for development are expected to conform to the following guidance:				
a) the larger area to the south and west is, in accordance with Policy EDE1, primarily reserved for industry comprising B1 Business and B2 General Industrial uses.				
b) The smaller area to the north-east, fronting Ermine Street, is reserved for live/work units. Careful planning and attention to detail is expected to prevent any cause for bad neighbour nuisance to arise. A condition and/or planning obligation is likely to be required to prevent the separation of the residential element from its employment element on this site				
c) improved or introduced landscaping features are expected on the northern edges of both parts of the site.				
Halcrow 2008 Comments and Rating: Park Farm Industrial Estate Park Farm Industrial Estate provides smaller, older units that cater for smaller businesses. It scores well in terms of general quality and its high occupancy rate indicates strong demand from local businesses. Assessment: Green			EHDC 2012 Comments and Rating: No change from Halcrow. Good accessibility to A10 Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents: No significant permissions				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

1. vacant	26. ?
2.	27.?

3	28.Markey Coffee Communicator ?
4. Idrums – sale of drum kits (main retail premises Chelmsford)	29.Buntingford Gym SG
5. ?	30.Caron Engineering Services B2
6. Vacant	31.vacant – Cook Gearing
7. ?	32. Buntingford Services – streetworks contractors B2
8. To let – 3190ftsq Atchison Raffety	33.Premier Design and Print Printers B2
9 ?	34.Ball Spinning Company Ltd – Metal spinning/fabrication B2
10. Evergood Associated Medical recruitment agency B1	35.PMC Polythene – polythene suppliers B8
11. S.J. Tokely Car Repairs B2	36. “ “
12. “ “ “	37. “ “
13.	38. “ “
14. Sharp Print Printing Services B2	39.to let, ,
15. Scenic Design Printing Services B2	39a/b Evergood
16.Thomas Electrical Electrical contractor B2	39c GX blinds – blinds and canopies B2
17.Keri Systems door access systems sales office B1	39d to let
18. Specialised Security Products – security systems supply/mnfr B2	40.BV tools Storage and distribution B8
19. “ “ “	41.First Class Business Solutions B1
20. “ “ “	42.LBT computer services B1
21. “ “ “	43.as 41 B1
22.Buntingford Mowers B2	44.as 41 B1
23.Buntingford Engine Services B2	45.as 41 B1
24.Herts Air Ambulance – B1	
25	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	9 units vacant (25%)
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Sainsbury's Depot, London Road, Buntingford, SG9 9JR				
Owner: Sainsbury's Supermarkets, 33, Holborn, EC1 2HT				
Managing Agent: N/A				
EH 2007 Local Plan: Policy EDE1 – Employment Areas: BUN5 The Former Sainsbury Distribution Depot In accordance with Policy EDE1, the Former Sainsbury Distribution Depot is primarily reserved for B8 Storage and Distribution Uses. Proposals for the alternative use and/or development of the site will be considered against the recommendations of the latest Employment Land Study for East Hertfordshire. In the event that the retention of the whole or part of the site for B8 Storage and Distribution Use has been explored fully without success evidence must be supplied to the satisfaction of the District Council to demonstrate this. Any proposed alternative use and/or development of the site will be expected to be subject to a Development Brief prepared or approved by the District Council.				
Halcrow 2008 Comments and Rating: Sainsbury's Distribution depot This site scores well across most qualitative criteria and benefits from its good location and visibility. It is recommended that it is safeguarded for employment use. Assessment: Green			EHDC 2012 Comments and Rating: No Change. Current (1/1/13) application from Prologis for demolition and redevelopment with a new storage and distribution depot (B8) Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents: None				
Opportunities for Enhancement: N/a				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Vacant	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	n/a
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	Along northern boundary
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Silkmead Industrial Estate, Buntingford				
Owner: Lapinag, 35 Potter Street, Bishops Stortford				
Managing Agent: Derrick Wade and Waters				
EH 2007 Local Plan: OSV7 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business and B2 General Industrial Uses, subject to sub-section (II) of this policy; and, where well related to the transport network, B8 Storage and Distribution Uses: Silkmead Farm, Hare Street.				
Halcrow 2008 Comments and Rating: Silkmead Industrial Estate in Hare Street is an isolated small estate in the north of the District and based on its isolation it scores poorly in terms of marketability. Its isolation however means that it achieves a good score in terms of competition as there are no other employment sites in the locality. The estate is made up of small wooden units further restricting its score in terms of market perception and general quality of working environment. Assessment: Amber			EHDC 2012 Comments and Rating: No change from Halcrow Assessment: Amber See Appraisal Criteria below	
Outstanding Planning Consents: None				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

1d Vintage Paintworks car spraying B2	1-4 Silkmead Furniture – bespoke kitchens B2
7a Turnfast Components – Precision Engineers	9a Silkmead Fabrications - Manufacturing B2
9b,c – Naturally Wood – handmade wood furniture B2	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Some vacancies
3. What is the quality of the land like?	Poor	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes for low rent tenants	Is the estate in a good position?	Yes
Is the estate visible	No	Is the estate flexible?	Yes
Is the general quality of the environment good?	Poor	Is there any conflict with adjacent uses?	No
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Watermill Estate, Buntingford				
Owner: Bernard Greenwood, 10 The Woods, Radlett				
Managing Agent				
<p>EH 2007 Local Plan: 16.7.3 In respect of the Watermill Industrial Estate, part of Aspenden Road approaching the site is narrow in width and poor in alignment. It is therefore considered that it would be detrimental to the safety of persons and vehicles using the road to allow further significant expansion of the site without improvements having been made to this access. The findings of the East Hertfordshire Employment Land Study 2004 confirmed this view. BUN7 Watermill Industrial Estate - Improvement to Aspenden Road No further planning permission for significant traffic generating developments will be granted on the Watermill Industrial Estate until improvement works have been carried out on Aspenden Road.</p>				
<p>Halcrow 2008 Comments and Rating: Watermill Industrial Estate benefits from its relative proximity to the A10 but the fact that it is located in the north of the District and consists of generally small, poor quality units meant that in terms of marketability it scores poorly. A few vacant units indicate demand could be stronger. Refurbishment of units would lead to improved image and perception. An application for a total of seven new B1 units has been recently approved by the Council. Assessment: Amber.</p>			<p>EHDC 2012 Comments and Rating: The estate is still constrained by poor access but a recent agreement by EHDC to sell a small area of land at the junction with Aspenden Road will enable to units referred to by Halcrow to be constructed. This site is currently being marketed by Paul Wallace 01992 440744 Assessment: Amber See Appraisal Criteria below</p>	
Outstanding Planning Consents: 3/08/0538/FP – Erection of 5 B1 Units – 27.7.11. Erection of 2 B1 office/workshops 27.7.11				
Opportunities for Enhancement: Improved access				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

1. The Willows- Nicholas and Knight – marketing/advertising	Unit 1. The Firs Business Park - Pure Graphics
Unit 5A – Lewden Joinery	Unit 5b – Liberro – electronic smoking appliances
Suite 6, Unit P3 - Community Transport Training	HCC Household Waste Transfer Station

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Some vacancies
3. What is the quality of the land like?	Average to poor	4. Good accessibility/parking?	average
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	No		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Not a favoured location	Is the estate in a good position?	No
Is the estate visible	No	Is the estate flexible?	Yes
Is the general quality of the environment good?	No	Is there any conflict with adjacent uses?	No
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Former GSK Laboratory, Bury Green Farm, Bury Green, SG11 2HE				
Owner: Romehold Ltd, 3 rd Floor, Sterling House, Langston Road, Loughton, Essex, IG10 3TS				
Managing Agent: None				
EH 2007 Local Plan: GBC4 Major Developed Sites Major Developed Sites in the Green Belt and Rural Area. 4.6.6 The following sites within the Green Belt are identified and delineated on the Proposals Map as Major Developed Sites: Former GlaxoSmithKline site, Bury Green				
Halcrow 2008 Comments and Rating: The former GlaxoSmithKline site at Bury Green is a major developed site that was purpose built for GSK for their Research & Development activities. As a result, it scores poorly in terms of fitness for purpose and marketability. Based on its previous use the site's access is limited, further reducing its marketability score. In terms of sustainability the site also scores poorly due to its rural location meaning that its access to public transport and supporting facilities (shops etc) is non-existent. However, the site has recently been given planning approval for 2 data centre buildings, 2 external compounds and a substation building and is expected to be redeveloped in the near future. Assessment: Amber.		EHDC 2012 Comments and Rating: PP granted in 2008 for redevelopment of the research facility with 2 data centre buildings for GSK but so far not implemented. While an established employment location within the green belt, the nature of the new development – two large footplate buildings designed for a named occupier – limits the sites' flexibility in terms of possible alternative uses while the disadvantages of the rural location as noted by Halcrow still apply Assessment: Amber See Appraisal Criteria below		
Outstanding Planning Consents: 3/08/0593/FP Erection of 2 no. data centre buildings containing data handling computers, associated plant areas, technical support services and ancillary office area. 2 no external compounds, substation building and associated site works. Approved with Conditions 10-Jul-2008				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Vacant buildings and site	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Currently vacant	2. What is the demand/vacancy rate?	N/A
3. What is the quality of the land like?	Average	4. Good accessibility/parking?	Poor location/good parking
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	N/A	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Poor location but good parking		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Limited demand	Is the estate in a good position?	No
Is the estate visible	No	Is the estate flexible?	No
Is the general quality of the environment good?	Average	Is there any conflict with adjacent uses?	No
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Former GSK Terlings Park, Gilston				
Owner: Angle Property (Terlings Park) Ltd/PCDF Second (B) Nominees Ltd				
Managing Agent: N/K				
EH 2007 Local Plan: GBC4 Major Developed Sites Major Developed Sites in the Green Belt and Rural Area				
Merck Sharpe and Dohme, Terlings Park				
Halcrow 2008 Comments and Rating: Terlings Park in Gilston is one of the major developed sites in the greenbelt / rural area. While it scores poorly in terms of town location because of this classification, the fact that it is on the Harlow boundary and in close proximity to Harlow train station, means that it scores highly in terms of sustainability. Its attractiveness is also enhanced based on its proximity to an A road. It scores poorly based on its fitness for purpose however. The site was used for research and development activities and as a result its properties are suited to a single occupier for this use. Demand from occupiers of this nature is limited in East Herts therefore the site is not meeting the District's current demand profile. Its proximity to Harlow also means that it competes directly with this market which has a greater 'years of supply' of offices compared to East Herts as a whole (4.5 versus 3.9 years). It is likely that if the site was to be redeveloped to appeal to smaller scale occupiers it might perform better. Assessment: Amber.			EHDC 2012 Comments and Rating: Permission granted (subject to S106) for residential development of site. Existing buildings now being demolished Assessment: N/A See Appraisal Criteria below	
Outstanding Planning Consents: 3/11/0554/OP – Outline permission for residential development , open space etc granted 06/03/13				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

None	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	N/A	2. What is the demand/vacancy rate?	N/A

3. What is the quality of the land like?	N/A	4. Good accessibility/parking?	N/A
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	N/A	Is there conflict with adjacent uses?	N/A
Does the estate have good accessibility and parking provision	N/A		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	N/A	Is the estate in a good position?	N/A
Is the estate visible	N/A	Is the estate flexible?	N/A
Is the general quality of the environment good?	N/A	Is there any conflict with adjacent uses?	N/A
Is the market perception positive?	N/A		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Dicker Mill, Hertford				
Owner: Dicker Mill Investments, 15a Dicker Mill, Hertford, SH13 7AE - 01992 554456				
Managing Agent: as above				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial use: Mead Lane (East of Marshgate Drive) . Note – the Proposals Map includes the Dicker Mill area within the employment allocation covered by HE8 although the policy wording does not refer to the Dicker Mill area				
Halcrow 2008 Comments and Rating: The estate benefits from its location which is relatively close to the town centre while being relatively isolated from residential areas therefore avoiding major conflicts with adjacent land uses. Its overall quality is average but it serves the need of smaller occupiers in Hertford. Assessment: Green		EHDC 2012 Comments and Rating: The overall quality of the estate is poor to average but there are few vacant buildings. Parking and servicing space is adequate but layout of parking/servicing areas is haphazard. Despite these shortcomings, the estate appears to fulfil a useful local function and, as noted by Halcrow, is well located and has no major conflicts. Long term proposals to improve access to the Mead Lane area will improve access to the eastern end of the site from Marshgate Drive, possibly enabling the western access from Mead Lane to be closed though this would require the agreement of the owners. Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents:				
Opportunities for Enhancement: Improved access as part of improvements to Mead Lane				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Starting from western end of Dicker Mill Complex:	
First unit after bridge – vacant, being decorated	1. To let 1500ftsq Roger Richards
2. vacant	3. Harts Radiators
4. ?	5. To let Roger Richards
6,7, Burton Lane, Cabinet Maker	8,9 Magic Car repairs
10 Barbe & Bald Ltd Furniture repairs	11. Gullpine Printers
12. Mucky Pups dog grooming	13. Hertford Horse Bits – equine supplies

14. Vacant	12. Vdub Shed, vw servicing/repairs
14,16 Regarda Vehicle Services, Regarda Graphics	17. Colin Gunning VW Repairs/servicing
18. DM Tyre and MoT	19. Quadrant Design and Print
20. B.C Autos	21,22. TG Commercials Commercial Vehicle Services
23/24. Hertford Tyre Services	
Eastern End of site adjoining Marshgate Lane:	
6,6(b), 7, 8 (b), (c) (d) (e) Ducting and Vent Ltd – Ducting Engineers	8(f) (g) T. Hayden Welding Supplies
8(a) Metal Morphics – car body repairs	
Building to rear of above	
8f. NC Contract Furniture	Units 13, 14?
Detached building to west of Marshgate Drive	
12. Glitter Monster Crafts	13. C. Beach 13(b) HW Taylor (Companies linked to Dicker Mill Investments)
15(c) Cadtech	15. Westminster Forum events organisation (Specifically business/politics briefings).
15(d) Pretty Cool	15(a) Dicker Mill Investments

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low vacancy
3. What is the quality of the land like?	Average	4. Good accessibility/parking?	Some issues

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Adequate		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	No	Is the estate flexible?	Yes
Is the general quality of the environment good?	Average	Is there any conflict with adjacent uses?	No
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Foxholes Business Park, John Tate Road, Hertford					
Owner: Various					
Managing Agent: The Chase - Cushman and Wakefield – 0845 603 4450. Watermark Way – Jones Lang LaSalle 0121 643 6440, Harforde Court – Devonshire Developments 020 7722 1199. Remainder unknown.					
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Foxholes West.					
Halcrow 2008 Comments and Rating: Foxholes Industrial Estate which is primarily made up of B1 offices scores highly in terms of quality of offering with its larger, newer units and visibility based on its positioning directly off the A414. Based on the market perception of local agents, it is considered the top ranking location in Hertford. Assessment: Green		EHDC 2012 Comments and Rating: Foxholes is described by one local agent as ‘the only business park in town’. Made up of businesses in John Tate Road, The Chase, Watermark Way and Harforde Court. Generally good quality units built circa 1990. Mostly B1 but some B2. Layout, access and parking generally good apart from congestion/overflow parking around the A414 junction linked to the Mercedes garage which detracts from the attractiveness of the estate. Rents of £15/ftsq at The Chase reflect the market perception of this part of the estate. While a significant proportion of this development is currently vacant (at least 50%) it is understood that this is due to management/lease issues that are now being resolved and not the quality of the offer. Harforde Court also good quality business units the majority of which are occupied. Agents suggest that the Foxholes estate could benefit from better signage from the A414 and a solution to the parking issues at the A414 junction. Assessment: Green See Appraisal Criteria below			
Outstanding Planning Consents: None					
Opportunities for Enhancement: Better signage from A414. Opportunity to remove vehicle barrier between Foxholes /Caxton Hill.					
Proposal: Vehicular Link to Caxton Hill? See Caxton Hill entry.		Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

The Chase: (9 self-contained two storey detached/semi-detached campus-style office buildings. Head Lease held by Orange Holdings. Freehold currently for sale for £7.5M (LSH). Unit A Gnd Fl. vacant, 1 st Fl. Apollo Learning & Development	John Tate Road: Lancaster Mercedes, Azelis Personal Care, Vtesse Cirus Services, Jewsons
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Unit B Gnd. Fl. Vacant, 1 st fl. Clydesdale Bank, Unit C1 – vacant (Davies) Unit C2 Continuum Insurance Brokers Unit C3 Vacant Unit C4 vacant Unit D vacant Unit E1/2 WSP Transport Engineers Unit F Vacant – Davies offering these vacant units for £15 ftsq.	Ammerall Beltech Ltd, Vitesse Networks Telecoms, Fishpools Distribution Centre
Watermark Way: Tate House 1-3 1 st fl Blue Square Marketing, Gnd Fl. Keymile Caxton House – 4-5 Vision (office automation) ltd, Chaucer House 6,7,8,9 Vision (office automation) ltd, Mercer House 10, JMJ Accountancy, 11 Honister Partners 12 vacant 13. K+S UK and Eire Ltd 14, Capital Catering Services, 15 Honister Partners, 16 vacant, 17 K+S UK & Eire Ltd, 18. Gnd. Fl vacant 1 st fl. Agenda Recruiting.	Harforde Court: 1/2/3/4/10 Spacelabs Healthcare 5 veratase 6. Lead Media 7/8 Enspire Health 9. Semicron innovation & service 11. Silent Sentinel 12. Custom Security Solutions 13 to let Davies 14. Information Internet 15. Biotarge UK

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Current a number of vacancies in The Chase but this is not thought to reflect market demand.
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes – except for the Mercedes Garage		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes

Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Hartham Lane, Hertford (Great Northern Works)				
Owner: Ekins, Gt. Northern Works, Hartham Lane, Hertford				
Managing Agent: as above				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Hartham Lane/Station Approach.				
Halcrow 2008 Comments and Rating: This estate benefits from above average quality of buildings, good parking provision and flexibility. There appears to be good demand, especially from smaller occupiers. The site also scores well in terms of sustainability. Its relative proximity to the centre of Hertford means that it achieves a good score on its proximity to a train station and facilities, factors perceived highly by some occupiers as they can assist in attracting and retaining staff. Assessment: Green			EHDC 2012 Comments and Rating: Halcrow comments still apply. Estate fully occupied suggesting strong demand. Not clear whether Halcrow 2008 included McMullens Brewery within this area but part recently redeveloped as a Sainsbury's supermarket. Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents:				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Great Northern Works	
Ekins & Co Builders	Hertford Joinery
Unit 2 Evanta Motor Company	LD Engineering
TAG Distribution	Unit 4a – Aston Studios screen printers
Unit 4b BW Revival Fashions	Unit 4c HDC Cabinet Makers
Unit 7 Rothschild & Bickel Glass Merchants	Unit 9a Vit Image Technology – Mnfr/Distribution of security cameras. 9b Highway Cycles
Hartham View Industrial Estate	Units 10-18 Mobile Stationary & Printing
Unit 14 Logic RC – games distributors	McMullens Brewery

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Strong demand/no vacancies
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Good

Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Pegs Lane, Hertford SG13 8EQ					
Owner: Various					
Managing Agent:					
EH 2007 Local Plan: No allocation					
Halcrow 2008 Comments and Rating: This cluster includes a number of good quality office buildings with occupiers ranging from East Herts District Council and Hertfordshire County Council to the Police. The cluster benefits from its central location in Hertford and is expected to maintain strong demand for B1 use in the future. It scores well across all qualitative categories. Assessment: Green.		EHDC 2012 Comments and Rating: This cluster has not fared well in comparison with 2008. Bentley House on Pegs Lane is vacant as is Sovereign House, the former government building and the adjoining Elbert Wurlings pub. The government building particularly is unlikely to be re-occupied and together they would form a useful redevelopment site. While the local authority buildings are of reasonable quality, they and Bentley House (mostly vacant but subject to an application for c/o/u to a care home) are not flexible and do not lend themselves readily to alternative uses. For the L.A buildings, this however is academic in the foreseeable future. Nevertheless, the central location is valuable and the site should be retained predominantly for employment use although an element of residential development may be necessary to kick start a scheme. Assessment: Green See Appraisal Criteria below			
Outstanding Planning Consents: None					
Opportunities for Enhancement: Redevelopment of former IR building and adjoining PH					
Proposal:		Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Wallfields - East Herts District Council	County Hall - Hertfordshire County Council
Gates Ford Dealer	Herts Police (Mercury House)
Various in new offices	Sovereign House -vacant
Elbert Wurlings PH (vacant)	Bently House – mostly vacant

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Significant vacancies

3. What is the quality of the land like?	Generally good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	No
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Windsor Industrial Estate, 424 Ware Road, Ware, SG13 7EW				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Windsor Industrial Estate, Ware Road.				
Halcrow 2008 Comments and Rating: The estate scores highly in terms of visibility although the overall quality and range of its stock are mostly average. Its location and high occupancy rate are strong points for its safeguarding for employment use. Assessment: Green		EHDC 2012 Comments and Rating: As per Halcrow – estate fully let January 2013 Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: None				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

1. Flyers Group	2. Heating and Bathroom Supplies B8
3. Nicky Cornel Furniture	4. STS Tyres
5. Halfords Autocentre	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Fully let
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No

Does the estate have good accessibility and parking provision	Yes		
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Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes for local demand, no for access to strategic road network
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

MEAD LANE AREA:

The area of employment land best known as Mead Lane (together with the Dicker Mill complex to the north of the river) represents a major employment area in Hertford. In the 2008 Halcrow Report, Dicker Mill was described separately but the Mead Lane area was split up into: (1) Marshgate Drive and (2). Merchant Drive. It is not clear how the business premises on Mead Lane including the Lockhouse Industrial Estate were dealt with.

For the purpose of this review, the area is described in the following terms:

1. Marshgate Drive both south and north of the river
2. Merchant Drive/Fountains Drive
3. Mead Lane Business Centre
4. Centros, Mead Lane
5. The Lockhouse Industrial Estate and adjoining land
6. Conbar House, Expo House, Orland House and Chelsing House served directly off Mead Lane

These areas have different characteristics but all share the same issue of restricted access to the strategic road network in that all traffic has to use Mill Road. All comments on accessibility if the schedules below are subject to this caveat. This is considered further in paragraph. 5.21 of the main report.

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Marshgate Drive, Hertford, (Mead Lane)	
Owner: Various	
Managing Agent: N/K	
EH 2007 Local Plan: HE5 Mead Lane Area West of Marshgate Drive Favourable consideration will be given to the redevelopment of the Mead Lane Area, west of Marshgate Drive, as defined on the Proposals Map, for residential purposes. The development of the site shall make provision for up to 40% affordable housing, in accordance with Policies HSG3 and HSG4. HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Mead Lane (East of Marshgate Drive).	
Halcrow 2008 Comments and Rating: Marshgate Drive This estate is well occupied (one vacancy was recorded at the time of the survey) but its overall qualitative score ranges from poor to good. Given that most units are currently in manufacturing use, the estate would be a good candidate for redevelopment to B1 if demand for B2 units declines (as projected by the employment forecasts). Assessment: Amber.	EHDC 2012 Comments and Rating: Land on the west side of Marshgate Drive has been redeveloped for or has permission for residential redevelopment (former TXU site and Marshall Panelcraft.) To the east there is a vacant site at the junction of Mead Lane, a 1.48ha vacant site (former laboratories/yards) adjoining Norbury's Builders Yard and to the north, the vacant National Grid land. North of the river there are modern Industrial Units 6-11 Marshgate Drive. Assessment: Amber See Appraisal Criteria below
Outstanding Planning Consents: 3/07/0935 – permission for 182 units on Marshall Panelcraft and adjoining land granted on appeal 29.1.08. Application for renewal submitted under 3/10/1147 but yet to be determined. (adjoining former TXU site).	
Opportunities for Enhancement: Opportunity for redevelopment of vacant land once Mead lane access issues resolved.	

Part 2. Occupiers @January 2013

South of River, West of Marshgate Drive	South of River, east of Marshgate Drive
Unit 3, Marshall Panelcraft – car repairs	Norbury's Fencing/building materials
Unit 7. Bridge Networks	Vacant site, junction Marshgate Drive/Mead lane
North of river - new business units	Former laboratory and land 1.48acres adjoining Norbury's – currently marketed by Derrick Wade & Waters
Units 6-8 Emco Group – lighting suppliers B8	Hertford Gas Holder Station between Norbury's and canal. Registered is a NIHHS (hazardous) site.

Unit 11. Chapman Bespoke Woodwork	Unit 3. Neocell skincare products
Unit 4. Jameson Press	Unit 8. Crossbrook Furniture

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	No	2. What is the demand/vacancy rate?	Mainly vacant
3. What is the quality of the land like?	Poor/contaminated	4. Good accessibility/parking?	No
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	No	Is there conflict with adjacent uses?	Yes – residential in Marshgate Drive
Does the estate have good accessibility and parking provision	No		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	If access resolved	Is the estate in a good position?	yes
Is the estate visible	No	Is the estate flexible?	N/A
Is the general quality of the environment good?		Is there any conflict with adjacent uses?	Residential in Marshgate Drive
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Merchant Drive/Fountains Drive, Hertford, SG13 7BH				
Owner: N/K				
Managing Agent: Merchant Drive (west side) – Mead Lane Industrial Estate - managed by DTZ 0845 603 1485. Merchant Drive (east side) managed by Kenningtons 202 7224 2222.				
EH 2007 Local Plan: HE8 Employment Areas In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Mead Lane (East of Marshgate Drive).				
Halcrow 2008 Comments and Rating: This estate appears to have some vacant units and overall average characteristics. As for Marshgate Drive it should be considered for B1 redevelopment if demand for B2 declines and vacancies persist. Assessment: Amber		EHDC 2012 Comments and Rating: Good quality development but shares access constraints with the rest of the Mead Lane area Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: None				
Opportunities for Enhancement: Improved access				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Merchant Drive (west)	
1. Cougar Lubrication – lubricant development and manufacture	2. Neptune Engineering – injection moulding tools – B2
3. Hertford Autocentre	4. High Line Autos – vehicle servicing
5-8 Huco Engineering – precision engineers	9. Vacant
10. PJ Pipes and Valves – valve mnfr. and distribution	11. 4 Aces Ltd – supply/distribution of liquid packaging materials

12. Vacant	
Merchant Drive (east)	
13. Kuehne & Nagel - logistics	14 Old English Tiles – tile stockist/supplier
15. to let	16. G.W Cowler precision Engineers
17. Howden Joinery – wood joinery depot – B8	18/19. Qualiturn products – precision engineers
20. GE Transportation – transport engineers	21. Transport & Signage Solutions
Fountain Drive	
Unit 3. Speed Alloys – alloy suppliers	Regal Printing – printers and printing supplies
Astute Electronics – electronic components – B1, B2, B8	10/11 F.J Beswick
Unit 1. Pope & Meads Engineers – precision engineers	Unit 6. Air Energy – Compressed air products
Unit 5. John Hart Flooring – carpet & flooring suppliers	Unit 4, Harris Performance Products – motorcycle products and parts – B2/B8
Unit 12. vacant	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low vacancies
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	yes	Is there conflict with adjacent uses?	no
Does the estate have good accessibility and parking provision	yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	yes	Is the estate in a good position?	yes
Is the estate visible	yes	Is the estate flexible?	yes
Is the general quality of the environment good?	yes	Is there any conflict with adjacent uses?	no
Is the market perception positive?	yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Mead Lane Business Centre					
Owner: Mead Lane Business Centre Management					
Managing Agent: Mead Management Business Centre Management Ltd Unit 14.					
EH 2007 Local Plan: HE8 Employment Areas In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Mead Lane (East of Marshgate Drive).					
Halcrow 2008 Comments and Rating: Not clear how Halcrow dealt with the various elements of Mead Lane in 2008		EHDC 2012 Comments and Rating: This area comprises business units fronting Mead Lane between Marshgate Drive and Conbar House and lying to the rear of Conbar House and Orland House. The buildings are of good quality and the layout spacious and the majority are in use. Assessment: Green See Appraisal Criteria below			
Outstanding Planning Consents: None					
Opportunities for Enhancement: Access					
Proposal:		Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Fronting Mead Lane – two storey brick industrial units	
Units 1/2 PADS printing/stationary	Units 3/4Watergel Technologies
Unit 5 Business Card Co. Ltd	
To rear: 7. Tindall Security	8. LG Bland Electrical/Tindall Property Services
9. D+L Medical Gasses	10. MD Electrical
11. FJE Plastic Developments	12. Jamieson Press
13. Adapta Clothing	14. Herts & Essex Printers
15 RES On-line Solutions	16. H&E Digital/Linards Ltd
17. RS Taylor	18. ?

19/20. The Fine Confectionary Company Ltd	21. Fumair Ltd
22. Neil Display	23. The Fine Confectionary Company Ltd
24. to let	25. E&E Ltd/Club King Ltd

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low vacancy
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes – but general comments on access to the Mead Lane area apply
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Centros, Mead Lane, Hertford				
Owner: TRE Hertford 01962 843211				
Managing Agent: Lambert Smith Hampton 01727 834234				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Mead Lane (East of Marshgate Drive).				
Halcrow 2008 Comments and Rating: Not clear how Halcrow dealt with the various elements of Mead Lane in 2008		EHDC 2012 Comments and Rating: Vacant site in 2008. Modern business units built within the last 5 years. Good quality environment but shares the access issues with the rest of Mead Lane Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: None				
Opportunities for Enhancement: Improved access to whole of Mead Lane area				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

1. Bravington Vine – food non/food product suppliers – B8 3/4 to let	2. PDC Ltd - Debt Collection Agency 5/6 FT Solutions – print management and marketing
7 Istec Engineering consultants	8. Edmunson – electrical wholesalers
9. Vacant	10. ?
11?	12 Farecla – paint product distribution
13?	14.Power Valves International power valves mnfr/supply

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Several vacant units
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes but restricted access

			from main road network
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	See above		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Mead Lane: Lockhouse Industrial Estate and Adjoining				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial use: Mead Lane (East of Marshgate Drive)				
Halcrow 2008 Comments and Rating: (Described as 'Marshgate Drive') This estate is well occupied (one vacancy was recorded at the time of the survey) but its overall qualitative score ranges from poor to good. Given that most units are currently in manufacturing use, the estate would be a good candidate for redevelopment to B1 if demand for B2 units declines (as projected by the employment forecasts). Assessment: Amber		EHDC 2012 Comments and Rating: The area comprises the premises of Matthews Haulage and the adjoining Lockhouse Industrial Estate together with a modern brick office building, Collier House. The area is generally of low quality with congested layout and a number of units appear vacant. It would benefit from redevelopment for B1 perhaps as part of a wider development of the National Grid Land when access to the whole of Mead Lane is improved. Assessment: Amber See Appraisal Criteria below		
Outstanding Planning Consents:				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Matthews Haulage – haulage yard and associated vehicle repair/sales businesses	Collier House: Team Q
Lockhouse Industrial Estate:	
Igloos Toilet Manufacturers	Riverside Sports Cars
Packaging Direct Ltd	The Tint Shop
Forum Events	Creative Star (71, Mead Lane)
Herts Electrical Contractors	CSL Care Group
Lighting Design Solutions	Andrews Steel

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	No	2. What is the demand/vacancy rate?	Poor
3. What is the quality of the land like?	Poor	4. Good accessibility/parking?	Same issues as rest of Mead Lane
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Congested in places – Shares Mead lane access problems		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	No	Is the estate in a good position?	Yes
Is the estate visible	No	Is the estate flexible?	No
Is the general quality of the environment good?	Poor	Is there any conflict with adjacent uses?	No
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Conbar House, Expo House, Orland House and Chelsing House fronting Mead Lane				
Owner: Various				
Managing Agent: N/K				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial use: Mead Lane (East of Marshgate Drive)				
Halcrow 2008 Comments and Rating: Not clear how Halcrow dealt with the various elements of Mead Lane in 2008		EHDC 2012 Comments and Rating: Conbar House is a modern (1970s) brick office building, three stories fronting Mead Lane and four to the rear where the extended ground floor comprises workshop units. Expo House is a two storey office with an attached workshop to the rear which appears to be vacant. Orland House is a large modern warehouse with a two storey office block fronting Mead Lane. An extension is currently under construction. Chelsing House is a two storey office building with extensive parking to the rear. Assessment: Amber See Appraisal Criteria below		
Outstanding Planning Consents:				
Opportunities for Enhancement: Access improvements to Mead Lane				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Conbar House – various serviced office suites – not listed	Workshops Units Ground Floor to rear – 3 in vehicle repair uses, fourth East Herts Signs/Engraving
Expo House appears vacant	Chelsing House: Chelsing Assemblies Ltd, Mode Lighting UK Ltd
Orland House. SOP International Asian/Oriental Food Importers	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	All occupied

3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes (Mead Land caveats)		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Mimram Road, Hertford, SG14 1MM				
Owner: Jill Parry, 07887 877640				
Managing Agent: as above				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Mimram Road.				
Halcrow 2008 Comments and Rating: This estate has mostly average qualitative characteristics. It offers relatively small units appealing to local occupiers and in that sense fulfils an important local function. It included a number of B2 units that could be considered for B1 redevelopment if B2 demand declines Assessment: Amber		EHDC 2012 Comments and Rating: Assessment: As Halcrow. The estate functions well and vacancy rate is low. But it would benefit from improved signage from the A414, an issue raised by several occupiers. They also suggest that the owner is reluctant to invest in improvements. Unit 3 currently available for £4 ftsq. Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: None				
Opportunities for Enhancement: Better signage from A414				
Proposal: Improved signage	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @ October 2012

Priory House – Smart Merchants Electrical Wholesalers	151. Hertingforbury Road James Stuart Creative Print ADMINISTRATION
1. Mimram Service Centre/Crossfit Gym B1/SG	4. ND Aquatics – aquarium mnfrs B2
2. Marabese Ceramics B8	8. RS Taylor & Co. Vehicle cabs/metal fabrication B2
6. J25 Motorcycles B2	12. Sierra Leone Clothing Ltd. Import/export/sale of clothing/leather goods B8
10. Gata Tyres B2	16. Fasttrack electrical/lightworld – lighting/heating suppliers

14. County Fireplaces – fireplace suppliers B8	Replas House ?
18. Graphic Nature Recording Studio/Folding/Sliding Door Shop SG/A1	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Good/low vacancy
3. What is the quality of the land like?	Average	4. Good accessibility/parking?	Yes

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	Yes	Is the estate in a good position?	
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Average	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Average		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Taylor Trading Estate, Ware Road, Hertford				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: No allocation				
Halcrow 2008 Comments and Rating: This estate has mostly average qualitative characteristics. Approximately one third of the units were vacant at the time of the survey. Refurbishment and improved marketing should be considered to make the estate more attractive. The vacancy rate will need to be monitored and if it remains high, the site should be considered for B1 development. Assessment: Amber		EHDC 2012 Comments and Rating: Estate comprises Ware Garages Renault dealer, SAM autocentre and a number of poor quality industrial units at the rear. A further part of the estate to the west has been cleared and boarded and pp granted for residential development and a vets surgery (the justification for loss of employment land). Should the garage close redevelopment of the remaining part of the estate for residential (with an element of employment) may be difficult to resist. Assessment: Amber See Appraisal Criteria below		
Outstanding Planning Consents: Residential/vets surgery on western part of the estate.				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

1. SAM Centre – car parts (312 Ware Road)	Ware Garages, 356-364 Ware Road
3/3a RoyCarter Repairs	4. Bentley Calor Sales
4a Bentley TNT Dispatch	5. MS Installations/Absolute Windows
5a ?	6. MRS Motorcycles/ACE Couriers
7. Hand wash (car)/Hi-Q Tyre Services	8/8a ACE Couriers

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	yes	2. What is the demand/vacancy rate?	low
3. What is the quality of the land like?	Average to poor	4. Good accessibility/parking?	adequate
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	yes	Is there conflict with adjacent uses?	Not at present
Does the estate have good accessibility and parking provision	yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	no	Is the estate in a good position?	yes
Is the estate visible	yes	Is the estate flexible?	no
Is the general quality of the environment good?	Average	Is there any conflict with adjacent uses?	Not at present
Is the market perception positive?	no		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Warehams Lane, Hertford				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Warehams Lane.				
Halcrow 2008 Comments and Rating: This estate has a mixed qualitative profile ranging from poor to good. It appears to have no major conflicts with adjacent land uses however and some flexibility making it a potential candidate for B1 redevelopment. Assessment: Amber		EHDC 2012 Comments and Rating: As for Halcrow – an estate of great contrasts from a scrapyard and open builder storage to modern industrial units and Which offices/laboratory. But fully occupied and clearly serving a local need. Assessment: Amber See Appraisal Criteria below		
Outstanding Planning Consents:				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

1. Direct Carpets	2. Budget Tyres
3. Yard – self storage- Towey Construction	4. Temple Car breakers - scrapyard
5. Contract Scaffolding/Vands Scaffolding	6. Henry's of Hertford Agricultural & Automotive contractors and distributors
7. Hertford Craft Centre/Pinflair	8. MRH Hertford
9. /Hertford Craft Centre/Pinflair	12. Green Building Design

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Strong demand

3. What is the quality of the land like?	Varies – good to average	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Good to average	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Caxton Hill, Hertford					
Owner: Various					
Managing Agent: Hertford Industrial Estate – Jones Lang LaSalle – rest unknown					
EH 2007 Local Plan: HE8 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be primarily reserved for industry, comprising Classes B1 Business and B2 General Industrial uses: Caxton Hill/Ware Road.					
Halcrow 2008 Comments and Rating: Caxton Hill is an older traditional estate primarily offering small warehouse units, with the quality of its stock being relatively poor. It scores poorly in terms of visibility as it is not accessible via the A414 and there are some adjacent residential properties backing onto the estate causing potential use conflicts. The estate seems to have poor flexibility and some vacant units. It should be considered for release over the planning period provided that a better quality new site can be allocated for employment use.		EHDC 2012 Comments and Rating: The estate comprises two main areas – the northern part comprising the modern print works of Stephen Austin, the extensive premises occupied by Fluorcarbon and various smaller industrial premises in Caxton Road and Extension Road, some of which are vacant and most of which are of poor quality. The remainder of the estate comprises the Hertford Industrial Estate consisting of mainly single storey brick warehouse units of poor to average quality worth around £4 - £5 ft sq, a number of which are vacant. Access to the whole estate is from Ware Road resulting in industrial and employee traffic having to pass through Hertford. There are long standing proposals to open access from John Tate Road on the adjoining Foxholes Estate and close the Caxton Hill access to non-emergency vehicles. While this could encourage redevelopment of at least the Hertford Industrial Estate for new B1 units (as an extension to Foxholes) the difficulties in securing land owner agreement should not be underestimated. In the longer term, the older industrial properties at the northern end of Caxton Hill could be redeveloped for residential purposes with alternative employment provision being provided on Mead Lane.			
Assessment: Red		Assessment: Amber See Appraisal Criteria below			
Outstanding Planning Consents:					
Opportunities for Enhancement: See above re. alternative access					
Proposal:		Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Caxton Hill	
Stephen Austin Printers	Fluorcarbon - PTFE & Polymer mnfr/distributors
Units ABCD – appear vacant	Wordwide Recovery Systems – vehicle engineers
Extension Road	
Hertford Offset Printers (Graphic House)	RePlas – plastic injection moulding
Woodland Beds/Kitchens (Manufacture) – Unit B	
Hertford Industrial Estate	
1/2. FJE Plastic Mouldings	3. Marble Granite/Studio 3 Kitchens
4. KA Foil Catering Equipment	5. Dehra ?
6. HDM The Halycon Group - classic goggles & accessories	7. to let Davies & Co
8.?	9. Turnlea Ltd ?
10a Budget Tyres	11. Bottom Line Technologies – document processing systems
12. Hawberry King – valuers & auctioneers	13 ?
14 ? Plastics	15,16,17, MG Caravans
18 ?	19. Sanctuary Housing
20/21 Dicker Mill Coachworks	22/23 Enterprise Rent-a Car
24/25. Caxton Hill Motors	26/27 EO services ltd/.Everybody Organic – local food suppliers
28/29 AM Printers	30/31 VTS Steel Fabricators
32/33 Jon Pac Food packaging	34/35 to let

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Relatively high
3. What is the quality of the land like?	Average to poor	4. Good accessibility/parking?	No
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	Some conflict along boundaries
Does the estate have good accessibility and parking provision	No		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes – but limited appeal	Is the estate in a good position?	Potentially yes
Is the estate visible	No	Is the estate flexible?	No
Is the general quality of the environment good?	No	Is there any conflict with adjacent uses?	Yes
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: High Cross Oakley Horseboxes, SG11 1AD				
Owner: Oakley Horseboxes				
Managing Agent: N/A				
EH 2007 Local Plan: OSV7 Employment Areas: In accordance with Policy EDE1, the following sites are defined as employment areas on the proposals map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses, subject to sub-section (II) of this policy, and, where well related to the transport network, B* storage and distribution uses: Oakley Horseboxes, High Cross.				
BH1,2,3 Archaeology				
Halcrow 2008 Comments and Rating: The estate scores well across all categories and has been occupied for a long time by an important local business (Oakley's). It is recommended that it is safeguarded for employment use. Assessment: Green			EHDC 2012 Comments and Rating: As per Halcrow – no change Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents:				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Oakley's Horseboxes	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Occupied
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Clarklands, Parsonage Lane, Sawbridgeworth, CM21 0NG	
Owner: Douglas Rose, Parsonage Farm, Sawbridgeworth	
Managing Agent: As above	
EH 2007 Local Plan: Green Belt GBC1/Archaeology BH1-BH3	
Halcrow 2008 Rating: This is an industrial estate of average of average quality. The high occupancy rate and lack of any major conflicts with adjoining land uses makes it fit for purpose as an industrial site.	EHDC 2012 Rating: Estate lies either side of Parsonage Lane and is dominated by vehicle-related uses. Open storage of vehicles/open parking and a number of containers used for storage make the estate unattractive and its buildings are of variable quality. Nevertheless, the Halcrow comments still apply and given its Green Belt location, it is inappropriate to consider further development/redevelopment.
Assessment: Green	Assessment: Green
Outstanding Planning Consents: None	
Opportunities for Enhancement: None	

Part 2. Occupiers @January 2013

Clarklands Therapeutic and Massage Spa	Orchard Works Garage
Woodland Car Sales	Robsons Scientific Technical Glass Products
Play Barn	Premier Automotive Service Centre
Bowler Energy	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	yes	2. What is the demand/vacancy rate?	Appears fully occupied
3. What is the quality of the land like?	average	4. Good accessibility/parking?	yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	yes	Is there conflict with adjacent uses?	no
Does the estate have good accessibility and	yes		

parking provision			
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Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	yes	Is the estate in a good position?	yes
Is the estate visible	yes	Is the estate flexible?	no
Is the general quality of the environment good?	no	Is there any conflict with adjacent uses?	no
Is the market perception positive?	no		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Italstyle, Cambridge Road, Sawbridgeworth, CM23 2HE	
Owner: Mavrastar, Construction House, Runwell Road, Wickford, Essex	
Managing Agent: as above	
EH 2007 Local Plan: Green Belt GBC1. Not allocated as a major developed site in the green belt.	
<p>Halcrow 2008 Comments and Rating: This is a small estate of average quality. It is well located and fully occupied and it is recommended that it is safeguarded for employment use. Assessment: Green</p>	<p>EHDC 2012 Comments and Rating: Two sets of buildings, modern two storey units 1-6 and older brick/asbestos 7-12. – Different quality reflected in type of occupier and price – Unit 8 (older) available at £5 ftsq. In flood zone 3 high risk. (evidence of recent flood threat). One third units vacant. May suffer from better quality property in Harlow and nearby Enterprise Zone. Assessment: Green See Appraisal Criteria below</p>
Outstanding Planning Consents: None but PP refused for residential redevelopment in April 2005 3/05/0351/OP. Recent (March 2013) application for flood defence work	
Opportunities for Enhancement: Action to alleviate flooding	

Part 2. Occupiers @January 2013

1. CC Hydrosonics – industrial cleaning equipment mnfr/Crest Ultrasonics – ultrasonic instrument mnfrs – also	2. CC Hydrosonics
3. CC Hydrosonics	4. as unit 1
5. To let Coke Gearing £5ftsq	6. to let Coke Gearing £5ftsq
7. PWP Coachworks/7a. Alleycat car rentals	8. to let Coke Gearing £5ftsq
9. Pheonix Land Rover Services	10. vacant
11. Site Safe/Scooter Store – mnfr of storage units for mobility scooters	12. Bodyactive Gym

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	yes	2. What is the demand/vacancy rate?	average

3. What is the quality of the land like?	average	4. Good accessibility/parking?	yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	yes	Is there conflict with adjacent uses?	no
Does the estate have good accessibility and parking provision	yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	yes	Is the estate in a good position?	yes
Is the estate visible	yes	Is the estate flexible?	yes
Is the general quality of the environment good?	average	Is there any conflict with adjacent uses?	no
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Hayters, Spellbrook, CM23 2EU	
Owner: Hayters	
Managing Agent: N/A	
EH 2007 Local Plan: GBC4 Major Developed Sites in the Green Belt and Rural Area. 4.6.6 The following sites within the Green Belt are identified and delineated on the Proposals Map as Major Developed Sites: Hayters plc, Spellbrook	
Halcrow 2008 Rating: The Hayters site in Spellbrook is a major developed site currently occupied by Hayter Lawnmowers. It scores relatively highly on proximity to an A road and the nature of the properties on the site are suited to its current use. The site is fit for its current use but if the site was to become available it would likely not appeal to the current profile of demand in the district. Therefore the site should be safeguarded for employment use but its status should be reviewed if its circumstances change.	EHDC 2012 Rating: As for Halcrow – Hayters are a major local employer but the nature of the premises renders them less suited to reuse as smaller units though they could be re-occupied for B8 purposes given proximity to the by-pass/A120. Assessment: Green
Assessment: Green	
Outstanding Planning Consents: None	
Opportunities for Enhancement: None	

Part 2. Occupiers @January 2013

Hayters	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	N/A
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and	Yes		

parking provision			
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Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	No	Is the estate in a good position?	Yes
Is the estate visible	No	Is the estate flexible?	No
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	N/A		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Standon Business Park, Stortford Road, Standon, SG11 1PH					
Owner: Connect Scaffolding					
Managing Agent: Connect 01279 757113 – contact Toby Cave Managing Partner 07768 547 887					
EH 2007 Local Plan: Subject to Policy OSV7 and described as ‘area bounded by A120, the River Rib and the dismantled railway’ – defined as an employment area and reserved for B1, and B2. ‘Any proposed alternative use and/or developmentwill be considered against the employment needs for East Hertfordshire and (will be) expected to be subject to a development brief prepared or approved by the Council’					
Halcrow 2008 Comments and Rating: Assessment: Standon Business Park Standon Business Park achieves an average score in terms of general quality of environment and visibility as it is located directly on the A120. In terms of market perception it is not deemed to be a prime location in terms of road access compared to the A10 but it has a good occupancy rate indicating it is a small estate that meets local needs. Assessment: Green.		EHDC 2012 Comments and Rating: Poor quality estate, both in terms of layout and quality of buildings. This equates to low rents (£3.50-£4 ftsq), high turnover of tenants, poor maintenance and ongoing management problems. Mix of B1 and B2. Location is too far from Stansted for occupiers to benefit from airport economy. Meets needs of occupiers wanting basic low cost accommodation for uses such as car repairs and ironing services. Current vacancy level 25%-30%. See Appraisal Criteria below. Assessment: Amber			
Outstanding Planning Consents: None					
Opportunities for Enhancement: Owners are considering putting forward a mixed use scheme which could result in the redevelopment of some of the industrial buildings with new units. Would be interested in discussing options with EHDC. It is difficult to see a positive future for this estate as current values do not support redevelopment without subsidy. Adjacent to River Rib so could be flooding issues.					
Proposal: None to date		Partners	Costs	Timeframe	Priority
Part 2 – Occupiers @January 2013					
Unit 1A – Strikesoft Scaffolding design		Unit 3E, 3F, 3G vacant			
Unit 1B – Regent Office Care – office cleaning		Unit 4 – R B Tyler Scaffolding			
Unit 1C – Novo Construction		Unit 5 A – Novo Construction – bldg design/project managers			
Unit 2A – W3W tyre recycling		Unit 5 B,C,D – 119 Events Management – B1			
Unit 2B – “ “ “		Unit 5E – J+B Lift Truck Services – hire/repair/salesB2			
Unit 2C – vacant		Unit 3A – vacant			
Unit 3B – Herts and Essex Autos		Unit 3C - vacant			
Unit 3D – The Steam Team – ironing services					

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	No	2. What is the demand/vacancy rate?	25%-30%
3. What is the quality of the land like?	Poor	4. Good accessibility/parking?	Good access to A120, poor internal circulation
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	No	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	No		
Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Only for low value uses	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	No
Is the general quality of the environment good?	No	Is there any conflict with adjacent uses?	No
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Langley House, Station Road, Standon				
Owner: N/K				
Managing Agent: None				
EH 2007 Local Plan: OSV7 Employment Areas: In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business and B2 General Industrial Uses, subject to sub-section (II) of this policy; and, where well related to the transport network, B8 Storage and Distribution Uses: Area east of Station Road, Standon;				
Halcrow 2008 Comments and Rating: Station Road scores reasonably well in terms of quality and location but the site appears to be vacant and should be considered for redevelopment for employment use given its good flexibility and no major conflicts with adjacent land uses. Assessment: Amber		EHDC 2012 Comments and Rating: Site now in full use and given Halcrow comments on quality, location and lack of conflicts, could be reclassified as Green, The only potential caveat is the nature of building which appears to be essentially a large warehouse with a mezzanine floor. PP granted 3/08/2114/FP for c/o/u from B2 to B2/B8 Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: None				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Enfield Safety Supplies. – suppliers of protective clothing.	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Occupied
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible		Is the estate flexible?	See comments on flexibility of building
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: The Maltings, Stansted Abbots, SG12 8HG					
Owner: French and Jupp					
Managing Agent: French and Jupp – Liz Savary 01920 870015					
EH 2007 Local Plan: ST4 Employment Area: In accordance with Policy EDE1 The Mill Stream/Maltings area off Roydon Road will be primarily reserved for industry comprising B1 Business and B2 General Industrial Uses.					
Halcrow 2008 Comments and Rating: This estate scores well in terms of general quality of its stock which is largely B1 offices. The estate is clearly branded and appears to be well managed. However the estate has a relatively low level of visibility as it does not have direct access to the major road network and is accessed by travelling through Stanstead Abbots. Assessment: Green		EHDC 2012 Comments and Rating: Halcrow comments still apply. The estate continues to be well managed and there in an on-going programme of improvements as units become vacant. Between 150 and 200 businesses are present and as at 30.1.13, only 10 of these were vacant. The majority are in B1(a) office use, a few light industrial - B1(c) but there is no B2/B8. The majority of tenants are local businesses although larger commercial businesses occupy the free-standing buildings on the Roydon Road frontage. While lacking the flexibility of modern industrial units, the estate clearly serves a local need for small office premises. Apart from on-going improvement of individual units, the owners have no plans for redevelopment or site improvements. Assessment: Green See Appraisal Criteria below			
Outstanding Planning Consents: None					
Opportunities for Enhancement: None					
Proposal:		Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Given the 150-200 current occupiers and continual turnover, individual occupiers are not recorded	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	High demand/low vacancy
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Good parking, accessibility constrained by location

Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes – see above		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	For B1(a) yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Leaside Works, Stanstead Abbots, SG12 8DL				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: No allocation				
Halcrow 2008 Comments and Rating: This estate has good visibility, accessibility and parking, average quality and image of building stock and no major conflicts with adjoining land uses. Its good occupancy rate indicates strong demand. Assessment: Green		EHDC 2012 Comments and Rating: Halcrow comments still apply. Full occupancy and site layout works well. Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: None				
Opportunities for Enhancement: N/A				
Proposal: None	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Front Building: Strata Sports Marketing, New Star Sports Ltd, Elster Energy ICT (energy management systems)	
Unit 1. Thomas Precision Engineers	Unit 2. Home Trend Supplies
Unit 3. Lovett & Shim – cleaning materials	Unit 4. Abbot Tool and Die Company – mnfr & design
Unit 5. Universal Signs – sign/silk screen printers	Unit 6. Heath Saws

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	No vacancies
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and	Yes		

parking provision			
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Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	No
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Riverside Works, Amwell End, Stanstead Abbots					
Owner: Jest and Ruskin					
Managing Agent: Jest and Ruskin					
EH 2007 Local Plan: No allocation					
Halcrow 2008 Comments and Rating: This relatively small estate is of average overall quality but it is fully occupied indicating strong market demand Assessment: Green		EHDC 2012 Comments and Rating: Mix of buildings of varying quality/construction but adequate parking/circulation space. Reasonable location in terms of access to A414, currently meets a local need – one unit vacant. Assessment: Green See Appraisal Criteria below			
Outstanding Planning Consents: None					
Opportunities for Enhancement: None					
Proposal:		Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

BMG Industries – printers	Jest & Ruskin Properties
Marshall Double Glazing – Unit 3	RC Range Vehicles MoTs Unit 5
Harley Engineering – Unit 6	Tyre Shop Unit 7
ID Sports Sportswear - Unit 8	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low vacancy
3. What is the quality of the land like?	Average	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	Backs onto residential development
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes – for local businesses	Is the estate in a good position?	Reasonable
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Average	Is there any conflict with adjacent uses?	See above
Is the market perception positive?	Low		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: The Spinney, Hoddesdon Road, Stanstead Abbots				
Owner: D Carter, 3 The Spinney				
Managing Agent: N/K				
EH 2007 Local Plan: No allocation				
Halcrow 2008 Comments and Rating: This small estate is of average quality. At the time of the survey, one out of the three units was vacant. Future vacancy rates should be monitored and if they persist, redevelopment should be considered. Assessment: Amber		EHDC 2012 Comments and Rating: Majority of the units appear vacant although a web search reveals several occupiers in addition to Kingfisher Environmental. Little activity at time of visit. Halcrow comments therefore still apply. Assessment: Red See Appraisal Criteria below		
Outstanding Planning Consents: 3/13/006/LC: Demolition of existing buildings - no decision. 3/13/0005/FP: Erection of 7 town houses – no decision. 3/08/0278/LC – Demolition of commercial buildings – approved. 3/08/0437OP (51, The Spinney) demolition of existing buildings and erection of 2 dwellings – approved.				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Kingfisher Environmental Services Unit 3	ISTEC – defence contractors
Remaining units appear vacant	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	No	2. What is the demand/vacancy rate?	Appears high vacancy
3. What is the quality of the land like?	Average	4. Good accessibility/parking?	yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	no	Is there conflict with adjacent uses?	no
Does the estate have good accessibility and parking provision	average		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	no	Is the estate in a good position?	no
Is the estate visible	no	Is the estate flexible?	no
Is the general quality of the environment good?	Average	Is there any conflict with adjacent uses?	no
Is the market perception positive?	no		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Warrenwood Industrial Estate, Stapleford				
Owner: EHDC				
Managing Agent: EHDC				
<p>EH 2007 Local Plan: Employment Areas OSV7: In accordance with Policy EDE1, the following sites are defined as employment areas on the proposals map and will be reserved for industry comprising Classes B1 Business, B2 General Industrial Uses, subject to sub-section (II) of this policy, and, where well related to the transport network, B* storage and distribution uses: c. Warrenwood Industrial Estate, Stapleford</p> <p>GBC1. Appropriate development within the Green Belt</p>				
<p>Halcrow 2008 Comments and Rating: Warrenwood Industrial Estate scores highly in terms of visibility as it is located directly on the A119 running north of Hertford. Its location also means that it scores highly in terms of competition as there are no other employment areas in the vicinity. The site is also relatively isolated from opposing residential uses avoiding potential conflicts with adjacent land uses. In terms of marketability, it scores rather poorly but the estate is largely made up of small older workshops and warehouses appealing to local small occupiers and therefore plays a significant role in meeting demand from smaller businesses. Assessment: Green</p>			<p>EHDC 2012 Comments and Rating: The 2008 Halcrow would appear to still apply although the estate has not been inspected. Assessment: Green See Appraisal Criteria below</p>	
Outstanding Planning Consents: None				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority
Part 2 – Occupiers @January 2013				
Estate not inspected for the 2013 review				

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	n/a	2. What is the demand/vacancy rate?	n/a
3. What is the quality of the land like?	n/a	4. Good accessibility/parking?	n/a
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	n/a	Is there conflict with adjacent uses?	n/a
Does the estate have good accessibility and parking provision	n/a		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	n/a	Is the estate in a good position?	n/a
Is the estate visible	n/a	Is the estate flexible?	n/a
Is the general quality of the environment good?	n/a	Is there any conflict with adjacent uses?	n/a
Is the market perception positive?	n/a		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Thundridge Business Park, Thundridge				
Owner: Kindale Ltd, 11 Bedford Road, Barton-le-Cley Milton Keynes MK45 4JU				
Managing Agent: N/K				
EH 2007 Local Plan: OSV7 Employment Areas In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business and B2 General Industrial Uses, subject to sub-section (II) of this policy; and, where well related to the transport network, B8 Storage and Distribution Uses: Thundridge Business Park;				
Halcrow 2008 Comments and Rating: This small estate scores highly across all qualitative criteria and appears to be fit for purpose as an industrial site Assessment: Green		EHDC 2012 Comments and Rating: As per Halcrow. Only 1 unit vacant @ January 2013. Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents:				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

1. Cupaz – office design, furniture and fit out	2. AB Group Painters/decorators
3 /4 B+S Glass	5/6 Stephens Automotive vehicle repairs
7. Vacant Paul Wallace £5.00 ftsq.	8/9 KGK Printers
10. Mode Copiers/Mode solutions	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	High demand
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and	Yes		

parking provision			
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Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Broadmeads Estate, Ware				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: WA8 Employment Areas In accordance with the Policy EDE1 the following sites are defined as Employment Areas on the proposals map and will be reserved for industry, comprising Classes B1 and B2 General Industrial Uses: Broadmeads				
Halcrow 2008 Comments and Rating: This estate is fully occupied with modern buildings of high quality. Some difficulties are acknowledged with regard to access. However its relative proximity to the centre of Ware means that it achieves a good score on its proximity to a train station and facilities, factors perceived highly by some occupiers as they can assist in attracting and retaining staff. Furthermore, the buildings appear capable of being altered and re-used should their current use become obsolete. Assessment: Green			EHDC 2012 Comments and Rating: As per Halcrow. Single occupier, good quality buildings/site Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents:				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Farecla – surface finishings – HQ office and distribution	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Fully occupied
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Average
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Ermine Point/Gentleman's Field, Ware				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: OSV7 Employment Areas In accordance with Policy EDE1 the following sites are defined as Employment Areas on the Proposals Map and will be reserved for industry comprising Classes B1 Business and B2 General Industrial Uses, subject to sub-section (II) of this policy; and, where well related to the transport network, B8 Storage and Distribution Uses: Ermine Point Business Park, Nr. Ware.				
Halcrow 2008 Comments and Rating: Ermine Point Business Park and Gentleman's Field consist of standardised small scale warehouse/office units. Its position adjacent to the A10 enhances its visibility and general market perception although it is rather average in terms of attractiveness. The general quality of the estate is generally high and its standardised smaller units are appealing to locally-based small occupiers. It is recommended that it is safeguarded for employment use. Assessment: Green		EHDC 2012 Comments and Rating: As for Halcrow. One unit vacant in January 2013. Estate works well enough although parking along the access road suggests that provision is inadequate on some units Assessment: Green See Appraisal Criteria below		
Outstanding Planning Consents: None				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

1. Kituout – embroidery, canvas printing, engraving B1	1/2. A-Tech Leisure Group
	3. A-Tech data solutions
4. Digital Monkey printing & Graphics/Flair Graphics	5. Harringtons Architectural Metal Work
6. Macro Engineering	7. MC Property/Plumbing Bathroom Showroom).
8. MTEC Warehousing Ltd	9. MC Property/Plumbing Bathroom Showroom).
10/11/12. Yard and adjoining block – MTEC Freight Co – road haulage	
13 Leary Brothers Bldg Contactor	14. Hertford Controls electronic components
5-17. Cash Convertors/ELCO	

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low vacancy
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes –see comments above
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes – but some parking on access road		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	Yes
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Watton Business Centre/Cintel Works, Ware				
Owner: McLagan Investments Ltd.				
Managing Agent: N/K				
EH 2007 Local Plan: No allocation				
Halcrow 2008 Comments and Rating: This estate had no vacant units at the time of the survey indicating strong demand from businesses. It scores well in terms of accessibility and parking provision although its overall quality is mostly average. Assessment: Green		EHDC 2012 Comments and Rating: Apart from Angels at Play children's nursery, the site is vacant. See below for details of pp for ASDA Foodstore Assessment: N/A See Appraisal Criteria below		
Outstanding Planning Consents: 3/10/0386/FP: New ASDA foodstore, 13 dwellings, retention of children's nursery, retention and refurbishment of kiln building. Approved 26.07.11				
Opportunities for Enhancement: None				
Proposal: None	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

Angels at Play Children's Nursery	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	N/a	2. What is the demand/vacancy rate?	Totally vacant
3. What is the quality of the land like?	N/A	4. Good accessibility/parking?	N/A
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	N/A	Is there conflict with adjacent uses?	N/A
Does the estate have good accessibility and parking provision	N/A		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	N/A	Is the estate in a good position?	N/A
Is the estate visible	N/A	Is the estate flexible?	N/A
Is the general quality of the environment good?	N /A	Is there any conflict with adjacent uses?	N/A
Is the market perception positive?	Yes		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: GSK Ware				
Owner: GSK				
Managing Agent: N/A				
EH 2007 Local Plan: WA8 Employment Areas. In accordance with Policy EDE1 the following sites are defined as Employment Areas on the proposals map` and will be reserved for industry comprising Classes B1 and B2 General Industry use. IV Park Road/Harris Lane (GSK)				
Halcrow 2008 Comments and Rating: The GSK compound in Ware scores highly based on the quality of its environment, visibility and branding. The fact that the site is under single occupation has no doubt assisted in this. The GSK site is unlikely to be available to the wider property market, unless it is vacated at some point in the future. It is a site of strategic importance that should be safeguarded for employment use. Assessment: Green			EHDC 2012 Comments and Rating: Halcrow comments still apply. Assessment: Green See Appraisal Criteria below	
Outstanding Planning Consents:				
Opportunities for Enhancement: None				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

GSK	
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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	N/A
3. What is the quality of the land like?	Good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	Yes	Is the estate flexible?	No
Is the general quality of the environment good?	Yes	Is there any conflict with adjacent uses?	No
Is the market perception positive?	N/A		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Crane Mead and Crane Mead Business Park				
Owner: N/K				
Managing Agent: N/K				
<p>EH 2007 Local Plan: WA7 Crane Mead: I. The Crane Mead site is defined as an Employment Area on the Proposals Map and will be primarily reserved for industry comprising class B1. II. The council is anxious to secure the provision of a second means of vehicular access to the Crane Mead area from Station Road, passing under Viaduct Road, and will use appropriate measures to facilitate this. III. The Council will continue to support the efforts of British Waterways to secure the implementation of a new road bridge linking Crane Mead to the north side of the Lee Navigation in order to facilitate the implementation of the proposed Country Park.</p>				
<p>WA8 Employment Areas: In accordance with the Policy EDE1, the following sites are defined as Employment Areas on the proposals map and will be reserved for industry, comprising Classes B1 and B2 General Industrial use: Crane Mead.</p>				
<p>Halcrow 2008 Comments and Rating: The cluster of estates made up of properties on Marsh Lane and Crane Mead Business Park scores well in terms of sustainability because of its proximity to the centre of Ware and the train station. The fact that the cluster is made up of a range of different quality stock, with some partially derelict units found on Marsh Lane subtracts from the general quality of the environment. There is potential for a better quality offering but the areas low level visibility and access points means the overall market perception is low. Assessment: Amber</p>		<p>EHDC 2012 Comments and Rating: The area comprises the large industrial building, Swains Mill, Magog Industries and a free-standing office building, Mill Studios on the northern side of Crane Mead together with Crane Mead Business Park, a modern development of business units to the south (Unit 13 currently available for £5 ftsq) and a car park. Crane Mead Business Park, built in 2002, offers good quality units with good access/parking and low vacancy rates. The Swains Mill site was considered for a new food store which has now been approved on the Cintel Site. Assessment: Amber See Appraisal Criteria below</p>		
Outstanding Planning Consents:				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2 – Occupiers @January 2013

Crane Mead	Mill Studios
Swains Mill accommodates a number of small businesses not particularly evident from outside the building including B1, B2 and B8 uses. The main one is Ware Rover on the ground floor fronting the river.	Mill Studios contains a number of mainly B1 occupiers in small office suites.
Magog Industries 10 Crane Mead – Precision Engineers	
Crane Mead Business Park	
1. Charriot Office Automation B1	2. Timber Connection/Physical Rehab Centre B8/SG
3. The Probate Bureau – B1	4-6 Rapiere Design Group
7-8 Vacant	9-10 Beaver Group – digital design B1
11-12 JPM Products (Education/medical products) B8	13. DP Electrics – Electrical Contractors B2
14. ACO Packaging – bottling machinery B2	15. To let
16. Compass Braille – Braille Charity – B1	17-20 Ware Heating and Bathroom Supplies B8

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low
3. What is the quality of the land like?	Average to good	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	No	Is the estate flexible?	Yes
Is the general quality of the environment good?	Average to good	Is there any conflict with adjacent uses?	No
Is the market perception positive?	Yes for Crane Mead Business Park		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Marsh Lane, Ware				
Owner: N/K				
Managing Agent: N/K				
EH 2007 Local Plan: EDE1. Employment Areas: WA8 Employment Areas: In accordance with the Policy EDE1 the following sites are defined as Employment Areas on the proposals map and will be reserved for industry, comprising Classes B1 and B2 General Industrial Uses: 1. Land off Marsh Lane				
Halcrow 2008 Comments and Rating: Crane Mead Business Park & Marsh Lane The cluster of estates made up of properties on Marsh Lane and Crane Mead Business Park scores well in terms of sustainability because of its proximity to the centre of Ware and the train station. The fact that the cluster is made up of a range of differing quality stock, with some partly derelict units found on Marsh Lane, subtract from the general quality of environment. There is potential for a better quality offering but the area's low level of visibility and access points means that its overall market perception is low. Assessment: Amber.		EHDC 2012 Comments and Rating: Marsh Lane contains a mixture of open yards, older industrial premises and a modern B1 development, the Peerglow Centre. A further 2.14 acres is currently on offer from Davies & Co. The current vacancy rate is low and comments of sustainability credentials, market perception and visibility made by Halcrow remain relevant. Nevertheless, the area appears to perform a useful function and has a low vacancy rate. Progressive redevelopment for B1 should be encouraged. Assessment: Amber See Appraisal Criteria below		
Outstanding Planning Consents:				
Opportunities for Enhancement:				
Proposal:	Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

HCC Marsh Lane Day Centre Services for young people	Welding Engineers
Land for sale Davies – Thames water -	Morley Stoves and fireplaces
EFF European Flavours and Fragrances	David Head and Sons builders equipment/containers yard
PW Windsor/ the Windsor yard	Ware Royal Mail Delivery Office

Plumb Centre	Arriva bus depot
Smartwax/ Brewers paint supplier	PJ Roofing Contractors
Turnford Pipelines	Ware roofing supplies, sleepers, decking
Howe Green Steel Fabrications	Hanson Ready Mix plant
Pallet Yard	Blakeley Electrics, (Ware works)
Leeside Turned Parts	DWW to let
Shove turned parts (precision turned parts)	Makevale Ltd, Valley House
Spirex metal products	Hertstorage household storage
Old Charm Showroom/Wood Bros, Furniture Showroom & Works	Arnell House?
Peerglow centre small business units: 1. European Flavours and fragrances, 2, 3, Hall & Kay fire engineering, 4 Palmer Woods Building Projects, 5 DEP Construction Services 6. Direct Approach, 7 Web Site design, 8, to let Withers Thomas	Bespoke Performance Millteck sports

Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose			
1. Is estate fit for its current purpose?	Yes	2. What is the demand/vacancy rate?	Low vacancy
3. What is the quality of the land like?	Poor to average	4. Good accessibility/parking?	Yes
Estate Appraisal Criteria 2: Sustainability			
Is the estate sustainable for its present use?	Yes	Is there conflict with adjacent uses?	No
Does the estate have good accessibility and parking provision	Yes		

Estate Appraisal Criteria 3: Marketability			
Is the estate marketable?	Yes	Is the estate in a good position?	Yes
Is the estate visible	No	Is the estate flexible?	No
Is the general quality of the environment good?	No	Is there any conflict with adjacent uses?	No
Is the market perception positive?	No		

EAST HERTS EMPLOYMENT LAND REVIEW UPDATE 2013

Part 1. Summary

Estate: Widbury Hill, Ware					
Owner: N/K					
Managing Agent: N/K					
EH 2007 Local Plan: WA8 Employment Areas: In accordance with the Policy EDE1 the following sites are defined as Employment Areas on the proposals map and will be reserved for industry, comprising Classes B1 and B2 General Industrial Uses: Widbury Hill					
Halcrow 2008 Comments and Rating: This industrial estate is of average overall quality and at the time of survey had a number of vacant units. It is recommended that the quality of the estate is improved and if vacancies persist it is considered for redevelopment. Assessment: Amber		EHDC 2012 Comments and Rating: In 2008 this site comprised a large warehouse (the depot) and an industrial building – The Coachworks. Consent was granted at appeal on 29.9.09 for the redevelopment of the depot and part of the Coachworks for residential purposes together with 1880msq of office (new) and light industrial space (refurbishment of part of the Coachworks). The residential element has been constructed but not the new offices. The remaining part of the coachworks is occupied for vehicle-related uses. While accepting that the loss of employment space was contrary to policy, the Inspector noted that the depot was vacant as was part of the Coachworks, that the location of the site and the difficulties of access made it unattractive for warehouse use and it was unsuitable for conversion into smaller units. He commented that its inclusion as an area of employment land appeared to reflect its historic use rather than a thorough analysis of its location and viability for development. In those circumstances, he considered that in more buoyant economic times the Coachworks might well become fully occupied, he did not envisage that the depot would return to use without redevelopment. The area remaining for employment use (retained part of the coachworks and the yet-to-be-built offices) together comprise an important resource in this part of Ware and it is recommended that it is retained for employment use. Assessment: Amber See Appraisal Criteria below			
Outstanding Planning Consents: 3/08/1399/OP – office building yet to be implemented. See above.					
Opportunities for Enhancement: None					
Proposal:		Partners	Costs	Timeframe	Priority

Part 2. Occupiers @January 2013

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Part 3– Appraisal Criteria

Estate Appraisal Criteria 1: Fitness for purpose

1. Is estate fit for its current purpose?	N/A	2. What is the demand/vacancy rate?	N/A
3. What is the quality of the land like?	N/A	4. Good accessibility/parking?	N/A

Estate Appraisal Criteria 2: Sustainability

Is the estate sustainable for its present use?	N/A	Is there conflict with adjacent uses?	N/A
Does the estate have good accessibility and parking provision	N/A		

Estate Appraisal Criteria 3: Marketability

Is the estate marketable?	N/A	Is the estate in a good position?	N/A
Is the estate visible	N/A	Is the estate flexible?	N/A
Is the general quality of the environment good?	N/A	Is there any conflict with adjacent uses?	N/A
Is the market perception positive?	N/A		

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 2 JULY 2013

REPORT BY CHAIRMAN OF CORPORATE BUSINESS SCRUTINY COMMITTEE

6. SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- To review and determine Corporate Business Scrutiny Committee's future work programme.

<u>RECOMMENDATION FOR DECISION: That</u>	
(A)	The work programme detailed in this report be agreed.
(B)	Two Members from Corporate Business Scrutiny Committee be identified to work with Officers to review the relevance of the Performance Indicators.

1.0 Background

1.1 Items previously required, identified or suggested for the CBS work programme are set out in **Essential Reference Paper B**.

2.0 Report

2.1 An article explaining the role of scrutiny and inviting suggestions from residents was published in the spring 2013 'council tax' edition of LINK magazine. No new topics for scrutiny have been received from the public to date.

2.2 At the last meeting of this committee, members requested two briefing papers be presented in order to inform discussions on proposed future scrutiny topics. These are attached here as:

- **Essential Reference Paper C** – List of East Herts Assets
- **Essential Reference Paper D** – Current activity in support of economic development

- 2.3 Members are asked to indicate whether they wish to 'scope' a more detailed review on either of these topics for their 2013/14 work programme. The scoping checklist is attached here as **Essential Reference Paper E**.
- 2.4 **Performance Indicators:** The Executive on 4 June 2013 requested the three scrutiny committees review the relevance of their performance indicators. The request was made following the presentation of the 2012/13 Outturn report. The Executive were keen for the scrutiny committees to assess the usefulness of their performance indicators and determine if any new measures need to be introduced to help support the delivery of the council's priorities.
- 2.5 Officers propose that a short review is held during summer and early autumn so that findings and recommendations can be discussed at each scrutiny meeting scheduled in November 2013.
- 2.6 It is suggested that each committee selects two representatives to work with the Performance Team on this piece of work. One representative could be the vice chairman and the other, an interested member.
- 2.7 Each committee will focus on the performance indicators relevant to their terms of reference, with the overall corporate position being presented to all members in February 2014 at the Joint Scrutiny meeting.
- 2.8 Any recommendations from this review will be discussed by the Executive on 4 March 2014 and if approved will be applied from 2014/15 onwards.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

None.

Contact Member: Councillor D Andrews – Chairman of Corporate Business Scrutiny Committee.
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Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services, Extn 2170.
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Report Author: Marian Langley – Scrutiny Officer, Extn: 1612.
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives</p> <p><i>(updated to 2013/14 wording)</i></p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing, particularly for those who are vulnerable, and delivering strong services</p> <p>Place This priority focuses on sustainability, the built environment and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic opportunities and delivering cost effective services.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives:</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of Members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for Officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>None.</p>
<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>

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Corporate Business Committee work programme 2013/14 (DRAFT)

meeting	date	topic	Contact officer/lead	Next Exec
2013/14	Civic Year	NOTE: work programme to be scheduled earlier in the meeting		
3 in 13/14	27 Aug 2013 Report deadline 14 Aug	<ul style="list-style-type: none"> • Annual Governance Statement 2012/13 and action plan 2013/14 • Corporate Annual Report 2012/13 • 4 year Corporate Strategic Plan (2014/15 to 2017/18) • Medium Term financial strategy (2014/15 to 2017/18) • Healthcheck through to June 2013 • Work programme 	<ul style="list-style-type: none"> • Lead Officer - Manager of Corporate Risk • Lead Officer – Corporate Planning • Lead Officer – Corporate Planning • Director of Finance and Support Services • Lead Officer - Performance • Scrutiny Officer 	3 Sept 2013 1 Oct 2013
4 in 13/14	08 Oct 2013 Report deadline 25 Sept	<ul style="list-style-type: none"> • <i>Draft revisions to the Council Tax support scheme for 2014/15 TBC</i> • Work programme 	<i>This might be too early</i> PROPOSAL: cancel this meeting in favour of a conversation café style BUDGET event later in the month (unless Council Tax Support report is time critical)	5 Nov 2013

5 in 13/14	26 Nov 2013 Report deadline 13 Nov	<ul style="list-style-type: none"> • First item = member training: <i>Council funding – where does the money come from and the Budget cycle key dates</i> • Draft revisions to the Council Tax support scheme for 2014/15 TBC • Partnership register – risk monitoring • East Herts Improvement Plan monitoring report • Service Plan April 2013 – Sept 2013 monitoring • Healthcheck through to Sept 2013 • Work programme 	<ul style="list-style-type: none"> • Director Adele Taylor to deliver • Director Adele Taylor (timing is subject to confirmation) • Lead Officer – Risk Assurance • Lead Officer – Corporate Planning • Lead Officer - Performance • Lead Officer - Performance • Scrutiny Officer 	3 Dec 2013
6 in 13/14 JOINT	14 Jan 2014	BUDGET <ul style="list-style-type: none"> • Capital Programme • Fees and Charges • Revenue Budget • Medium Term Financial Plan 		4 Feb 2014
7 in 13/14 JOINT	11 Feb 2014	<ul style="list-style-type: none"> • Residents' Survey – analysis and action plan • 2014/15 Service Plans • 2013/14 Estimates and 2014/15 Future targets 	Date subject to confirmation	4 Mar 2014

Essential Ref Paper B

8 in 13/14	18 Mar 2014	<ul style="list-style-type: none"> • Update on Communications action plan – focus on data re on-line communications • WebSite one-year action plan - lessons learned and closure report • Healthcheck through to Jan 2014 • Work programme 2014/15 	<ul style="list-style-type: none"> • Head of Service • Head of Service • Lead Officer - Performance • Scrutiny Officer 	8 April 2014 6 May 2014

The four principles of good public scrutiny:

- ***provides ‘critical friend’ challenge to executive policy-makers and decision-makers***
- ***enables the voice and concerns of the public and its communities***
- ***is carried out by ‘independent-minded governors’ who lead and own the scrutiny role***
- ***drives improvement in public services***

Corporate Business Scrutiny	<ol style="list-style-type: none"> 1. To develop policy options and to review and scrutinise the policies of the Council relating to Communications, Corporate Performance and Risk Management, Local Strategic Partnership, Customer Service, Finance, Information and Communications Technology, Democratic Services, Member Support, Facilities Management, Asset Management, Legal, Revenues and Procurement. 2. To consider the budget setting proposals and strategies of the Council. 3. To make recommendations to the Executive on matters within the remit of the Committee. 4. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change on matters within the remit of the Committee 5. To consider issues referred by the Executive, including modifications to the Constitution, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee. 6. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within the remit of the Committee. 7. To appoint annually Standing Panels as may be determined, which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee. 8. To consider any item in the Forward Plan, within the remit of the Committee, to be considered by the Executive (except items of urgent business) before the item is considered by the Executive if requested by the Chairman of the Scrutiny Committee. The relevant report to the Executive will made available to the scrutiny committee. 9. To consider matters referred to the Committee by the Executive/Portfolio Holder on matters within the remit of the Committee and refer the matter to the Executive following consideration of the matter.
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			ESSENTIAL REF PAPER C
	ASSETS		
	summary prepared for CBS	Data as at 31 March 2013	
CONTENTS	Property, Plant and Equipment (PPE)	Administration Centres	
		Car Parks	
		Public Conveniences	
		Sports and Leisure facilities	
		Community and Cultural facilities	
		Hostels	
		Residents' car parks	
		Parks and Open Spaces	
		<i>Buntingford</i>	
		<i>Bishop's Stortford</i>	
		<i>Hertford</i>	
		<i>Sawbridgeworth</i>	
		<i>Ware</i>	
		<i>Rural</i>	
	Investment Properties	Industrial and Commercial Ground Leases	
		Shops	
		Miscellaneous	
	Community Lettings		
	Surplus Assets		
KEY	Action is underway or imminent with planned end date of March 2014		
	Under review but not imminent maybe awaiting other actions. End date end 2017		
	No action planned during this period - asset fulfilling requirement		

PROPERTY PLANT AND EQUIPMENT (PPE)							
ASSET NO	ASSET	CORP PRIORITY	REASON FOR HOLDING	CONDITION OF ANY BUILDINGS	SITE AREA	GROSS INTERNAL AREA	DESCRIPTION AND COMMENT
ADMINISTRATION CENTRES							
	Ground Floor South, Charringtons House, The Causeway, Bishop's Stortford	1,2 & 3	Customer Service Centre	Good	N/A	430 sqm	Customer Service Contact for Bishop's Stortford shared use with other agencies
178	Wallfields Pegs Lane, Hertford	1,2 & 3	Main administrative offices and customer service centre	Good	4.3 acres	2,800 sqm	Refurbished as principal office base in 2011
	Buntingford Service Centre	2 & 3	Administrative offices for some council services and operating base for Contract Services	Good - new in 2005	2.6 acres	3,300sqm	Service Centre for front line services fulfilling service requirement
CAR PARKS							
754	Car Park Bowling Green Lane, Buntingford	1 & 3	Provide public car parking	Satisfactory	0.9 acres	N/A	Surfaced car park fulfilling service requirement although alternative arrangement to service delivery being discussed with Town Council
33	Basbow Lane Car Park, Bishop's Stortford	1 & 3	Provide public car parking	Satisfactory	0.5 acres	N/A	Surfaced car park fulfilling service requirement
36	Jackson Square Multi Storey Car Park Bishops Stortford	1 & 3	Provide public car parking	Good - new in 2007	2.2 acres	17,800 sqm	2 decked car park within shopping centre fulfilling service requirement
39	Crown Terrace Car Park, Bishop's Stortford	1 & 3	Provide public car parking	Good	0.4 acres	N/A	Surfaced car park fulfilling service requirement
41	Elm Road Car Park, Bishop's Stortford	1 & 3	Provide public car parking	Good	0.2 acres	N/A	Surfaced car park fulfilling service requirement

615	Car Park, The Causeway, Bishop's Stortford	1 & 3	Provide public car parking	Satisfactory	1.5 acres	N/A	Surfaced car park freehold sold and retained under lease until development comes forward.
42	Car Park, Northgate End, Bishop's Stortford	1 & 3	Provide public car parking	Satisfactory	1 acre	N/A	Surfaced car park fulfilling service requirement scheme being considered to increase size of car park
622	Rye Street Car Park, Bishop's Stortford	1 & 3	Provide public car parking	Satisfactory	0.8 acres	N/A	First car park off Rye Street. Surfaced car parked fulfilling service requirement
	Link Road Car Park, Bishop's Stortford	1 & 3	Provide public car parking	Satisfactory	0.6 acres	N/A	Surfaced car park fulfilling service requirement
917	Car Park, Rye Street, Bishop's Stortford adj football pitches	1 & 3	Provide public car parking	Good	0.7 acres	N/A	Car park adj to leisure centre. Surfaced car park fulfilling service requirement for possible redevelopment.
905	Apton Road Car Park, Bishop's Stortford	1 & 3	Provide public car parking	Good	0.5 acres	N/A	Purchased 2009/10 fulfilling service requirement
175	Gascoyne Way Car Park, Hertford	1 & 3	Provide public car parking	Good	0.8 acres		Multi-storey car park and parking office base. Refurbishment undertaken 2011 incl car park office & stores
702	Bircherley Green Multi Storey Car Park, Hertford	1 & 3	Provide public car parking	Good	0.5 acres		Multi-storey car park, bus station and waiting room. Refurbishment carried out 2012. Future under review
194	St Andrews Street Car Park, Hertford	1 & 3	Provide public car parking	Good	0.75 acres	N/A	Surfaced car park fulfilling service requirement
193	Hartham Lane Car Park, Hertford	1 & 3	Provide public car parking	Satisfactory	1.55 acres	N/A	Surfaced car park. Fulfilling service requirement
197	London Road Car Park, Hertford	1 & 3	Provide public car parking	Good	0.6 acres	N/A	Surfaced car park refurbished in 2012 fulfilling service requirement
609	Car Park, Port Vale, Hertford	1 & 3	Provide public car parking	Good	0.4 acres	N/A	Surfaced residents car park fulfilling service requirement
226	Bell Street Car Park, Sawbridgeworth	1 & 3	Provide public car parking	Satisfactory	1.6 acres	N/A	Surfaced car park fulfilling service requirement although parts currently under review
301	Priory Street Car Park, Ware	1 & 3	Provide public car parking	Good	0.15 acres	N/A	Surfaced car park fulfilling service requirement

303	Kibes Lane Car Park, Ware	1 & 3	Provide public car parking	Satisfactory	1.1 acres	N/A	Surfaced car park. Fulfilling service requirement part under review for alternative use
304	Broadmeads Car Park, Ware	1 & 3	Provide public car parking	Good	0.6 acres	N/A	Surfaced car park fulfilling service requirement but maybe reviewed as part of larger ownership.
305	Car Park, High Street, Ware	1 & 3	Provide public car parking	Good - improvement needed to small area at front	0.75 acres	N/A	Surfaced car park fulfilling service requirement
503	Car Park, High Street, Stanstead Abbots	1 & 3	Provide public car parking	Good	0.5 acres	N/A	Surfaced car park fulfilling service requirement
906	Car Park, Baldock Street, Ware	1 & 3	Provide public car parking	Good	0.6 acres	N/A	Surface car park purchased 2010 fulfilling service requirement
PUBLIC CONVENIENCES							
19	Public Conveniences, Buntingford	1	Public facilities	Good	N/A	37 sqm	Male, Female, disabled toilets and baby changing facilities. Fulfilling service requirement - refurbished 2008/9
563	Public Conveniences Castle Gardens, Bishop's Stortford		Under review	Satisfactory	N/A	60 sqm	Closed - future to be reviewed
184	Public Conveniences Hartham Common, Hertford	1	Public facilities	Satisfactory	N/A	45 sqm	Male, female, disabled toilets and baby changing facilities. Fulfilling service requirement
702	Public Convenience Bircherley Green, Hertford	1	Public facilities	Satisfactory	N/A	35 sqm	Male, female, disabled toilets and baby changing facilities. Fulfilling service requirement
222	Public Conveniences, Bell Street, Sawbridgeworth	1	Public facilities	Satisfactory	N/A	50 sqm	Unisex and disabled toilets fulfilling service requirement - Part used for storage
320	Public Conveniences, Broadmeads, Ware		Under review	Good	N/A	43 sqm	Closed - future to be reviewed in line with car park above.

SPORTS & LEISURE FACILITIES							
574	Hartham Leisure Centre, Hartham Common, Hertford	1,2 & 3	Providing public sport and leisure facilities	Good	30 acres	2500 sqm	Indoor swimming pool and leisure centre; football pitches; bowling green and tennis courts located on large common with other informal recreation. Leisure centre leased to service provider
156	Hartham Pavilion, Hertford - changing rooms & refreshment kiosk	1,2 & 3	Providing public sport and leisure facilities	Good	N/A	135 sqm	Ancillary facility for football on Hartham open space together with adj seasonal refreshment kiosk
27	Grange Paddocks Leisure Centre, Rye Street, Bishop's Stortford	1,2 & 3	Providing public sport and leisure facilities	Good	30 acres	1200 sqm	Indoor swimming pool and leisure centre; football pitches and changing rooms leased to service provider
701	Ward Freman Pool, Bowling Green Lane, Buntingford	1,2 & 3	Providing public sport and leisure facilities	Good	N/A	854 sqm	Swimming pool adj to school. The asset is partly owned by Herts County Council and both councils share costs and use. Leased to service provider
704	Fanshawe Pool & Fitness Centre, Park Road, Ware	1,2 & 3	Providing public sport and leisure facilities	Good	N/A	1077 sqm	Swimming pool adj to school. The asset is partly owned by Herts County Council and both councils share costs and use. Leased to service provider
703	Leventhorpe Pool & Gym, London Road, Sawbridgeworth	1,2 & 3	Providing public sport and leisure facilities	Good	N/A	730 sqm	Swimming pool adj to school. The asset is partly owned by Herts County Council and both councils share costs and use. Leased to service provider
43	Sports Ground, Cricketfield Lane, Bishop's Stortford	1,2 & 3	Providing public sport and leisure facilities	Good	9 acres	N/A	Cricket, hockey and tennis facilities let to community sports trust
323	Presdales Pavilion & Recreation Ground, Walnut Tree Walk, Ware	1,2 & 3	Providing public sport and leisure facilities	Good	44 acres	N/A	Large recreation ground with new pavilion let on long ground lease to community sports trust

325	Wodson Park Sports Centre, Wadesmill Road, Ware	1,2 & 3	Providing public sport and leisure facilities	Good	28 acres	N/A	Large indoor and outdoor sports facility offering variety of activities. Long ground lease to community sports trust
COMMUNITY & CULTURAL FACILITIES							
176	Hertford Theatre, The Wash, Hertford	1,2 & 3	Provides leisure, community and cultural facilities	Good	0.6 acres		Recently refurbished providing theatre, function rooms dance studio and café in town centre
879	Havers Community Centre, Waytemore Road, Bishop's Stortford	1,2 & 3	Provides community facilities	Good	0.35 acres	280 sqm	Community hall within housing estate leased to Town Council led Community Trust
310	Drill hall, Amwell End, Ware	1,2 & 3	Provides community facilities	Good	0.27 acres	900 sqm	Function hall within town centre leased to Community Trust
582	Bishops Park Community Centre, Bishop's Stortford	1,2 & 3	Provides community facilities	Good	0.3 acres	375 sqm	Community hall leased to Town Council led Community Trust
100	Pinehurst Community Centre, Birdie Way, Hertford	1,2 & 3	Provides community facilities	Good	0.04 acres	128 sqm	Community hall leased to residents association
839	St.Michaels Mead Community Centre, Bishop's Stortford	1,2 & 3	Provides community facilities	Good	0.24 acres	400 sqm	Community hall leased to Town Council led Community Trust
177	Hornsmill Community Centre, Cecil Road, Hertford	1,2 & 3	Provides community facilities	Good	0.1 acres	190 sqm	Community hall new lease under negotiation with residents association
	Corn Exchange, Fore Street, Hertford	1,2 & 3	Provides cultural and entertainment facilities	Fair	0.1 acres	300 sqm	Currently sub-let as entertainment venue but leasing arrangements under review
660	Sele Farm Community Centre, Hertford	1,2 & 3	Provides community facilities	Good	0.6 acres	210 sqm	Community hall leased to trustees
HOSTELS							

918	Hostel	1	Provides temporary housing for vulnerable	Good	0.6 acres	45 sqm	House retained as hostel accommodation following sale of larger adjacent property
571	Hostel	1	Provides temporary housing for vulnerable	Good	1.15 acres	500 sqm	Large house recently refurbished to provides self contained flats for homelessness provision needs
RESIDENTS CAR PARKS							
588	Residents Car Park, Port Vale, Hertford	1 & 2	Provides local resident car parking	Satisfactory	0.14 acres	N/A	Flat surfaced car park. Provides for local car parking need - regularly reviewed
590	Residents Car Park, Calton Avenue, Hertford	1 & 2	Provides local resident car parking	Satisfactory	0.17 acres	N/A	Flat surfaced car park. Provides for local car parking need - regularly reviewed.
810	Residents Car Park, Appleton Avenue, Wareside	1 & 2	Provides local resident car parking	Satisfactory	0.18 acres	N/A	Flat surfaced car park. Provides for local car parking need - regularly reviewed.
597	Residents Car Park, Chapelfields, Stanstead Abbots	1 & 2	Provides local resident car parking	Satisfactory	0.12 acres	N/A	Surfaced car park. Provides for local car parking need - regularly reviewed.
765	Residents Car Park, Ridgeway, Little Hadham	1 & 2	Provides local resident car parking	Satisfactory	0.1 acres	N/A	Small car park provides for local car parking need - regularly reviewed.
659	Car Park, Huntsman Close, Puckeridge	1 & 2	Provides local resident car parking	Satisfactory	0.18 acres	N/A	Surfaced car park. Provides for local car parking need - leased to Parish Council.
868	Residents Car Park, New Road, Ware	1 & 2	Provides local resident car parking	Good	0.06 acres	N/A	Flat surfaced car park. Provides for local car parking need - regularly reviewed.
38	Residents Car Park, Portland Road, Bishop's Stortford	1 & 2	Provides local resident car parking	Good	0.14 acres	N/A	Surfaced car park. Provides for local car parking need recently let on lease on commercial basis

204	Residents Car Park, Crouchfields, Bengoe	1 & 2	Provides local resident car parking	Good	0.1 acres	N/A	Small residents car park part of larger asset that includes shops. Provides for local car parking need and for shoppers to neighbourhood shops
PARKS & OPEN SPACES							
BUNTINGFORD							
17	Formal Gardens, Layston Gardens	1 & 2	Provide green open spaces for recreational, educational and amenity purposes		1.6 acres	N/A	Formal Gardens. Managed by Town Council
BISHOP'S STORTFORD							
23	Thorley Wedge Public Open Space and Playground, off Lower Park Crescent/Norfolk Way/Kent Crescent	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	16 acres	N/A	Large public open space; includes playgrounds which runs through residential areas. Managed on Grounds Maintenance Contract
26	Land r/o 167-179 Rye Street	1 & 2	Provides amenity land for local residents	N/A	0.14 acres	N/A	Informal garden land. Licensed to residents for garden land - Due for review
29	Public Open Space, Town Meads	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	17 acres	N/A	Informal amenity land between Castle Gardens and Grange Paddocks.
30	Formal Park, Castle Gardens	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	5.3 acres	N/A	Formal landscaped gardens which includes Grade I listed site of Waytemore Castle and tennis courts. Management plan pending
31	Public Open Space, Cannons Mill Lane	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	4 acres	N/A	Large informal open space and meadowland. Managed on Grounds Maintenance Contract
40	Land in Parsonage Lane,	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	3.65 acres	N/A	Public open space and play area. Managed on Grounds Maintenance Contract

44	Recreation Ground, Cricketfield Lane	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	2.2 acres	N/A	Recreation and play area. Managed on Grounds Maintenance Contract
45	Open Green, Mary Park Gardens	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	0.7 acres	N/A	Open amenity space. Managed on Grounds Maintenance Contract
46	Open space adj Park Avenue	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	2.14 acres	N/A	A large ribbon of public open space running through residential areas. Managed on Woodland Management Programme
49	Land at Cannons Mill Lane/Rye Street	1 & 2	Preserve amenity land used for seasonal grazing	N/A	19 acres	N/A	Informal area managed as conservation area with seasonal grazing to help maintenance
50	Land of Jervis Road	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.6 acres	N/A	Play area. Managed on Grounds Maintenance Contract
560	Open Space The Firs, Scott Road	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	3.2 acres	N/A	Woodland belt with footpath access. Managed on Grounds Maintenance Contract. Land on both sides of Scott Road
743	Amenity Land Ward Crescent	1 & 2	Provides green amenity space	N/A	0.8 acres	N/A	Public open space. Managed on Grounds Maintenance Contract
745	Amenity Land adj 2 - 12 Elizabeth Road	1 & 2	Provides open green amenity space fronting houses	N/A	0.3 acres	N/A	Amenity land in housing estate. Managed on Grounds Maintenance Contract
747	Land r/o 61 Northolt Avenue	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.26 acres	N/A	Wooded area managed on Woodland Management Programme
748	Land r/o 179 - 185 Northolt Avenue	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	1.8 acres	N/A	Public open space and play area. Managed on Grounds Maintenance Contract
749	Land at Dimsdale Crescent	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.96 acres	N/A	Open Green. Managed on Grounds Maintenance Contract

751	Land at Burley Road	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.68 acres	N/A	Recreation Ground. Managed on Grounds Maintenance Contract
830	Landscape Belt , Cricket Field lane	1 & 2	Provide green open for amenity purposes	N/A	0.5 acres	N/A	Landscape belt. Managed on Grounds Maintenance Contract
831	Open space junction of Elizabeth Road and Norfolk Way	1 & 2	Provides amenity land in front of shop parade	N/A	0.16 acres	N/A	Grassed area and shrub beds managed on Grounds Maintenance Contract
833	Allotment & amenity Land London Road	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	0.6 acres	N/A	Allotments managed by Town Council remainder tree maintained on Woodland Management Programme
835	Amenity land Plaw Hatch Close	1 & 2	Provides amenity strip on edge of housing	N/A	0.1 acres	N/A	Grassed verge managed on Grounds Maintenance Contract
836	Play Area Cannons Close	1 & 2	Provides green open space for recreational and amenity purposes	N/A	3.5 acres	N/A	Public open space and playground. Managed on Grounds Maintenance Contract
841	Southern Country Park, St James Way	1 & 2	Provides green open space for recreational, educational and amenity purposes	N/A	55 acres	N/A	Areas of formal and informal recreation. Provides open space, play areas, balancing pond and picnic areas. Managed on Grounds Maintenance Contract and using seasonal grazing. Land in 5 year management plan until 2014
898	Northern Parkland, Oriole Way,	1 & 2	Provides green open space for recreational and amenity purposes	N/A	27 acres	N/A	Open space providing informal recreation. Managed on grounds maintenance contract?
886	Open Space, Bishop's Park, Burghley Avenue	1 & 2	Provides open space for recreational and amenity purposes	N/A	14 acres	N/A	Open space providing informal recreation. Managed on grounds maintenance contract?
842	Amenity Land Windhill	1 & 2	Provide amenity land	N/A	0.06 acres	N/A	Small amenity verge. Managed on Grounds Maintenance Contract
844	Amenity land, Yeoman's close, Thorley ,	1 & 2	Provide land for amenity purposes	N/A	0.03 acres	N/A	Licensed by resident

846	Land corner of Lindsey Road	1 & 2	Unused area of land with restricted access	N/A	0.03 acres	N/A	Not on contract but maintained when required use of land under review
848	Open Space The Ridings	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	1.25 acres	N/A	Informal open space managed on grounds maintenance contract
838	Amenity Land Stansted Road	1 & 2	Provides land for amenity purposes at road junction	N/A	0.3 acres	N/A	Grassed area managed on Grounds Maintenance Contract
875	Open space, Rhodes Avenue	1 & 2	Provides open space for recreational and amenity purposes	N/A	0.25 acres	N/A	Play area. Managed on Grounds Maintenance Contract
578	Allotments and Open space, Piggott's Way	1 & 2	Provide land for recreational, educational and amenity purposes	N/A	3.8 acres	N/A	Part managed by allotment holders playground on maintenance contract
914	Amenity Land, Mill Street,	1 & 2	Provide land for amenity purposes	N/A	0.05 acres	N/A	Small wooded area fronting housing. Maintained on Woodland Management Programme
915	Amenity Land Anchor Street/John Dyde Close	1 & 2	Amenity land adj to River	N/A	0.14 acres	N/A	Small area of amenity land on Grounds Maintenance Contract
HERTFORD							
854	Castle Gardens, castle Street	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	3.6 acres	N/A	Formal gardens and playground adj to The Castle. Managed on Grounds Maintenance Contract
96	The Pines Woodland rear of Burleigh Road,	1 & 2	Provides woodland walks for recreational, educational and amenity purposes	N/A	2.44 acres	N/A	Woodland where improvements have recently been made as part of a joint project with Hertfordshire Groundwork and Herts County Council to improve public access.
97	Hartham Common	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	32 acres	N/A	Hertford's premier park which provides formal and informal recreation and forms part of a network of river walks, footpaths and cycleways. Managed on Grounds Maintenance Contract. An action plan for 2013 -18 is currently being prepared

561	The Warren and Hartham Meadow	1 & 2	Provide green open space for amenity and recreation purposes	N/A	23 acres	N/A	Woodland belt north of Hartham Common and River Beane which is maintained on Woodland Management Programme. Hartham Meadow adj to church which is seasonally grazed and managed as a wildlife habitat and woodland pasture.
181	Land at Sacombe Road	1 & 2	Provide green open space for amenity purposes	N/A	3.4 acres	N/A	Public open space and play area. Managed on Grounds Maintenance Contract
183	Open Space, The Knoll	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	1.8 acres	N/A	Public open space with scheduled ancient monument. Managed on Grounds Maintenance Contract
185	Playground at Bentley Road	1 & 2	Provide green open space for recreational and amenity purposes	N/A	0.5 acres	N/A	Playground and recreation areas. Managed on Grounds Maintenance Contract
187	Land adj River Mimram, Willowmead	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	3.8 acres	N/A	Leased to Herts and Essex Wildlife Trust as nature reserve.
192	Land at Kingsmead, Mead Lane	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	45 acres	N/A	Public open space and football pitches adj to Hartham Common managed on Grounds Maintenance Contract and area beyond used for seasonal grazing.
200	Allotments, West Street	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	2.2 acres	N/A	Area of allotments and woodland maintained on Grounds Maintenance Contract and Woodland Management Programme
201	Open space west side of Cecil Road	1 & 2	Provide green open space for recreational and amenity purposes	N/A	2.5 acres	N/A	Public open space with play and recreation areas. Managed on Grounds Maintenance Contract
202	Land at Watermill Lane North	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	3.3 acres	N/A	Public open space, play area and woodland. Managed on Grounds Maintenance Contract

655	Open space at The Ridgeway	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	1.9 acres	N/A	Public open space and multi-use play area. Managed on Grounds Maintenance Contract under a 5 year management plan.
777	Amenity Land, Revels Close	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.15 acres	N/A	Amenity land in housing estate. Managed on Grounds Maintenance Contract
778	Playground Burleigh Road	1 & 2	Provide green open spaces for recreational purposes	N/A	0.13 acres	N/A	Playground managed on Grounds Maintenance Contract
781	Landscape Belt, Links Avenue	1 & 2	Provide green open space for amenity purposes	N/A	1.16 acres	N/A	Amenity area on edge of housing area. Managed on Grounds Maintenance Contract
784	Amenity Land Campfield Road	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.95 acres	N/A	Open space and amenity land managed on Grounds Maintenance Contract
787	Land east side Cecil Road	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	2 acres	N/A	Strip of amenity land runs end of Cecil to rear of community centre. Managed on Grounds Maintenance Contract
788	Open Green, Fleming Crescent	1 & 2	Provide green open spaces for amenity purposes	N/A	0.23 acres	N/A	Amenity green with housing and shopping area managed on Grounds Maintenance Contract
789	Amenity Land, Tudor Way at Junction of Hutton Close	1 & 2	Provides green space for amenity purposes	N/A	0.08 acres	N/A	Amenity green in middle of local road system managed on Grounds Maintenance Contract
790	Amenity Land 1-7 Hutton Close	1 & 2	Provides green open space for amenity purposes	N/A	0.3 acres	N/A	Amenity green managed on Grounds Maintenance Contract
791	Amenity Land 9-15 Hutton Close	1 & 2	Provides green open space for amenity purposes	N/A	0.3 acres	N/A	Amenity green managed on Grounds Maintenance Contract
779	Play area adj Divot Place, Pinehurst	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.17 acres	N/A	Play area managed on Grounds Maintenance Contract

783	Play area adj 57 Hamels Drive	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.23 acres	N/A	Play area managed on Grounds Maintenance Contract
816	Land at Cherry Tree Green	1 & 2	Provides green open space for amenity purposes	N/A	0.6 acres	N/A	Amenity green managed on Grounds Maintenance Contract
817	Amenity Land, Windsor drive	1 & 2	Provides green open space for amenity purposes	N/A	0.66 acres	N/A	Amenity land managed on Grounds Maintenance Contract
818	Land adj 16 Welwyn Road	1 & 2	Amenity land	N/A	0.02 acres	N/A	Small area of land maintained as required
819	Land adj to 5 Lawrence Close	1 & 2	Provides green open space for amenity and recreational purposes	N/A	0.58 acres	N/A	Play area managed on Grounds Maintenance Contract
855	Land at Farm Close	1 & 2	Provide green open spaces for recreational, educational and amenity purposes	N/A	5.3 acres	N/A	Large area of informal recreation and woodland. Managed on Grounds Maintenance Contract
856	Land at The Folly	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.12 acres	N/A	Area of open space adj to River Lea managed on grounds maintenance contract
857	Land at Corner of Hertingfordbury Rd	1 & 2	Provides land for amenity purposes	N/A	0.04 acres	N/A	Area of green verge managed on grounds maintenance contract
861	Land adj 16 Tower Street	1 & 2	Provides green open spaces for amenity purposes	N/A	0.03 acres	N/A	Not on contract but maintained when required
586	Allotments at Norwood Close	1 & 2	Provides amenity land	N/A	0.57 acres	N/A	Managed on Grounds Maintenance Contract
872	Landscape belt adj to Welwyn Road	1 & 2	Provides green open spaces for amenity purposes	N/A	0.4 acres	N/A	Amenity land maintained on grounds maintenance contract
820	Land adj. 29 Lawrence Close	1 & 2	Residue of ownership	N/A	0.17 acres	N/A	Area of unused land future use to be reviewed

821	Foxholes Woodland	1 & 2	Provides areas of woodland, recreation and amenity areas around housing area	N/A	20 acres	N/A	Area of woodland managed on Woodland Management Programme.
889	Land at Millmead Way	1 & 2	Provides areas of woodland, recreation and amenity areas around housing area	N/A	6 acres	N/A	Area of open space, woodland and play areas managed on Grounds Maintenance Contract
815	Land off Bramfield Road	1 & 2	Residue of ownership which provides a landscape belt on edge of housing area	N/A	0.5 acres	N/A	Grass verge split into 2 strips managed on Grounds Maintenance Contract
	Playground, Brookside	1 & 2	Provides recreation area	N/A	0.7 acres	N/A	Playarea leased from Herts County Council maintained on Grounds Maintenance Contract
	Playground, Iron Drive	1 & 2	Provides recreation area	N/A	0.16 acres	N/A	Playarea leased from Herts County Council maintained on Grounds Maintenance Contract
	Playground, Rowleys Road	1 & 2	Provides recreation area	N/A	0.6 acres	N/A	Playarea leased from Thames Water Authority maintained on Grounds Maintenance Contract
SAWBRIDGEWORTH							
213	Amenity Land Sheering Mill	1 & 2	Provides green open space for recreational and amenity purposes	N/A	0.9 acres	N/A	Recreation ground managed on Grounds Maintenance Contract
216	Amenity Land, Harlow Mill	1 & 2	Originally held for drainage purposes now amenity woodland	N/A	2.5 acres	N/A	Small woodland within agricultural land limited pedestrian access only. Not on contract but maintained when required
217	Landscape Belt, Cambridge Road	1 & 2	Provides green open spaces for amenity purposes	N/A	0.46 acres	N/A	Green verge along road. Managed on Grounds Maintenance Contract
218	Playground off Lawrence Avenue and Reedings Way	1 & 2	Provides green open space for recreational and amenity purposes	N/A	0.57 acres	N/A	Play area managed on Grounds Maintenance Contract

224	Pishiobury Park, Harlow Road	1 & 2	Provides green open space for recreational, educational and amenity purposes	N/A	88 acres	N/A	Grade II listed enclosed park for informal recreation. Managed under 5 year management programme and seasonally grazed.
225	Recreation Ground, Vantorts Close	1 & 2	Provides green open space for recreational and amenity purposes	N/A	2.54 acres	N/A	Play and recreation space recently improved managed on Grounds Maintenance Contract
871	Land at Fairway and Elmwood	1 & 2	Former tip now heavily wooded and overgrown with no public access	N/A	3.5 acres	N/A	Land currently under review to rectify encroachments and consider future management
WARE							
253	Buryfield Open Space, Park Road, Ware	1 & 2	Provides green open space for recreational and amenity purposes	N/A	2.8 acres	N/A	Recreation ground managed on Grounds Maintenance Contract
262	Land at Heath Drive, Ware	1 & 2	Provides green open space for amenity purposes	N/A	0.25 acres	N/A	Amenity area with footpath to school to rear. Managed on Grounds Maintenance Contract
314	Open Space & Playground Lower Bourne Gardens, Ware	1 & 2	Provides green open space for recreational and amenity purposes	N/A	7.8 acres	N/A	Managed on Grounds Maintenance Contract
316	Land adj 81 Kingsway, Ware	1 & 2	Provides green amenity space	N/A	0.1 acres	N/A	Managed on Grounds Maintenance Contract
317	Recreation Field, King George's Field	1 & 2	Provides green open spaces for recreational and amenity purposes. Gifted as part of national scheme on behalf of King George	N/A	5.5 acres	N/A	Multi-use games area and recreation land managed on Grounds Maintenance Contract
616	Amenity Land off Rolleston Close and Delcroft, Ware	1 & 2	Provides green amenity space.	N/A	0.08 acres	N/A	Open space. Managed on Grounds Maintenance Contract
319	Land adj 100 High Street, Ware	1 & 2	Small amenity area within High Street	N/A	0.01 acres	N/A	Area of hard landscaping within high street

321	Scott's Grotto, Scott's Road, Ware	1 & 2	The Council acquired Grotto in 1974 to protect it and together with the Ware Society have carried programme of restoration.	N/A	0.25 acres	20 m	Created in 1760s by poet John Scott it is a Grade I listed structure consisting of 6 underground chambers lined with flint and shells. It is managed and maintained as required by Property Section
322	Area of woodland, Post Wood, Ware	1 & 2	Woodland providing recreational, educational and amenity facility and preserving habitat for woodland plants and wildlife.	N/A	27 acres	N/A	Also known as Presdales Wood. Area of ancient woodland managed under Woodland Management Programme
326	Land corner of Garland Road, Ware	1 & 2	Provides small green amenity space within built up residential area	N/A	0.04 acres	N/A	Green verge managed on Grounds Maintenance Contract
331	The Bourne, High Oak Road, Ware	1 & 2	Provides large open spaces for recreational and amenity purposes	N/A	6.5 acres	N/A	Informal play, recreation area and woodland managed on Grounds Maintenance Contract
814	Open Space Presdales Drive	1 & 2	Provides green open space for recreational and amenity purposes	N/A	1.5 acres	N/A	An informal play and recreation area on both sides of Presdales Drive managed on Grounds Maintenance Contract
302	Town Square, Ware	1 & 2	Provides amenity area within town centre	N/A	0.18 acres	N/A	Pedestrianised area within shopping area.
811	Land r/o 32 Southall Close	1 & 2	Residue of ownership which provides green amenity space within residential area	N/A	0.06 acres	N/A	Small grassed area currently managed by resident future use under review
862	Recreation Ground Beacon Road, Ware	1 & 2	Provides open space for recreational and amenity purposes	N/A	1.2 acres	N/A	Informal recreation and play area managed on Grounds Maintenance Contract
866	Flower Beds Crib Street	1 & 2	Residue of ownership provides visual amenity within built up area	N/A	0.03 acres	N/A	Raised flower beds managed on Grounds Maintenance Contract
867	9 Hampden Hill Ware	1 & 2	Small amenity area	N/A	0.01 acres	N/A	Maintained by resident

870	Land adj St Mary's Church, West St Ware	1 & 2	Provides visual amenity within town centre area	N/A	0.14 acres	N/A	Landscaped area at front of church managed on Grounds Maintenance Contract
	RURAL						
439	Play Area, Off Tanners Way, Hunsdon	1 & 2	Provides green open space for recreational and amenity purposes	N/A	2.2 acres	N/A	Leased and managed by Parish Council
	Closed Church Yard, Holy Trinity Church Hertford Heath	2	Statutory requirement to maintain closed churchyards	N/A	N/A	N/A	Managed as required
	Closed Church Yard, St Dunstons Church, Hunsdon	2	Statutory requirement to maintain closed churchyards	N/A	N/A	N/A	Managed as required
450	Land off London Road, Hertford Heath	1 & 2	Provides open space for recreational, educational and amenity purposes	N/A	9 acres	N/A	Two areas of adj woodland within farmland. Managed by Groundwork Herts
481	Land at London Road/Spellbrook Lane East	1 & 2	Provides green amenity space	N/A	0.32 acres	N/A	Grassed area on junction of main road. Managed on Grounds Maintenance Contract
513	Waterford Marsh, Vicarage Lane, Waterford	1 & 2	Provides informal recreation area and preserves wildlife habitat	N/A	27 acres	N/A	Large informal recreation area along river. Managed as part of Grounds Maintenance Contract
479	Land at Ducketts Lane, Green Tye	1 & 2	Residue of ownership. Woodland area	N/A	0.7 acres	N/A	Managed on Woodland management Programme
758	Amenity land adj 69 Nutcroft, Datchworth	1 & 2	Residue of ownership possible potential for development in future	N/A	0.5 acres	N/A	Grassed area managed on Grounds Maintenance Contract
759	Land adj 66 - 72 Nutcroft, Datchworth	1 & 2	Residue of ownership. Provides green open space for recreational and amenity purposes	N/A	1 acre	N/A	Play ground and amenity area managed on Grounds Maintenance Contract
617	Landscaped area, The Willows, Spellbrook Lane	1 & 2	Provides green open space for recreational and amenity purposes	N/A	0.24 acres	N/A	Grassed area managed on Grounds Maintenance Contract

765	Land at Ridgeway, Little Hadham	1 & 2	Residue of ownership. Provides green open spaces for recreational and amenity purposes	N/A	0.15 acres	N/A	Managed on Grounds Maintenance Contract
766	Land r/o 6-9 Ford Field, Little Hadham	1 & 2	Residue of ownership. Provide green open spaces for recreational and amenity purposes	N/A	0.36 acres	N/A	Managed by Parish Council and allotment holders
767	Land adj 1-5 ford Field, Little Hadham	1 & 2	Residue of ownership. Provides amenity space maybe some potential for further development	N/A	0.11 acres	N/A	Managed on Grounds Maintenance Contract
775	Open space, Great Innings South, Watton at Stone	1 & 2	Provides green open space within housing area for recreational and amenity purposes	N/A	0.6 acres	N/A	Managed on Grounds Maintenance Contract
776	Land off Station Road, Watton at Stone	1 & 2	Residue of ownership which provides landscape belt around housing area	N/A	0.9 acres	N/A	Managed on Grounds Maintenance Contract
618	Little Marsh, Vicarage Lane, Waterford	1 & 2	Provides open space for recreational, and amenity purposes	N/A	0.9 acres	N/A	Village green managed on Grounds Maintenance Contract
774	Playground Gt. Innings North, Watton at Stone	1 & 2	Provides green open space for recreational and amenity purposes	N/A	0.9 acres	N/A	Play and recreation area managed on Grounds Maintenance Contract
804	Amenity Land, Clusterbolts, Stapleford	1 & 2	Residue of ownership which provides open amenity space?	N/A	0.5 acres	N/A	Managed on Grounds Maintenance Contract
822	Graveyard Froghall lane Walkern	1 & 2	Obligation for closed graveyards	N/A	0.09	N/A	Small graveyard.
823	Amenity Woodland ,White Stubbs Lane, Bayford	1 & 2	Formerly cottage purchased under statutory powers	N/A	0.23 acres	N/A	Small ownership within larger woodland area. No active maintenance
755	Land at Windy Rise, Dane End	1 & 2	Residue of ownership possible potential for development in future	N/A	0.23 acres	N/A	Leased by Parish Council for parking for adj hall

756	Playground Gladstone Road, Dane End	1 & 2	Provides green space for recreational purposes	N/A	0.12 acres	N/A	Play area managed on Grounds Maintenance Contract
757	Amenity Land Gladstone Road, Dane End	1 & 2	Residue of ownership provides green amenity space	N/A	0.08 acres	N/A	Amenity area managed on Grounds Maintenance Contract
796	Land off Chaplefields Stanstead Abbots	1 & 2	Residue of ownership which provides green amenity space and recreational area	N/A	0.6 acres	N/A	Grassed and wooded area. Managed on Grounds Maintenance Contract
797	Land adj 1 Chaplefields, Stanstead Abbots	1 & 2	Residue of ownership provides small open amenity space within housing estate.	N/A	0.04 acres	N/A	Grassed area managed on Grounds Maintenance Contract
798	Landscape belt, Folly View, Stanstead Abbots	1 & 2	Residue of ownership which provides green open amenity space for recreational use	N/A	3 acres	N/A	Landscaped area and play area adj. to river managed on Grounds Maintenance Contract
799	Land r/o 46-56 Gilpins Gallop, Stanstead Abbots	1 & 2	Residue of ownership which provides green open space in housing estate for recreational and amenity purposes	N/A	0.1 acres	N/A	Open green managed on Grounds Maintenance Contract
800	Green Hillside Crescent, Stanstead Abbots	1 & 2	Residue of ownership which provides green open space within housing estate	N/A	0.4 acres	N/A	Open green managed on Grounds Maintenance Contract
803	Land r/o New River Avenue, Stanstead Abbots	1 & 2	Residue of ownership provides 2 small amenity spaces in housing estate. May have potential for future small development.	N/A	0.16 acres	N/A	Small verge areas managed on Grounds Maintenance Contract

806	Land off Ware Road, Tonwell	1 & 2	Residue of ownership provides small amenity area but may have potential as small building plot	N/A	0.08 acres	N/A	Future to be reviewed
808	Land adj 16 Dellfield Wadesmill	1 & 2	Residue of ownership. Provides green open space for amenity purposes	N/A	0.16 acres	N/A	Managed on Grounds Maintenance Contract
809	Land adj 46 Kingham Road, Wareside	1 & 2	Provides green open space for recreational and amenity purposes	N/A	0.2 acres	N/A	Managed on Grounds Maintenance Contract
810	Land off Appleton Avenue, Wareside	1 & 2	Residue of ownership provides amenity space	N/A	0.6 acres	N/A	Managed on Grounds Maintenance Contract
826	Amenity Land 1-4 Rose cottages Meesden	1 & 2	Residue of ownership may give access to any development to rear	N/A	0.04 acres	N/A	Small access to land to the rear retained as possible ransom strip
828	Amenity Land ,Watton Green, Watton at Stone	1 & 2	Provide green open spaces for recreational and amenity purposes	N/A	0.7 acres	N/A	Open green on edge of village. Managed on Grounds Maintenance Contract

INVESTMENT PROPERTIES

ASSET NUMBER	ASSET	CORPORATE PRIORITY	REASON FOR HOLDING	CONDITION OF ANY BUILDINGS	SITE AREA	GROSS INTERNAL AREA	DESCRIPTION AND COMMENT
	INDUSTRIAL & COMMERCIAL GROUND LEASES						
18	Watermill Industrial Estate, Buntingford - 3 plots of industrial land	3	Improving asset value - prospective disposal	N/A	1.5 acres in various parcels	N/A	Plots on industrial estate. Residue of larger historic ownership negotiations in progress for sale or long lease
35	Jackson Square, Bishop's Stortford - shoppers multi-storey car park	3	Strategic value	Good	4 acres	N/A	Covered shopping centre. Good investment currently performing well. Rent shown is a minimum figure
572	Land at The Thorley Centre, Bishop's Stortford	3	Held for strategic reasons to influence development of Thorley	N/A	0.24 acres	N/A	Land for local shopping and children's nursery. Good investment performing well
199	Land, Warehams Lane, Hertford - industrial land	3	Potentially surplus viability tested periodically	N/A	0.35 acres	N/A	Industrial storage land. Good investment currently performing well
188	Land at The Golden Griffin, Hertford	3	Potentially surplus - possible marriage value scenario in future	N/A	0.6 acres	N/A	Ground lease for public house. Very secure low rent tied into long lease
221	Doctors Surgery, Bell Street, Sawbridgeworth	3	Part of larger ownership	N/A	0.23 acres	N/A	Land for doctors surgery. Good investment currently performing well but under review for possible expansion of premises
260	Church St Car Park, Ware	3	Strategic value	N/A	0.8 acres	N/A	Shoppers car park. Good investment performing well
509	Warrenwood Industrial Estate, Stapleford - 7 plots of industrial land	3	Potentially surplus viability tested periodically	N/A	4.2 acres	N/A	Industrial estate divided into 7 ground leases. Good investment currently performing well
	SHOPS						

25	39 - 51 Elizabeth Road, Bishop's Stortford	1 & 3	Provision of local services	Satisfactory	0.45 acres	660 sqm (total)	Parade of 7 shops & 3 flats above. Reasonable investment scope for redevelopment when leases fall in
204	17 - 19 Crouchfield, Hertford	1 & 3	Provision of local services	Satisfactory	0.18 acres	340 sqm (total)	2 shops and 2 flats above. Reasonable investment currently performing well. Ongoing review
206	2 - 34 Fleming Crescent, Hertford	1 & 3	Provision of local services	Good	0.31 acres	575 sqm (total)	Good parade of 8 shops, community office, 1 flat and stores performing well and providing good service
207	1 - 5 Birdie Way, Hertford	1 & 3	Provision of local services	Satisfactory	0.06 acres	460 sqm (total)	1 shop and 2 flats above. Reasonable investment periodic review
299	111 - 125 Cromwell Road, Ware	1 & 3	Provision of local services	Satisfactory	0.19 acres	372 sqm (total)	Parade of 3 shops one shop marginal kept on periodic review.
416	19 Birch Green	1 & 3	Asset under review	Satisfactory	0.04 acres	75 sqm	Shop within housing block. Marginal investment will be sold when leases terminates
558	21 Bullfields, Sawbridgeworth	1 & 3	Provision of local services	Satisfactory	0.07 acres	88 sqm	Shop, flat and garage. Marginal sale will be considered when market improves
MISCELLANEOUS							
573	Bungalow, Bishop's Stortford	1 & 3	Part of larger ownership- former employee accommodation	Good	0.16 acres	90 sqm	Bungalow secure residential tenancy rents reviewed annually in line with housing association rents
611	Cottage, Hertford	1 & 3	former employee accommodation and residue of operational asset.	Satisfactory	0.06 acres	255 sqm	House let on secure residential tenancy rents reviewed annually in line with housing association rents and adj former stable building used for storage which is held on a lease.
99	Vale House, Hertford	1 & 3	Supported service	Poor	0.32 acres	530 sqm	Rehabilitation centre of drug and alcohol abuse. Change of tenant and focus of service currently under review

608	Courtyard Arts, Port Vale, Hertford	1 & 3	Supported service	Good	0.05 acres	155 sqm	Arts Centre and venue. Lease under discussion with Tenant
186	Pinders Lodge, Hertford	1 & 3	Part of larger ownership	Good	0.18 acres	200 sqm	Children's nursery adj to larger ownership. Good investment currently performing well
196	Maidenhead Yard, Hertford	1 & 3	Strategic value	N/A	0.18 acres	N/A	Let on long ground lease for private parking in conjunction with new development
179	127 Tudor Way, Hertford	1 & 3	Providing local service	Satisfactory	N/A	55 sqm	Doctors surgery in block of flats due to move to new premises shortly. Potential to change to residential discussions in progress with landlord
245	Southern Maltings, New Road, Ware	1 & 3	Strategic value - Residue of larger ownership	Good	0.38 acres	620 sqm (total)	Former maltings provides social club, arts centre and storage. Good investment adj units currently being redeveloped so ownership under review with interested parties in discussion
311	Meade House, High Street, Ware	1 & 3	Strategic value - Residue of larger ownership	Good	0.04 acres	200 sqm	Office accommodation within larger ownership. Good investment working with partners to provide services
569	Land at Poplar Close, High Cross	1 & 3	Holding until asset value improves	N/A	1.4 acres (total)	N/A	Currently agricultural land maybe relaxation in planning constraints in future
219	Land at Reedings Way, Sawbridgeworth	1 & 3	Potential for asset to improve in value	N/A	2.2 acres	N/A	Grazing/amenity land. Planning consent for development not likely in immediate future so in best use at the moment part recently been leased for new scout building
395	Land at Park Cottages, Eastwick	1 & 3	Asset in best use - potentially surplus	N/A	0.65 acres	N/A	Land restricted to agricultural/grazing use

COMMUNITY LETTINGS							
ASSET NUMBER	ASSET	CORPORATE PRIORITY	REASON FOR HOLDING	CONDITION OF ANY BUILDINGS	SITE AREA	GROSS INTERNAL AREA	DESCRIPTION AND COMMENT
585	Land for Scout Hut, Heathrow, Bishop's Stortford	1 & 2	Residue of ownership provides community facility	N/A	0.3 acres	N/A	Community facility on ground lease
21	Scout building, Thorley Lane, bishop's Stortford	1 & 2	Currently providing community facility due for review at end of lease in 2015	Satisfactory	0.25 acres	N/A	Community facility to be reviewed towards end of lease to fulfil potential
568	ATC Hut, Waytemore Road, Bishop's Stortford	1 & 2	Residue of ownership provides community facility	N/A	0.11 acres	N/A	Community facility on ground lease
40	Parsonage Community Hall Parsonage Lane, Bishop's Stortford	1 & 2	Community facility within open space	N/A	0.31 acres	N/A	Community facility on long ground lease on open space
572	Thorley Manor Residents Ass, Friedberg Avenue, Bishop's Stortford	1 & 2	Community facility adj open space	N/A	0.90 acres	N/A	Community facility on long ground lease adj to open space
570	Bishop's Stortford Community Football Club, Friedberg Avenue, Thorley	1 & 2	Community facility within open space	Satisfactory	5.4 acres (clubhouse and open space)	140 sqm	Football changing rooms with shared use of open space for pitches. Lease currently uner review with Engagement and Partnership Team
182	Bowling Green & Pavilion, Pegs Lane, Hertford	1 & 2	Part of larger ownership providing community facility	Good	0.4 acres	120 sqm	Club facility with public use reserved adj to Wallfields Council offices
97	Bowling Club, Hartham Common, Hertford	1 & 2	Community facility within open space	Good	0.6 acres (clubhouse and green)	50 sqm	Small club building on public open space - under review
97	Tennis Club, Hartham Common, Hertford	1 & 2	Community facility within open space	Satisfactory	0.9 acres	45 sqm	Club facility on public open space
97	Canoe Club, Hartham Common Hertford	1 & 2	Community facility within open space	Satisfactory	0.04 acres	100 sqm	Club facility on public open space

202	Land for Scout Hut, Watermill Lane, Hertford	1 & 2	Community facility adj to open space	N/A	0.25 acres	N/A	Community facility adj. to public open space - site under review with a view to provision of new building on alternative site
792	Scouts at Keynton Court, Hertford	1 & 2	Residue of ownership provides community facility	N/A	0.17 acres	N/A	Community facility in housing estate
894	WRVS, Baker Street, Hertford	1 & 2	Residue of ownership provides community facility	N/A	0.4 acres	N/A	Long ground lease for community service
893	Red Cross, Baker Street, Hertford	1 & 2	Residue of ownership provides community facility	N/A	0.13 acres	N/A	Long ground lease for community service
208	Hertford Football Club, West Street, Hertford	1 & 2	Community facility adj public amenity area	N/A	7.5 acres	N/A	Long ground lease for sports facility in Green Belt lease arrangements currently under review with Engagement and Partnership Team
349	Bowling Club, Brookfield, Aston	1 & 2	Residue of ownership provides community facility	N/A	0.32 acres	N/A	Community use on ground lease
504	Open space r/o High Street, Stanstead Abbots	1 & 2	Residue of ownership provides community facility	N/A	0.80 acres	N/A	Community facility in Green Belt
864	Scout and TA Huts, Broadmeads Ware	1 & 2	Residue of ownership provides community facility	N/A	0.7 acres	N/A	Community facilities under review to rationalise use of site
314	Scout hut Lower Bourne Gardens, Ware	1 & 2	Community facility adj to open space	N/A	0.3 acres	N/A	Community facility site adjacent to public open space
309	Bowling pavilion, The Priory, Ware	1 & 2	Community facility	Good	1.82 acres	100 sqm	Club facility with public use reserved

252	82 Park Road, Ware	1 & 2	Acquired after rationalising nearby ownerships to accommodate community facility	Good	0.14 acres	147 sqm	Community facility lease due to be reviewed
916	Land for Scout Building, Reedings Way, Sawbridgeworth	1 & 2	Residue of ownership provides community facility	N/A	0.45 acres	N/A	New ground lease for provision of scout building
541	Land at Kingham Road, Babbs Green	1 & 2	Residue of ownership provides community facility	N/A	9 acres	N/A	Due to be leased to Parish Council as Play area
439	Land at Tanners Way, Hunsdon	1 & 2	Residue of ownership provides community facility	N/A	2.2 acres	N/A	Leased to Parish council as play and recreation area
504	Land at rear of High Street, Stanstead Abbots	1 & 2	Residue of ownership provides community facility	N/A	0.52 acres	N/A	Leased to Parish council as play and recreation area

Surplus

SURPLUS ASSETS							
ASSET NUMBER	ASSET	CORPORATE PRIORITY	REASON FOR HOLDING	CONDITION OF ANY BUILDINGS	SITE AREA	GROSS INTERNAL AREA	COMMENT
559	22 Great Innings North, Watton at Stone	No longer fulfilling priorities identified as surplus to requirements	Formerly doctors surgery and then site for Playbus	Poor	0.3 acres	N/A	Site vacant sale on hold until market conditions improve
880	Land at King George Road Ware	No longer fulfilling priorities identified as surplus to requirements	Residue of ownership	N/A	0.2 acres	N/A	Site vacant suitable for affordable housing currently under review with housing association
853	Land at Braziers Field, Hertford	No longer fulfilling priorities identified as surplus to requirements	Residue of ownership	N/A	1.45 acres	N/A	Site vacant suitable for possible residential development feasibility needed when market improves
409	Land at Amwell lane, Stanstead Abbots	No longer fulfilling priorities identified as surplus to requirements	Formerly let out as car repair workshop	Poor	0.47 acres	N/A	Vacant site with pumping station within site. Surveys needed to ascertain location of services and suitability for development. To be sold when market improves
738	Land at Ashdene Road, Bayford	No longer fulfilling priorities identified as surplus to requirements	Residue of ownership	N/A	0.24 acres	N/A	Site let on licence for conservation use. May have potential for small development but sale on hold until market conditions improve
764	Land at Widford Road, Hunsdon	No longer fulfilling priorities identified as surplus to requirements	Residue of ownership	N/A	0.1 acres	N/A	Vacant site. Suitable for residential development sale on hold until market conditions improve
805	Land at Grass Warren, Tewin	No longer fulfilling priorities identified as surplus to requirements	Residue of ownership	N/A	0.2 acres	N/A	Vacant site currently subject of planning application by housing association
20	39, 39b South Street, & Former Public Conveniences, Riverside, Bishop's Stortford	No longer fulfilling priorities identified as surplus to requirements	Formerly mixed use of commercial and operational assets	Poor		N/A	Land identified as surplus potential for redevelopment marketing underway

WORK PROGRAMME – ECONOMIC DEVELOPMENT

EASTERN PLATEAU RURAL DEVELOPMENT PROGRAMME				
Goal	Activity	Timeframe	Lead officer/s	Outcome/Success measures
Support to the Rural Economy	Investment/grant programme	Programme finishes in December 2013	Paul Pullin with programme manager Kari Hall	£1.2 M spent £1.65m allocated £15K remains 38 individual projects supported
Development of strategy for a new Eastern Plateau programme	Application for transition funding to create a bridge between the exiting programme and an application for a new programme	Funding bid to be submitted in 2014	As above	Successful funding application

LOCAL STRATEGY				
Goal	Activity	Timeframe	Lead officer/s	Outcome/success measures
Support the economic vitality of Hertford	Building the capacity of the Hertford Futures partnership to facilitate the delivery of outputs and exploration of	October 2013	Paul Pullin	Deliverable projects identified in Business Plan

	Community Interest Company status for the partnership			
Support the economic vitality of Bishops Stortford	Identify strategy for contributing to the viability of the town to include empty shops, markets and key sites	To be agreed	Paul Pullin	To be agreed
Use the Employment Land Review update of 2013 to identify options for improving Industrial Estates in East Herts	The report will be taken to Corporate Business Scrutiny	June 2013	Paul Pullin	To be agreed

RURAL BUSINESS ADVICE				
Goal	Activity	Timeframe	Lead officer/s	Outcome/success measures
Help improve performance of micro and start up rural business	Face to face advice	Completes in 9/13	Paul Pullin – delivery by Richard Hardiman	Success to be measured by combination of output delivery and evidence customer satisfaction

MY INCUBATOR				
Goal	Activity	Timeframe	Lead officer/s	Outcome/success measures
Growth of start up through business incubation	Provision of space, facilities and advice by WENTA the delivery agents	Delivery has started, East Herts has provided investment during 2012/13	Paul Pullin	198 East Herts businesses supported to date

RETAIL MARKETS AND FARMERS MARKETS				
Goal	Activity	Timeframe	Lead officer/s	Outcome/success measures
Develop plans to help make Bishops Stortford market more competitive	Trader consultation	Autumn 2013	Paul Pullin/Tilly Andrews	Agreed plan

Farmers Markets/Markets				
Goal	Activity	Timeframe	Lead officer/s	Outcome/success measures
Support farmers market producers and add value to offer of Hertford Town Centre	Continue to operate the market and introduce initiatives on market days under the Love Your Local Market branding	Ongoing	Paul Pullin/Tilly Andrews	Retention of trader numbers at the monthly market
Develop plans to help make Hertford market more competitive	Test the feasibility of stall relocation	Winter 2013	Paul Pullin/Tilly Andrews	Retention of traders

TOURISM				
Goal	Activity	Timeframe	Lead officer/s	Outcome/success measures
Support growth in the tourist industry locally	Build capacity of town tourism group and continue to promote East Herts at major regional and national events	November 2012	Tilly Andrews	Data showing growth in visitor economy

GET EAST HERTS WORKING				
Goal	Activity	Timeframe	Lead officer/s	Outcome/Success measures
Access to work programme for the young unemployed and the long term unemployed	LSP partnership support to Jobcentreplus	Summer 2014	Paul Pullin	Numbers of residents into work

LOCAL ENTERPRISE PARTNERSHIP				
Goal	Activity	Timeframe	Lead officer/s	Outcome/Success measures
Achieve local economic benefit through countywide partnership approach	Input to Partnership Board, Programme Boards and exploration of funding opportunities	ongoing	Paul Pullin	Benefit to local projects e.g My Incubator
Ensure East Herts economic interests are reflected in the LEP Growth Strategy	Non Key Decision report to members	June 2013	Paul Pullin	

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EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 2 JULY 2013

REPORT BY HEAD OF INFORMATION, CUSTOMER AND PARKING SERVICES

7. DATA PROTECTION AND INFORMATION SECURITY UPDATE

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- To update the Committee on the implementation of the Council's Data Protection Action Plan.
- To invite the Committee to comment on progress to date.
- To invite the Committee to identify additional actions that might be taken to progress the Council's data protection compliance programme.

<u>RECOMMENDATIONS FOR DECISION: That:</u>	
(A)	The implementation of the Council's Data Protection Action Plan be endorsed, and;
(B)	The Executive be advised of any recommendations.

1.0 Background

1.1 An independent audit of the Council's data protection (DP) arrangements was undertaken during 2012/13. This culminated in the adoption of an Information Security Policy Framework and Data Protection Action Plan. Both were scrutinised by Corporate Business Scrutiny Committee on 19 March 2013. It was agreed that this Committee would take a strategic oversight role in respect of their implementation and of the Council's data protection compliance arrangements.

2.0 Report

2.1 The audit recommended actions to enhance staff understanding and compliance with DP procedures across the council.

Immediate action was started (e.g. with the creation of a robust DP governance structure) and it was agreed that a risk-based approach would be pursued in respect of the remainder.

2.2 A one year post of 'Data Protection Compliance Officer' was created with effect from April 2013. This Officer has three primary roles:

- to review and where necessary develop a coherent suite of DP policies based on the Information Security Policy Framework (**Essential Reference Paper 'B'**).
- to support services in their implementation of systems and local training and to mainstream DP compliance.
- to monitor follow up of implementation of service-based DP action plans

2.3 An overview of the structures and processes to be followed during this initial year is offered as **Essential Reference Paper 'C'**. While some DP policies have been in place for several years, all will benefit from a refresh, review and simplification. It may also be helpful to clarify the two related but distinct strands of policy and operational guidance.

2.4 Further progress has already been made in a number of areas:

- In the area of 'records management' policies covering the areas of exchange and sharing of information and document retention are in an advanced state of preparation.
- In the area of 'user polices', a policy on use of social media has been prepared and work is underway to revise polices in the areas of email and internet use.

2.4 The 'security of the computing environment' is a specialist area; accordingly Members have agreed that most policy development will take place under the auspices of the ICT shared service project group. Once these policies have been created the Information Team will assist with their assimilation into the business processes of council departments.

2.5 In the Member area, a guidance document has been prepared as agreed and will be issued to all Members. Training has been delivered to key Members as identified in the Scrutiny report on 19 March 2013. Guidance has been placed on the Member

extranet and has been augmented by links to authoritative sources such as the Information Commissioner's Office and Local Government Association.

3.0 Service Based Data Protection Action Plans

3.1.1 As well as leading to the adoption of a corporate action plan, the audit referred to in 1.1 (above) generated sixteen service-specific action plans. Over the course of 2013/14 services' implementation of these will be progressed. To date implementation review meetings have taken place with the following services:

- Hertford Theatre
- IT Services
- Environmental Services
- Leisure Services
- Parking Services

3.1.2 Unsurprisingly services are at different stages in the implementation of their action plan. Ongoing liaison between the Information Team and services will be important in driving this work forward.

4.0 Local Training and Procedures

4.1 For a DP culture to permeate the organisation all staff (and in particular Heads of Service) must acknowledge and take ownership of their individual responsibilities. The ability of Officers to do so will be assisted by the revision of DP policies as identified in 2.2 (above). Accordingly, as they are developed and approved, these policies will be made more accessible and operational guidance will be created in parallel.

4.2 Heads of Service are required to undertake an annual risk assessment of their DP compliance. This process will differentiate between high level risks which will be managed through the Corporate Risk Register and lower level risk which should be managed at a service level. DP risk assessments will be incorporated in the annual Service Plan.

4.3 Current barriers to the effective completion of these DP risk assessments are being addressed. These include streamlining the existing DP risk assessment process by creating a tailored e-form. It is hoped this will make the process more accessible; however the DP governance bodies will continue have an important role to

play in ensuring these risk assessments are undertaken and used as a trigger for local action.

5.0 Additional Progress

5.1 The Officer Operational Risk Management Group is to be reconstituted and refreshed and a member of the Information Team will sit on the Group. The purpose of the Group in terms of DP compliance will be to;

- assist with the scoring and proposed actions arising from individual services' risk assessments
- assist with the identification of key/corporate DP risks which should be managed through the corporate risk register
- help ensure a uniform approach to risk assessment methodology across the council.

5.2 Work is also being undertaken to revise the Council's public facing information in respect of data protection. In particular, rights in respect of subject access and freedom of information are to be more clearly expressed (and related to each other) and the inquiry process made more straightforward and structured.

6.0 Implications/Consultations

6.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

Minutes of the Corporate Business Scrutiny Committee on 19 March 2013.

Contact Member: Councillor Tony Jackson – Leader of the Council, Extn: 1642. tony.jackson@eastherts.gov.uk

Contact Officer: Neil Sloper, Head of Information, Customer and Parking Services, Extn: 1611. neil.sloper@eastherts.gov.uk

Report Author: Andrew Pulham, Data Protection Compliance Officer, Extn: 2030. andrew.pulham@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives	<p>People</p> <p>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Corporate Objective: maintain our core services to a good standard and ensure high levels of satisfaction with the Council as measured through the biennial Residents Survey.</p>
Consultation:	N/A
Legal:	Failure to comply with the Data Protection Act can be a criminal offence. It impacts the reputation of the Council and the Information Commissioner can issue fines in respect of data protection breaches.
Financial:	N/A
Human Resource:	<p>The HR policy template is being used in policy development and HR will be involved fully in the preparation and adoption of the policies.</p> <p>All policies will be progressed through the Local Joint Panel and endorsed by the HR Committee.</p>
Risk Management:	<p>To ensure compliance with the Data Protection Act the Council must implement:</p> <ul style="list-style-type: none">• a clear DP policy framework• clear DP guidance for customers, officers and Members• appropriate DP risk assessment and review processes• clear governance structures to manage the above processes.

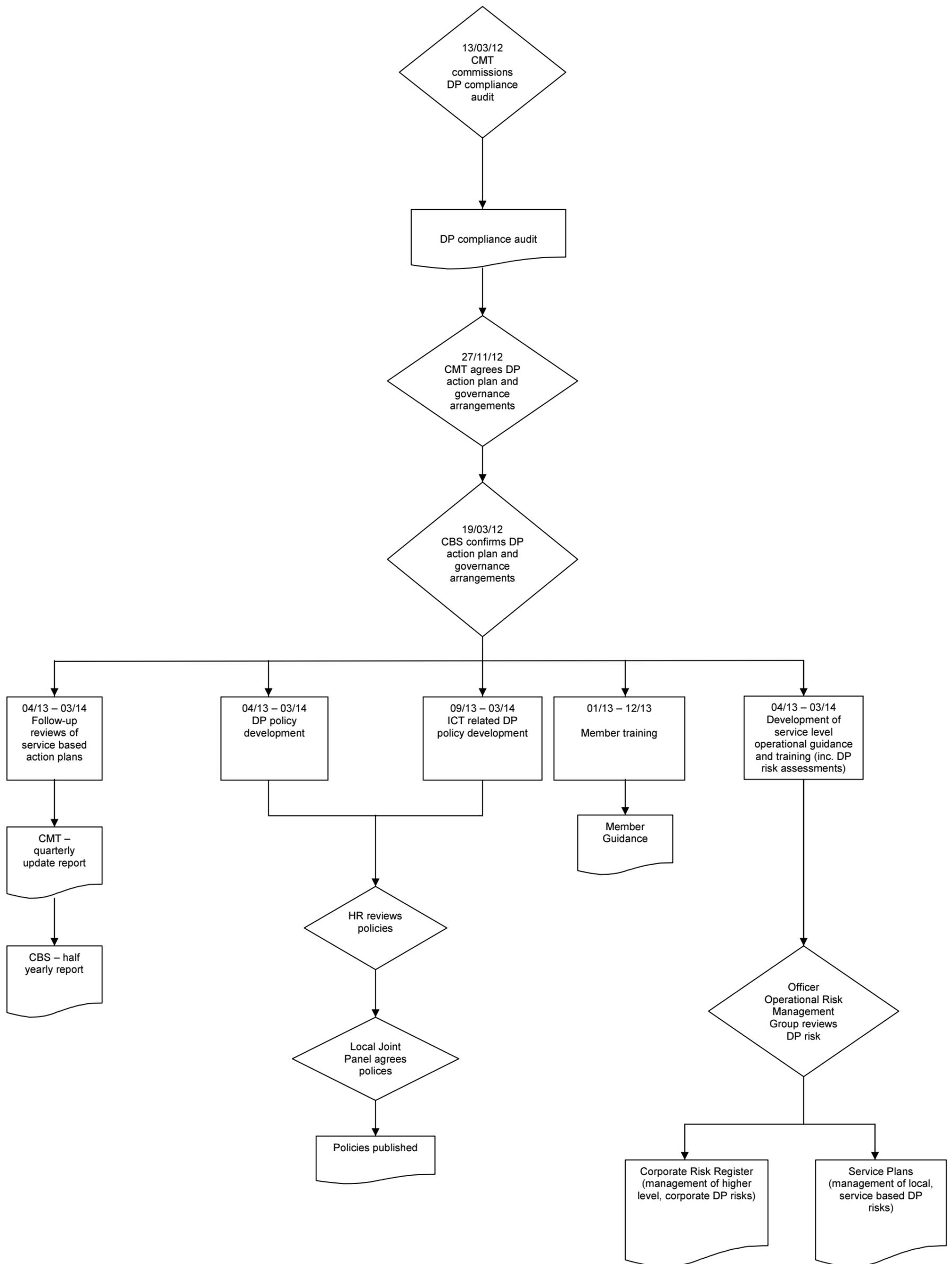
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Information Security Policy Framework

ERPB

Policy	Topics	Lead Service	Lead Officer	Priority
Information Security Policy	All policies	Customer Service (Information Management)	Head of Customer Service and Parking	
<u>Sub Policies</u>				
Security Policy	Breaches and Incidents	Customer Service (Information Management)	Information Manager	H
Compliance Policy	Audits and Risk Assessment	Customer Service (Information Management)	Head of Customer Service and Parking	H
<u>Records Management</u>				
Exchange and Sharing of Data	Data Sharing Protocol	Customer Service (Information Management)	Information Manager	H
Information Classification	Security Levels	Customer Service (Information Management)	Information Manager	M
Document Retention	Service Retention Lists	Customer Service (Information Management)	Information Manager	L
<u>User Policies</u>				
Internet Use	At work and Council supplied home broadband	ICT	Network Systems and Support Manager	L
Email Use		ICT	Network Systems and Support Manager	M
Personal Use of IT	Time, Monitoring, Storage	ICT	Network Systems and Support Manager	M
Web Authoring	Checking posted content	Customer Service (Information Management)	Web Manager	H
Passwords		ICT	Network Systems and Support Manager	L
Social Media		Communications	Communications Team Leader	H
Home Working		ICT	Network Systems and Support Manager	H
Mobile Devices	Laptops, Smartphones, Tablets	ICT	Network Systems and Support Manager	H
Storage Media	USB sticks, CD, DVD, Pictures	ICT	Network Systems and Support Manager	H
Use of Personal Kit	Mobiles, Tablets, Laptops, Encryption	ICT	Network Systems and Support Manager	H
<u>Computing Environment</u>				
Anti-Virus		ICT	Network Systems and Support Manager	L
Firewall		ICT	Network Systems and Support Manager	L
Website and Intranet		ICT	Network Systems and Support Manager	L
Physical Security	Server Rooms	ICT	Network Systems and Support Manager	M
Access Control		ICT	Network Systems and Support Manager	M
Patch Management Policy		ICT	Network Systems and Support Manager	M
Information Back up Policy		ICT	Network Systems and Support Manager	M
Remote Access		ICT	Network Systems and Support Manager	M
File Store Policy	Use of drives C:, shared, removable	ICT	Network Systems and Support Manager	M
Network Connection Points		ICT	Network Systems and Support Manager	H
Device Port Control		ICT	Network Systems and Support Manager	H
Payment Security	File transfer, banking	ICT	Network Systems and Support Manager	H
Use of Private Equipment	Staff, members, visitors and customers inc Wi-Fi	ICT	Network Systems and Support Manager	H
Back Office Systems		ICT	Network Systems and Support Manager	L
MPLS	LAN, WAN	ICT	Network Systems and Support Manager	H
File Transfer	Smart Phones, Laptops, Tablets, Cameras, Voice Recordings, Video Recordings	ICT	Network Systems and Support Manager	H
Email	Storage, archive	ICT	Network Systems and Support Manager	M
<u>Councillors</u>				
Members Information Security Policy		Customer Service (Information Management)	Information Manager	H
Members Using Their Own Equipment		ICT	Network Systems and Support Manager	H
Member's Use of the Website		Customer Service (Information Management)	Web Manager	H
ICO Good Practice Note		ICO	ICO	N/A
IDE&A Guide to DP		IDE&A	IDE&A	N/A

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EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 2 JULY 2013

REPORT BY HEAD OF INFORMATION, PARKING AND CUSTOMER SERVICES

8. REVIEW OF COMMENTS, COMPLIMENTS AND COMPLAINTS APRIL 2012 TO MARCH 2013

WARD(S) AFFECTED: N/A

Purpose/Summary of Report:

- To provide a summary of comments, compliments and complaints received between April 2012 and March 2013.
- To highlight the key issues, remedial action and learning arising from these comments, compliments and complaints.

RECOMMENDATIONS FOR DECISION: That:

(A)	The report be received; and
(B)	The actions detailed in the report be approved.

1.0 Background

1.1 The Council implemented the current corporate comments, compliments and complaints system (3Cs) in January 2009.

1.2 Corporate Business Scrutiny on 14 July 2009 resolved to receive an annual analysis of the 3Cs managed by the Council.

2.0 Report

2.1 Performance

The Council's performance 1 April 2012 to 31 March 2013 is summarised in the chart below:

Performance Indicator	Performance 1 April 2012 – 31 March 2013 (2011/12 figures in brackets)
EHPI 5.1, % of	79.4% (62.5%)

<p>complaints resolved in 14 days or less</p> <p>2012/13 Target = 70%</p>	<p>Customer and Community Services – 89.5% (96.2%)</p> <p>Internal Services – 80% (83.3%)</p> <p>Neighbourhood Services – 58.3% (51%)*</p> <p><i>*The lower resolution rate in Neighbourhood Services reflects the additional time required in handling planning complaints. (10 cases escalated to Stage 2). All cases received acknowledgement and updates within the Council's Customer Service Standards.</i></p>
<p>EHPI 5.2a, % of complaints about the Council and its services that are upheld: 1st Stage</p> <p>2012/13 Target = 25%</p>	<p>36.5% (21.9%) (31/85 stage 1 complaints)</p> <p>Customer and Community Services – 38.4% (33.3%)</p> <p>Internal Services – 85.7% (69%)</p> <p>Neighbourhood Services – 14.2% (15%)</p>
<p>EHPI 5.2b, % of complaints about the Council and its services that are upheld: 2nd Stage – appeal</p> <p>2012/13 Target = 25%</p>	<p>0% (13.0%) (0/14 stage 2 complaints)</p> <p>Customer and Community Services – 0% (17%)</p> <p>Internal Services – 0% (50%)</p> <p>Neighbourhood Services – 0% (11%)</p> <p><i>Please note: All complaints progressed to Stage 2 (appeal) have already passed Stage 1 of the complaint process.</i></p>
<p>EHPI 5.4, % of complaints to the Local Government Ombudsman that are upheld</p> <p>2012/13 Target = 0%</p>	<p>0%</p> <p>12 (17) complaints received by the Local Government Ombudsman. None were upheld. 11 cases were not investigated, and one was deemed to be outside the jurisdiction of the LGO.</p>

The biggest increase in complaints upheld was within Internal Services. These reflect the significant increase in volumes of calls and correspondence within the Revenues and Benefits service

related to the welfare reforms. The increased volume has caused some delays due to longer processing times. A welfare reform action plan was implemented by Revenues and Benefits supported by Customer Services which significantly improved enquiry handling capacity.

2.2 Volumes

The volumes of comments, compliments and complaints recorded are shown below (please note that Stage 2 complaints are previously handled at Stage 1):

	April – June	July – Sept.	October – December	January – March	Total
Comments	1 (0)	0 (0)	1 (0)	2 (0)	4 (0)
Compliments	19 (21)	46 (20)	19 (22)	10 (31)	94 (94)
Complaints Stage 1	15 (19)	35 (11)	13 (17)	6 (15)	69 (62)
Complaints Stage 2	9 (3)	4 (7)	7 (3)	2 (8)	22 (21)
3Cs	44 (43)	85 (38)	40 (42)	20 (54)	189 (177)

2011/12 figures in brackets

The large number of compliments recorded reflects the use of the 3Cs system by Building Control to record their post visit survey results – 57 compliments logged. Housing have also had and logged number of compliments from clients.

The number of complaints the Council received this year increased slightly on last year. Customer and Community Services recorded a larger number of complaints in the first half of the year compared to the previous year. On investigation the number of complaints received within Waste and Recycling, Grounds Maintenance, Parking and Customer Services were higher than previously experienced. No single specific issue was identified as the cause for this in any of the services.

2.3 Source of Complaints

The chart, **Essential Reference Paper 'B'**, shows that customers prefer to raise complaints by e-mail (57%) and letter (31%). This is

a change from last year when more people chose to contact us by letter (45%) than email (40%).

2.4 Action taken following 3Cs

Improvement actions in response to issues raised in 2012/13 are shown in **Essential Reference Paper 'C'**. The key areas of complaint upheld were service delivery, when provided by a contractor (14 out of 43 complaints), followed by when provided by the Council. This reflects the fact that our high volume services are contracted out.

A summary of cause of complaints upheld and outcomes is shown by directorate in **Essential Reference Paper 'D'**.

2.5 Local Government Ombudsman

From April 2013 The Local Government Ombudsman (LGO) will publish all of the decisions on complaints on its website.

The LGO will not be producing an annual review of complaints this year as the way in which complaints are managed by the LGO has significantly changed. The Council is due to receive some high level information in July which will be distributed to members through the Members' Information Bulletin.

12 cases were decided during this period. No cases of maladministration were identified. The decisions made have been classified as follows:

Decision	No of cases	Service
Not to initiate an investigation	1 4 1 1 1	Housing Benefits Development Control Parking Grounds Maintenance Markets
Discontinue investigation	1 2	Democratic Services Development Control
Not in jurisdiction and discretion not exercised	1	Development Control

2.6 2012/13 Actions

Action	Outcome
<p>Trial the logging of complaints received via the authority's 'enquiries' email box to ensure the Council maximises the logging of complaints.</p>	<p>Complaints are logged from enquiry email inbox whenever possible.</p> <p>Customer Service staff were trained on inputting feedback on the 3Cs database but most Stage One complaints are received directly within the relevant service.</p>
<p>Refresh the website pages and customer feedback forms as these are the most popular way for customers to raise a complaint.</p>	<p>Improvements made to the feedback pages on the website</p>
<p>Remind staff of the importance of collating 3Cs information by putting an article in Team Update.</p>	<p>Staff were reminded of the importance of collating 3Cs information</p>
<p>Produce a retention procedure for the personal information held on the 3Cs database in line with council's Data Protection Policy.</p>	<p>Guidance was sought from the FOI Manager regarding a retention policy for 3Cs data. It was decided that data relating to personal details of a complainant would be deleted after two years but the topic of the comment, compliment or complaint would be retained to provide comparative data.</p>

2.8 Actions 2013/14

Objective	Actions
<p>Identify actions to increase use:</p> <p>Review Use of 3Cs procedure, its application in services</p>	<p>Commission audit by Shared Internal Audit Service to review use of 3Cs system in services and to request recommendations for actions based on review.</p>

Identify actions to increase use: Publicise results to all staff, promote use of procedure	Staff briefing on trends, to promote recording of 3Cs, compliments as well as complaints.
Identify actions to increase use: Workshop with 3Cs Champions	Refresher on role Discussion on use of 3Cs Promote work of champions in Team Brief and Update.
Support colleagues more: Refreshed intranet section on Handling Difficult Customers	Make supporting policy and forms easier to use for staff.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

Corporate Business Scrutiny Report – 3Cs Update 29th May 2012.

Contact Member: Councillor Tony Jackson – Leader of the Council,
Extn: 1642. tony.jackson@eastherts.gov.uk

Contact Officer: Neil Sloper, Head of Information, Customer and
Parking Services, Extn: 1611.
neil.sloper@eastherts.gov.uk

Report Author: Sue Richardson, Customer Services Manager –
Extn: 1685
sue.richardson@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

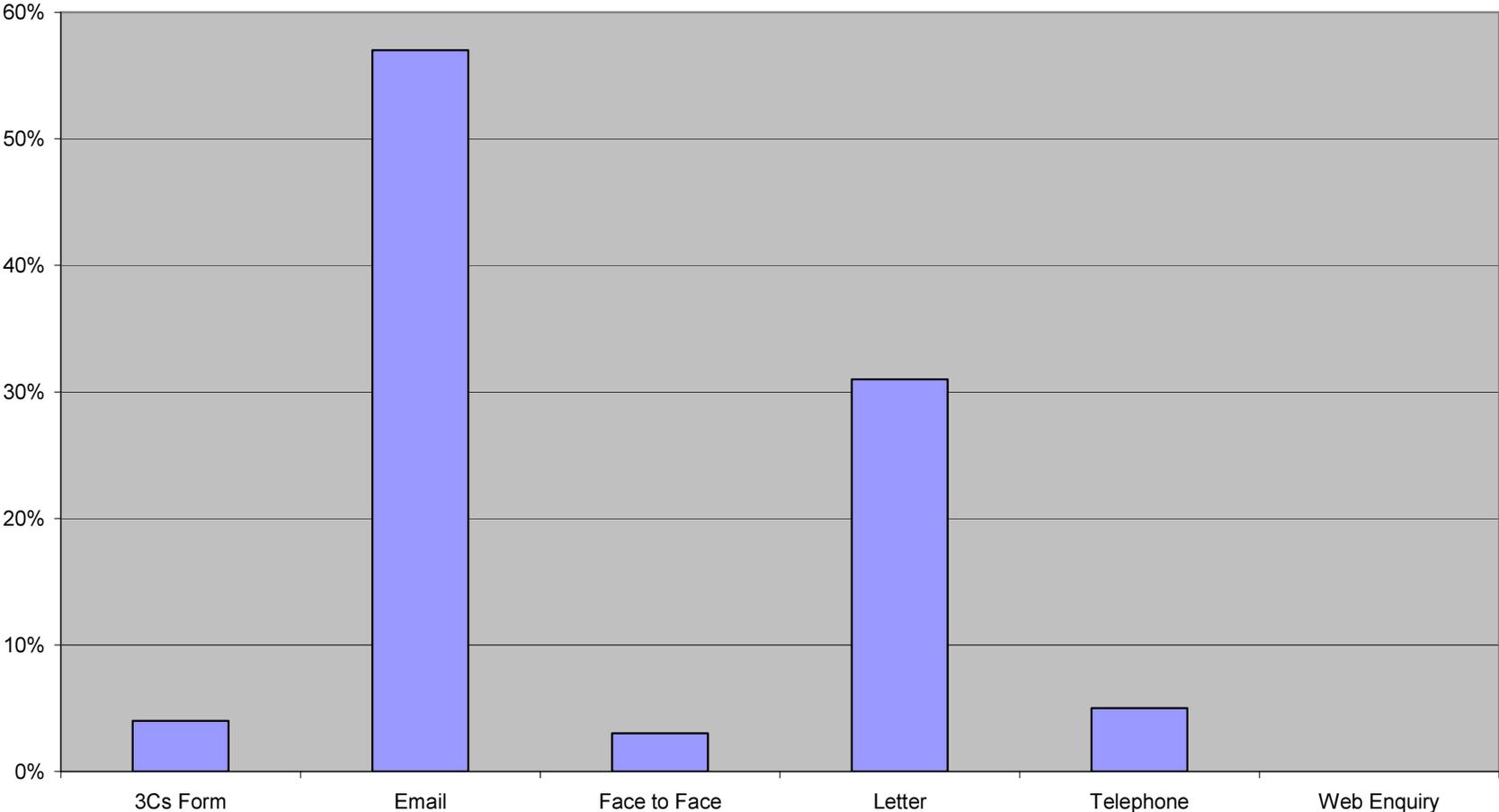
IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives</p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p>
<p>Consultation:</p>	<p>CMT endorsed the integration of 3Cs monitoring within the 'health check' management process on 30 June 2009.</p> <p>Heads of Service have been consulted in the preparation of this report for CMT.</p> <p>On-going operation of the 3Cs procedure includes the involvement of feedback champions from all directorates.</p>
<p>Legal:</p>	<p>There is no legal requirement to operate a complaint system. However, the legal consequence of not addressing a complaint through the council's complaint procedure could be significant. Best practice indicates that if complaints are dealt with at an early stage, this reduces an escalation of the complaint, potentially to a legal claim.</p>
<p>Financial:</p>	<p>There are no capital or revenue costs associated with this report.</p> <p>However, claims for damages and compensation could be significant should the 3Cs procedure not be followed to rectify any issues as soon as they arise in a professional and timely manner.</p>
<p>Human Resource:</p>	<p>Each frontline service has a member of staff who is knowledgeable about the 3Cs procedure and administrates compliments, comments and complaints on the database on behalf of the service (3Cs champions).</p>
<p>Risk Management:</p>	<p>The Local Government Ombudsman (LGO) prefers that a complaint should first be dealt with through the council's complaint procedure. However, if the complaint is sufficiently serious the LGO may choose to investigate immediately. An explanatory leaflet entitled 'Complained to the council? Still not satisfied?' is available at council</p>

	<p>reception desks.</p> <p>The cost of failing to follow our complaint procedure in dealing with a justified complaint is that the matter is not resolved, causing further complaint to the LGO and negative press coverage damaging our reputation as a council, not just a single service.</p>
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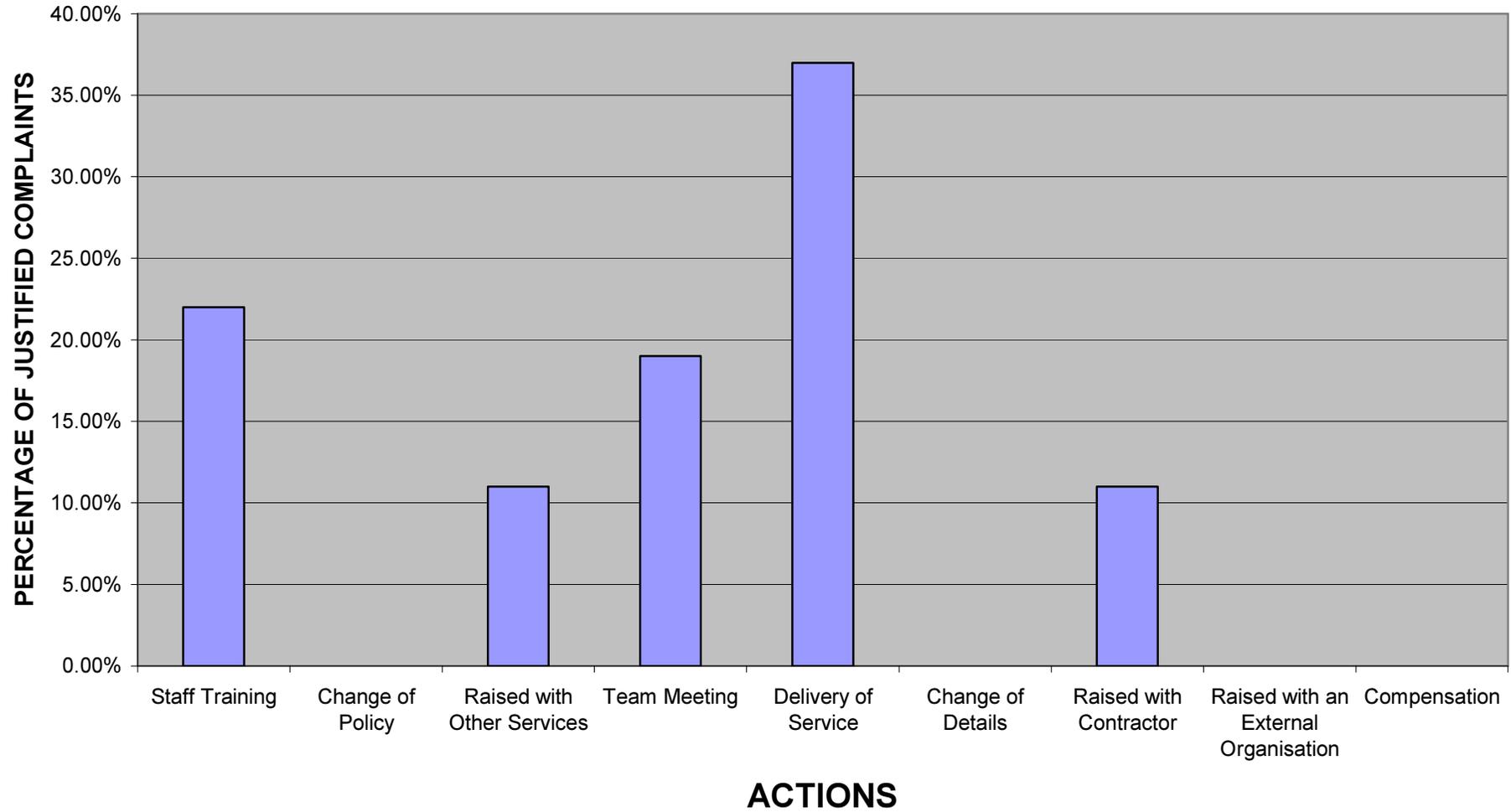
ESSENTIAL REFERENCE PAPER 'B'

COMPLAINT BY METHOD OF RECEIPT



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TYPES OF CORRECTIVE ACTION TAKEN IN RESPONSE TO COMPLAINTS



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ESSENTIAL REFERENCE PAPER D

Complaints Upheld and Outcomes by Directorate

Neighbourhood Services

Service	Complaints Upheld	Outcome
Housing	Quality of Service: Helpfulness of staff	Apology, coaching session with team member
Development Control	Disagreement with Council Policy – Decision Failure to follow full consultation process	Apology and consideration of impact of process, no injustice resulted.

Customer and Community Services

Service	Complaints Upheld	Outcome
Communications	Quality of Service: Poor distribution raised by one customer	Apology to customer. Distributors contacted to ensure aware of problem. No other complaints received. Copy sent.
Environmental Services	Quality of Service Street litter Bins not returned to boundary of property Problem with recycling collection	Apology and additional inspection undertaken. Apology and instruction given to contractor. Apology, collection arranged by contractor.

	Problem with refuse collection	Apology, collection arranged by contractor.
Customer Services	<p>Failure to deliver a Service:</p> <p>Customer experienced difficulty getting through on the telephone.</p>	Apology to customers. Telephone fault reported to and corrected by IT team working with supplier. Staff rosters in revenues and benefits reviewed with updated information to customer Services about staff availability.
Parking	<p>Failure to deliver a Service:</p> <p>Error in processing visitor vouchers.</p> <p>Out of order lift in Bircherley Green Car Park</p> <p>Disagreement with Council Policy/Decision:</p> <p>Case went to bailiffs after debt not settled in full.</p>	<p>Apology to customer. Records updated and compensation provided through issue of visitor voucher book for free.</p> <p>Apology. Explanation of safety issues and programmed repairs. Repairs completed.</p> <p>Given the case bailiff charge and outstanding payment waived.</p>
Leisure	<p>Quality of Service:</p> <p>Crowded parking at a weekend at Grange Paddocks</p> <p>Faulty gym equipment at Leventhorpe</p> <p>Facilities and Leventhorpe (broken air conditioning and leak from roof).</p>	<p>Apology to customer, very busy programme that weekend, contractor took on board issues regarding programming and parking requirements.</p> <p>Apology, equipment fixed</p> <p>Apology, corrective works underway already.</p>

Internal Services

Service	Complaints Upheld	Outcome
Revenues and Benefits	<p>Delay in Dealing with Enquiry:</p> <p>Assessment delays</p> <p>Error in claim processing</p> <p>Correspondence miss-handled</p> <p>Availability of staff on the telephone</p> <p>Staff Conduct:</p> <p>Unhelpful staff</p> <p>Quality of service and staff conduct – reviewed at team meetings</p>	<p>Apology and claims progressed, team meetings to discuss and implement enhanced processes.</p> <p>Apology and claim corrected</p> <p>Apology, process changed and staff trained.</p> <p>Apology due to high volumes, welfare reform action plan with additional enquiry handling by Customer Services put in place</p> <p>Management action, training with staff concerned</p>
Asset Management	<p>Delay in Dealing with Complaint:</p> <p>Condition of Road through an industrial estate</p>	<p>Apology for delay, head lessee employed sweeper and will monitor use of road.</p>

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