

## Appendix 1 - Business Centre and Industrial Units Scrutiny Review Action Plan

<b>Item</b>	<b>Recommendation</b>	<b>Action Required</b>	<b>Who by</b>	<b>When by</b>	<b>Progress</b>
1.	The Council consider the introduction of a mission statement setting out a clear statement of the purpose for the service	A workshop with the Estates team will need to be organised to consider a mission statement	Tony Kimber	30/11/2021	<b>Progress to date</b> – Mission statement discussed with team and ideas collated with a draft to be completed.
2.	The Council considers undertaking a branding exercise to consider how it can effectively best market its business centres and industrial units	A review of the best letting agents is required / appointment of those agents / review of how letting particulars are marketed online and in paper form	Tony Kimber / Dominic Stead* / Gareth Harper  *(in the absence of Gareth Harper)  *Dominic Harper is an interim surveyor who joined NEDDC w/c 06/09/21	30/12/2021	<b>Progress to date</b> – Initial discussions have taken place internally with regard to the quality of retained letting agents and a review of suitable firms is currently under way. Following this we will review the extent of the branding / marketing exercise.
3.	The Council ensures that it has a rolling programme of maintenance that has a sufficient level of investment to keep its business premises fit for purpose	Review capital and revenue costs required over the next 5 years and budget availability. A full repairs program is required	Tony Kimber / Laura Worthington	28/02/2022	<b>In progress</b> - A condition survey for capital repairs has been previously completed by external consultants. This data has been uploaded onto IDOX which holds all information relating to capital repair programs.

					<p>A full analysis of this has been completed and a draft planned maintenance capital program is being formulated which will be put forward as a proposal for the next 5 budget years.</p> <p>Full inspections of the business centres and industrial properties (and retail investments) will be undertaken by officers to ascertain the level of current <b>reactive</b> repairs that are necessary and these will be programmed in line with budgets</p> <p>A full completion of this task (relating to capital programs) will be driven by final adoption of the budgets in February 2022</p>
4.	The Council review the provision of security at Council owned industrial sites	Officers to inspect the estates and review level incidents and costs before determining individual security requirements.	<p>Tony Kimber / Dominic Stead* / Gareth Harper</p> <p>*(in the absence of Gareth Harper)</p> <p>*Dominic Harper is an interim surveyor who joined NEDDC w/c 06/09/21</p>	31/12/2021	<p><b>In Progress</b> – Initial general site visits are planned to look at individual estates in terms of repairs but will also include security. Officers are mindful of the additional cost implications for adding security which is currently not budgeted for and which may not therefore be feasible.</p>

5.	The service introduce some meaningful performance indicators to monitor delivery of the service	Review possible KPI's	Tony Kimber / Dominic Stead* / Gareth Harper  *(in the absence of Gareth Harper)  *Dominic Harper is an interim surveyor who joined NEDDC w/c 06/09/21	31/03/2022	<b>In progress</b> – A number of Kpi's and graphs are currently being looked at (for example vacancy rates)
6.	A checklist for letting of premises be created	Review existing processes and legal documentation and look to improve / change	Tony Kimber / Dominic Stead* / Gareth Harper  *(in the absence of Gareth Harper)  *Dominic Harper is an interim surveyor who joined NEDDC w/c 06/09/21	31/12/2021	<b>In progress</b> - Estates currently do have a process for recording a unit's condition prior to occupation by a tenant.  We are going to be auditing and strengthening the process where necessary to ensure it is robust.  This will also include a review to ensure officers are following established dilapidations procedures to reclaim monies from tenants to pay for reinstatement at the end of a lease.
7.	The Council ensures that any contractors or sub-contractors it uses are adhering to all the	Discuss requirements for contractors for the provision of	Tony Kimber / David Broom	01/09/2021	<b>Complete</b> – all contractors providing services above certain financial levels must comply with NEDDC requirements.

	requirements set out in the relevant Councils policies	services for the Council			Contractors undertaking work under certain financial levels or on an emergency basis are asked to provide, risk assessments, method statements and provide insurance documentation as a minimum.
8.	Additional signage be provided at Coney Green Business Centre to improve car parking at busy periods	Investigate appropriate areas for signage and budget availability	Tony Kimber / Dominic Stead* / Gareth Harper  *(in the absence of Gareth Harper)  *Dominic Harper is an interim surveyor who joined NEDDC w/c 06/09/21	31/03/2021	<b>In progress</b> – a site inspection has taken place and further inspections are underway to 'lift' the standard of appearance of the site both internally and externally. Car parking signage will be included in the list of matters being investigated for action. All items will be budget dependant.
9.	Consideration be given to the potential for the provision of container storage units for tenants at Coney Green Business Centre	Investigate the availability of suitable locations and cost / revenue model if appropriate	Tony Kimber / Dominic Stead* / Gareth Harper  *(in the absence of Gareth Harper)  *Dominic Harper is an interim surveyor who joined	31/03/2021	<b>In progress</b> – as item 8 above. This will be looked at as part the exercise to improve the site. An initial reaction to this is that it is not feasible as it will reduce the number of parking spaces and possibly restrict access in certain areas for little benefit. There are no other areas where a container(s) could be put.

			NEDDC w/c 06/09/21		
10.	Tenant Surveys be undertaken at Industrial Units	Investigate the feasibility of undertaking either formal or informal questionnaires / discussions with tenants	Tony Kimber / Dominic Stead* / Gareth Harper  *(in the absence of Gareth Harper)  *Dominic Harper is an interim surveyor who joined NEDDC w/c 06/09/21	31/03/2021	<b>In Progress</b> – Officers are initially focussing on improving the quality of the portfolio and processes and procedures before conducting a survey. Whilst this is an excellent idea, particularly for the Business centres, due to staffing issues it currently has a low priority. A coffee morning at Coney Green is however planned with tenants on 27 <sup>th</sup> October and a Christmas mulled wine in mid-December (date not arranged yet).