Harrogate Office Study

Harrogate District
LOCAL DEVELOPMENT
FRAMEWORK

July 2011

PLANNING DIVISION
Department of Development Services, Knapping Mount, West Grove Road, Harrogate HG1 2AE
www.harrogate.gov.uk/planning

Harrogate Borough Council
Working for you

1.0 INTRODUCTION

1.1 The Harrogate District Core Strategy was adopted by the Council on 11 February 2009 following an examination in public. The Core Strategy provides a strategic policy framework for the development and conservation of the District up to 2021 and beyond. Policy JB3 of the Core Strategy identifies an employment land requirement for Harrogate Town/Knaresborough of some 5ha to meet the next 5 years supply, part of which will be needed to support office growth in Harrogate town. Policy JB4 of the Core Strategy states that the role of Harrogate town as a sub regional town will be reinforced by, amongst other measures, enhancing office provision.

1.2 Harrogate town's economy is focused towards the office sector. Harrogate forms part of the Leeds City Region where RSS policy LCR1 supports the development of differentiated City Region roles in the office market for the cities and sub regional centres (including Harrogate).

1.3 The 2006 Employment Land Review (updated 2007) prepared in support of the Core Strategy identified that the Harrogate office market is predominantly made up of small office suites in converted premises, office suites in refurbished large purpose-built office blocks, and mixed industrial space comprising some very small poor quality individual premises in the town centre and some small industrial estates. New development is fairly limited. Much of the stock is in the town centre although the town contains two well established out-of-centre business locations in Cardale Park and Hornbeam Park.

1.4 Employment property in the town centre is characterised by large multi-storey and multi-let office space in the very centre near the shopping hub and converted period properties. The majority of premises offer office suites of less than 1,000sqm and there are very few premises offering a single large floorplate available in the town.

1.5 Office accommodation comprises standalone office buildings (modern and converted) and also over the shop offices and is distributed in various locations throughout Harrogate town centre, however there are a number of locations where concentrations of office accommodation is high. There are a number of larger office blocks on Station Parade however Victoria Avenue remains the main location for office accommodation in Harrogate Town Centre. Appendix 1 shows the extent of the Harrogate Town centre boundary.

1.5 As part of the preparation of the Sites and Policies DPD which will deal with both site allocations and development control policies, the Office Study was undertaken to form part of the evidence base. Its main aim is to identify and assess opportunities for office growth within Harrogate town centre which could form part of the DPD.

2.0 Background

2.1 Planning Policy Statement 4 : Planning for Sustainable Economic Growth recognises offices as a main town centre use and stipulates that local planning authorities should asses the overall need for additional office development using forecast future employment levels. The Regional Spatial Strategy (RSS) identifies a potential annual job growth for office based employment of 80 from 2006 (not including additional growth in office based jobs associated with some other land uses e.g public services). This equated to approximately 20% of Harrogate's projected employment growth.

2.2 Having identified the broad requirement for new office space, PPS4 stipulates that local authorities are to apply the sequential test in identifying appropriate sites to accommodate the identified level of growth. Wherever possible growth should be accommodated by more efficient use of land and buildings within existing centres. PPS4 also states that the physical capacity of centres to accommodate new office development and the town centres role in the settlement hierarchy are relevant to planning for office development. Opportunities within existing centres should be identified in LDF's for sites suitable for development or redevelopment, or where conversions and change of use will be encouraged for specific buildings or areas. PPS4 emphasises that office development should be encouraged as an appropriate development above ground floor retail, leisure or other facilities within centres. RSS Policy E3 states that there is considerable scope for office growth to be focussed in town centres.

2.3 Finally, PPS4 provides that where growth cannot be accommodated within centres, local authorities should identify sites in edge-of-centre locations which are or will be well-connected to the centre before considering out-of-centre sites.

3.0 Aims of the Study

3.1 The aim of the Harrogate Office Study is to explore the opportunities for intensifying office accommodation within Harrogate Town Centre and thereby reduce pressure for new office accommodation in out-of-centre locations. The study focuses first and foremost on the potential to modernise existing sub-standard office space and provide more space in under-used buildings by means of conversion and change of use (e.g above shops). The second aim is to identify potential sites for new office development within the town centre and edge-of-centre locations.

3.2 The overall aims of the study are to:

- Assess the quality of existing town centre office accommodation
- Identify opportunities to increase the level and quality of office floorspace within existing town centre buildings; and,
- Identify potential development sites for new offices within the town centre and in edge-of-centre locations.

4.0 Need for Office Accommodation

4.1 The first step in the study is to identify the need for new office accommodation within the town. A great deal of information is already contained in existing plans and strategies notably the Regional Spatial Strategy, Harrogate Core Strategy and the Employment Land Review.

Regional Spatial Strategy

4.2 The RSS states that in 2006 there were 68,520 jobs in the Harrogate District and that the potential job growth from then would be 410 per annum [1]. Of these jobs, it is estimated that 80 will be office jobs[2].

Harrogate Core Strategy

4.3 The Core Strategy through Policy JB4 requires the role of Harrogate town as a Sub Regional Town to be reinforced through a number of measures including the enhancement of office provision.

Employment Land Review

4.4 The Employment Land Review looked at the minimum floorspace requirements to accommodate economic activity in certain sectors within the Harrogate District and indicated that between 2005 and 2021, there would be a need for 60,700 sq m additional office space or 8.6ha of land. It also concluded that there was a net supply of 49,785 sq m of offices[3] throughout the Harrogate District The supply figure however does not take account of the vacant premises figure of 25,952 sq m and therefore what first appears as a deficiency actually equates to an oversupply of 15,037 sq m based on a total of 75,737 sq m.

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[1] Source: Yorkshire Future's Regional Economic Model
[2] Source: Regional Econometric Model and "Update of the Job Growth and Employment Land Figures in draft RSS for Y and H" (Arup for GOYH, 2007)
[3] Table 10.5 Pg 164 of the ELR

4.5 As shown in the ELR, 70% of all office development is within Harrogate Town and therefore 70% of the forecast requirement would be 42,490 sq m. The table below shows the supply situation for Harrogate Town in more detail from the ELR and also the updated situation in 2010.

4.6 The ELR using the figures above did identify that in overall terms there was sufficient quantity of employment land (including offices, manufacturing, warehousing etc) to meet forecast requirements however it recommended that particular consideration needed to be given to increasing currently available land supply in Harrogate Town. Therefore, the Core Strategy requires the provision of 5ha of new employment land in Harrogate Town/Knaresborough. This includes all B1, B2 and B8 uses and not specifically office development.

5.0 Update on Office Market in Harrogate Town

5.1 Office accommodation in Harrogate comprises standalone office buildings (modern and converted) and also over the shop offices and is distributed in various locations throughout Harrogate town centre, however there are a number of locations where concentrations of office accommodation is high. There are a number of larger office blocks on Station Parade however Victoria Avenue remains the main location for office accommodation in Harrogate Town Centre.

5.2 It is necessary to update the position of the office market in Harrogate town to establish whether there have been any significant changes since the ELR in 2006. The table below shows the changes under a number of categories however it refers to Harrogate Town as a whole and not specifically the town centre.

Harrogate Town Area – Office Supply Overview (sq m)

	2005 (ELR)	2010 (HBC as at Mar '11)
Commitments	25920	25301
Pending Losses	-1700	-8711
Vacant Premises	23311	24531
Total	**47,531**	**41,121**

5.3 As the figures show, there has been an increase in vacant office premises since 2005 and an increase in the number of pending losses, however to date, only 2,309 sq m have been completed so actually lost. Some of these increases can be attributed to the present economic climate where demand for office accommodation is lower however the Sites and Policies DPD looks forward to 2024 and therefore it is important to ensure that there is sufficient accommodation available to provide for future demand.

5.4 In terms of supply, there was enough office floorspace in Harrogate Town in 2005 to meet the 42,490 sq m (70% of District forecast) figure however in 2011, the supply is more restricted if all the pending losses are developed. This supply will obviously be further enhanced by the development of the allocated 5ha in Harrogate Town/Knaresborough as specified by the Core Strategy, however there is clearly a need to protect the current supply.

5.5 These figures relate to Harrogate town as a whole and not just the town centre however in terms of the size of premises, almost 52% of available premises are within the 0 – 999sq ft range with only 7% being premises over 5,000 sq ft. This is reflective of the reduced capacity of the town centre to accommodate larger premises.

5.6 In terms of completions, since 2005 there has been 5864 sq m of office development completed in Harrogate town centre, although this is included in the commitments figure above.

5.7 There is clearly a much higher figure for pending losses for 2010 than 2005 however almost 3125 sq m of these are taken up by one application for the change of the ground floor of Clarendon House to retail/restaurants.

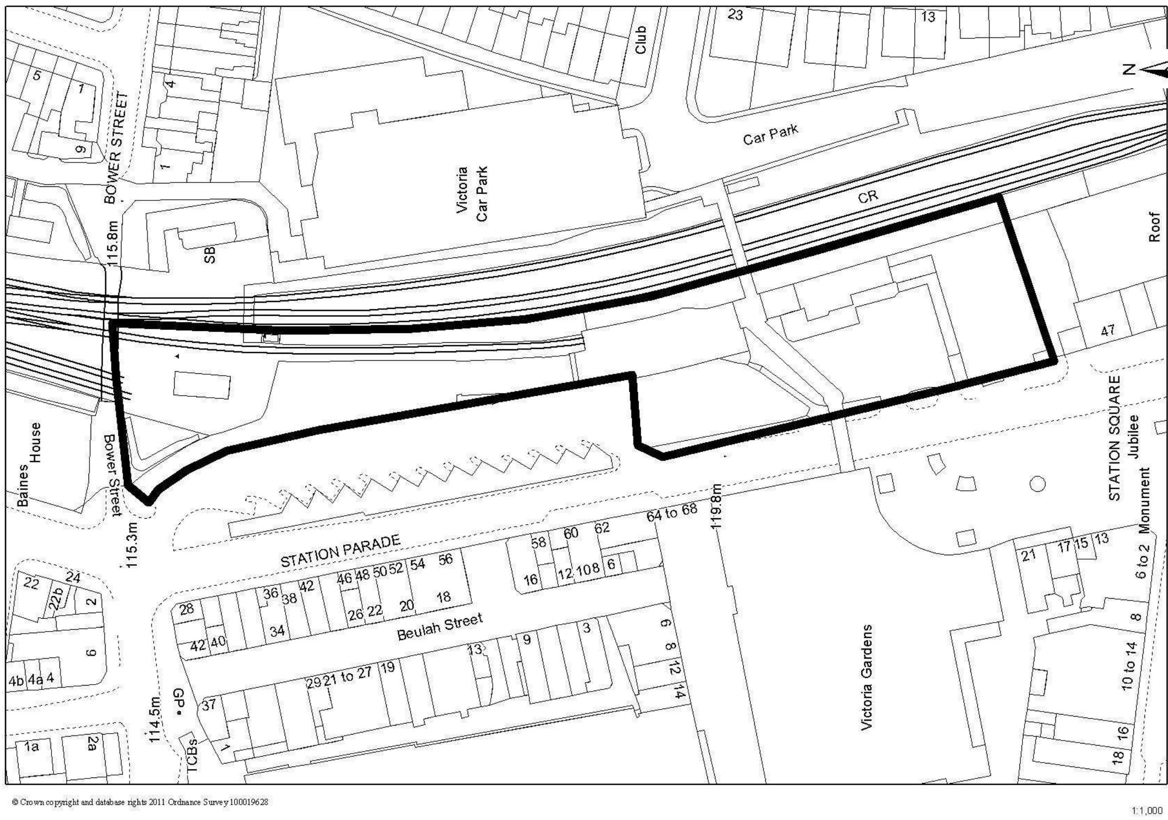
6.0 Capacity of Town Centre

6.1 The physical capacity of the town centre to accommodate future growth in offices is an important factor when considering the options available due to the requirement to locate office development in town centres before locating it elsewhere.

6.2 As assessment of the town centre has been carried out by officers and there are limited sites available for new accommodation. The following two sites have been identified as possible sites for office development however there are specific issues with each that could preclude them from further consideration.

<u>Station Parade</u>

Town Centre site which is bounded by the York – Leeds railway line to the east and Station Parade and town centre retail core to the west. The site was allocated in the Harrogate District Local Plan as a townscape and environmental improvement area for shopping, bus station and public toilets. Since then, a development brief has been approved for this site which looked at a mix of uses including residential, retail and leisure uses and transport interchange facilities. It also concluded that "*subject to market demand, hotel and office uses would also be acceptable in planning terms and would help to further diversify the mix*"



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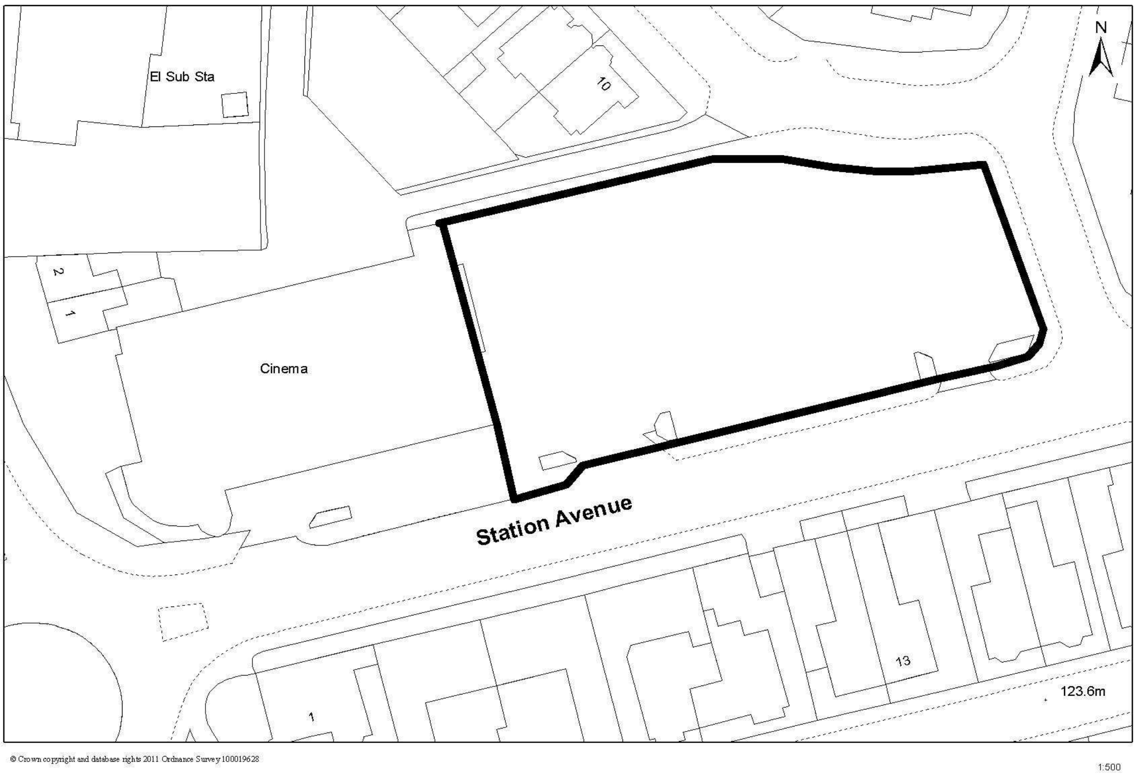
Car Park, Station Avenue

Located behind the Odeon Cinema this car park is owned and operated by Harrogate Borough Council. The site has good access to the town centre with no physical constraints and presents a good opportunity for mixed use development which could include car parking and office development.



6.3 Other Locations

Floors above ground floor retail premises in the town centre present an opportunity to increase the amount of smaller town centre office accommodation and proposals for this form of development will be permitted provided they will not cause unacceptable planning problems.

6.4 There are a number of office accommodation locations throughout the town centre however the main concentration is along Victoria Avenue. Within this area, offices are the main land use and form an important part of the town centre supply and therefore the change of use to other uses should be resisted.

7.0 Commercial Attractiveness

7.1 In order to examine the attractiveness of Harrogate as a location for office investment, a questionnaire was sent to 16 commercial property agents (Appendix 2) which covered the following issues;

- Trends in Harrogate's office market;
- The attractiveness of Harrogate as an office location;
- Current and forecast demand for office space;
- Availability of space;
- Quality of existing office accommodation/supporting facilities;
- Priorities for improving office accommodation quality/supporting facilities; and
- Suggestions of land and/or buildings for development/conversion/change of use to offices.

7.2 Another questionnaire (Appendix 3) was also sent to 175 office occupiers requesting information on:

- The quality of office accommodation/supporting facilities;

- Priorities for improving the quality of office accommodation/supporting facilities;
- The company's future aspirations in terms of location/size/facilities.

7.2 A summary of the responses received to these questionnaires is found in Appendix 4a and 4b however the main themes are discussed below.

Agents Questionnaire

7.3 Harrogate is seen as an attractive location for office space due to the image of the area and the well qualified/trained labour force. Interestingly, the respondents from Harrogate saw good access to public transport as a reason for its attractiveness, however those from Leeds highlighted that traffic congestion and delay was an issue that lessens its attractiveness.

7.4 The main issues that were seen as lessening Harrogate Town's attractiveness as a location for office space were the availability of new premises coming forward and the limited freehold property available. This clearly highlights that there is a potential need for more office space which allows businesses to exert more freedom over rights. Unfortunately, the leasing arrangements etc of commercial premises are out of the control of the planning system.

7.5 In terms of the quality of the office accommodation, respondents felt that some of the accommodation available in the town centre was old and not fit for purpose which was not the case for accommodation in out of centre, modern locations such as Hornbeam Park and Cardale Park. None of the town centre accommodation was classed as modern as in the two other locations. There is therefore a highlighted need to refurbish and improve the town centre accommodation and some respondents actually expressed the view that the main priority should be to renovate older premises to more suitable energy efficient standards.

7.6 Regarding the size of premises the responses confirmed that it is local, Harrogate businesses that require smaller sized premises contrary to the larger premises that are required by businesses from outside the district.

7.7 Modern purpose-built offices in town centre locations are deemed as being in demand by the agents more than out of town business units on business parks which favours the option of growth in Harrogate's town centre. There also appears to have been a growth in SME's requiring smaller modern premises which are sub 2000 sqft.

7.8 In terms of buildings in the town centre that offered potential for conversion to offices, the only suggestion made was for the buildings next to the train station, however many confirmed their lack of knowledge of Harrogate's available business premises.

Office Occupiers Questionnaire

7.9 In terms of background, the majority of businesses were in town centre leasehold accommodation. 36% of the respondents employed between 1 – 5 employees with only 1 business employing over 50 and 36% were premises between 1,000 and 2499 sq ft.

7.10 Opinion about the quality of accommodation was high with no concerns expressed about premises being old and not fit for purpose or the accommodation having constraints that do not meet the running of the business. Over half also expressed that the premises will support their future needs as well. This is some what contrary to the respondents from the agents questionnaire who felt that some of the accommodation was old and not fit for purpose.

7.11 Only a small number (5) of respondents expressed a desire to move premises and all but 1 planned to move in Harrogate rather than out of town which shows a commitment to Harrogate town centre. The reasons identified for wishing to move include size of premises, parking issues, wish to purchase freehold premises and quality of premises.

7.12 In terms of the availability of office premises, 65% of respondents highlighted that "*there is a good supply of available premises*"

8.0 Demand for Office Accommodation

7.13 Discussions with the Council's Economic Development Unit, availability figures (Appendix 5) from the Council's property register and the questionnaires returned from the property agents indicate that the present supply of office accommodation is sufficient to meet the demands. Since 2006, the supply has remained fairly constant with few significant changes which again highlights the sufficiency of the supply. Monitoring of the higher pending losses figure however will need to be undertaken over the next few years to ensure it does not impact on this sufficiency of supply. The present main issues with regard to the demand are therefore the quality of the accommodation and the need to sustain the existing supply.

9.0 Conclusions

9.1 Harrogate town is seen as an attractive location for office space and there is a desire for modern town centre accommodation rather than out of centre locations. There also seems to be a growth in SME's which require smaller premises which the town centre can provide.

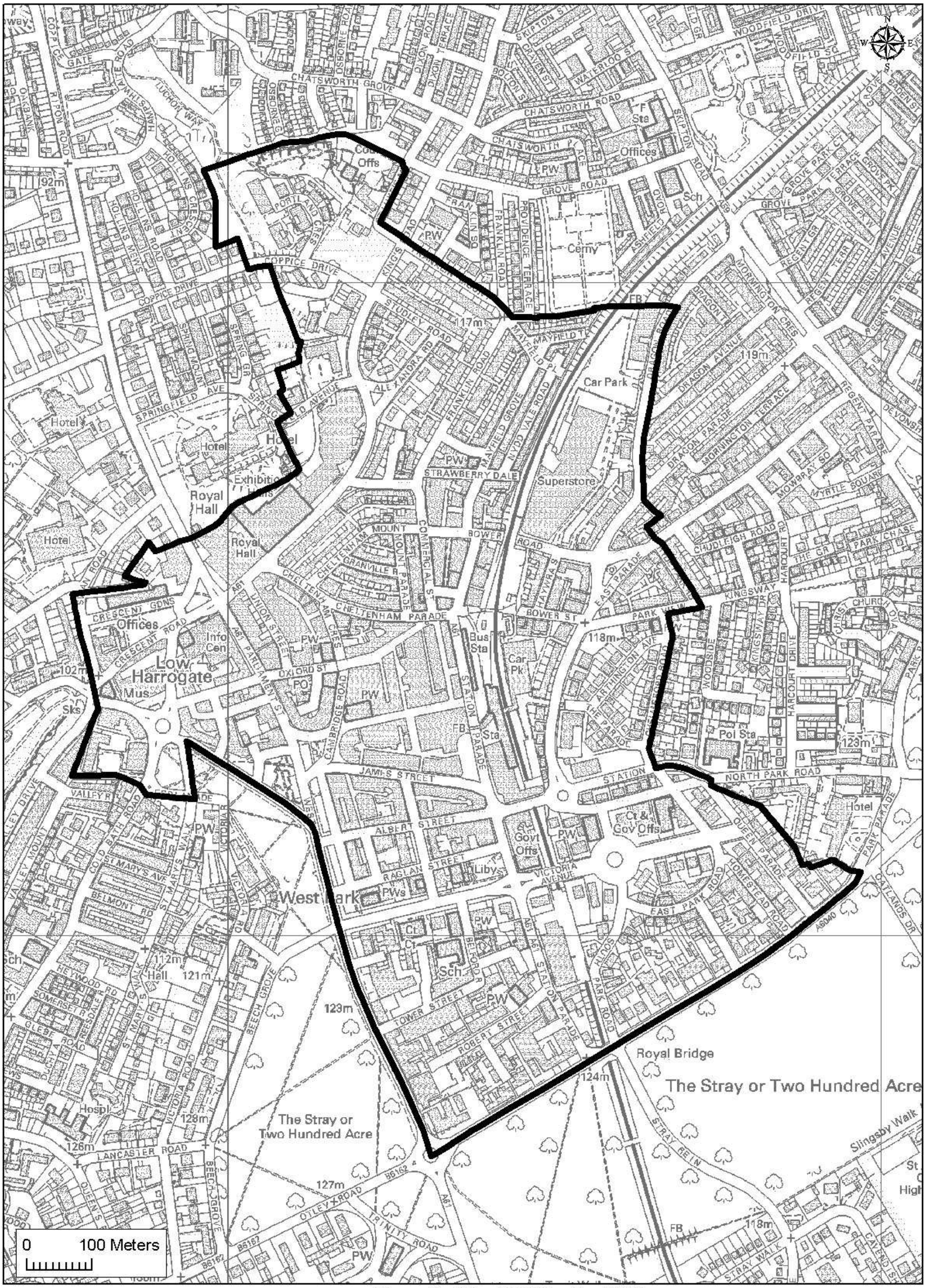
9.2 There is mixed opinion about the quality of the town centre accommodation, however the majority of office occupiers that responded were not planning to move premises.

9.3 There is a sufficient supply of office accommodation to meet the current and future medium term demands in the town centre however it does not exclude the need to allocate new sites in the Sites and Policies DPD. Sites will obviously be allocated for employment uses in Harrogate /Knaresborough to meet the wider employment needs identified by the Core Strategy.

9.3 Although there appears to be a sufficient supply of office accommodation, the supply is not at levels that does not warrant protection and enhancement of the existing town centre stock. This Office Study therefore recommends the following:

- Identification of Victoria Avenue as an Office Protection Area where the change of use of office accommodation will generally be resisted.
- Need to refurbish and modernise the existing town centre stock which is classed as old and not fit for purpose.
- Proposals for development of office accommodation above ground floor retail premises in the town centre should be encouraged where they will not cause unacceptable planning problems.
- Further investigate the possible allocation of an element of Station Parade and the Car Park, Station View for office development.

Appendix 1 Town Centre Map



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Harrogate
BOROUGH COUNCIL

Working for you

SURVEY OF COMMERCIAL AGENTS

Your Details

Company Name:………………………………………………………………………………

Contact Name & Position……………………………………………………………………….

Address…………………………………………………………………………………………………

…………………………………………………………Postcode ………………………

Tel No.…………………………………Email: ………... ………………………………………….

Q1 In your experience, is Harrogate town attractive as a location for office space? If yes, please indicate why:

- Attractiveness of the area for investment ☐
- Well qualified/trained labour force ☐
- Quality of office accommodation ☐
- Good access by public transport ☐
- 'Image' of the area ☐
- Good supply of premises ☐
- Good access to the highway network ☐
- Other *(please specify below)* ☐

………………………………………………………………………………………………

Q2 Are there issues which, in your opinion, lessen Harrogate town's attractiveness as a location for office space? If yes, please indicate what they are:

- Labour/Skills shortage ☐
- Traffic congestion and delay ☐
- Limited freehold property ☐
- Availability of new premises coming forward ☐
- Business rates ☐
- Other *(please specify below)* ☐

……………………………………………………………………………………………

Q3 In your experience, how would you generally describe the quality of office accommodation coming to the market in the following areas of the town:

Town centre:	Old and not fit for purpose	☐
	Functional and acceptable	☐
	Modern or recently renovated to a good standard	☐
Hornbeam Park:	Old and not fit for purpose	☐
	Functional and acceptable	☐
	Modern or recently renovated to a good standard	☐
Cardale Park:	Old and not fit for purpose	☐
	Functional and acceptable	☐
	Modern or recently renovated to a good standar	☐

Please write any other comments on issues regarding quality in this box.

Q4 If you have identified quality issues what, in your view, is the main priority that needs addressing?

Q5 What size of office accommodation most frequently comes onto the market? If possible, please indicate how many units you have for sale and to let on your books for each size category.

0-999 ft^2 (>93 m^2) ☐ 1,000-2,499 ft^2 (93-232 m^2) ☐

2,500-4,999 ft^2 (233-464 m^2) ☐ 5,000-9,999 ft^2 (465-928 m^2) ☐

10,000-19,999 ft^2 (929-1,857 m^2) ☐ 20,000-39,999 ft^2 (1,858-3,716 m^2) ☐

40,000+ ft^2 (3,717+ m^2) ☐

Q6 What type of office space are you currently experiencing demand for?

Modern purpose-built offices ☐ Older refurbished offices ☐

Town Centre offices ☐ Start-up or serviced office accommodation ☐

Business unit on an industrial estate/Business Park ☐

Q7 Has the demand for types of office space changed over the last 2-3 years and, if so, in what way?

Q8 In your view are there buildings in the town centre that you think would be appropriate for a change of use or conversion to offices? If so, please list them in the box below.

Q8
would

Thank you for taking the time to complete this questionnaire.

All individual comments will be treated in confidence. The findings of the survey will form part of a publicly available document. If you have any questions about this survey then please contact Rachael Hutton on 01423 556578 or via email at rachael.hutton@harrogate.gov.uk

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Harrogate
BOROUGH COUNCIL

Working for you

A SURVEY OF OFFICE PREMISES IN HARROGATE TOWN

Your Details

Company Name……………………………………………………………………………………………

Contact Name & Position……………………………………………………………………………

Address : ……………………………………………………………………………………………

…………………………………………………………………Postcode ……………………………

Tel No.: …………………………………………Email:……………………………………………

Please describe your business (e.g "*provision of financial services*") :………………………………………

Q1 What type of accommodation do you currently occupy?

Town Centre Office ☐ Serviced Office ☐

Town Centre Mixed use ☐ Industrial Estate or Business Park ☐

Q2 Site Tenure

Freehold ☐ Leasehold ☐

Q3 Number of Employees (Full time equivalents)

1-5 ☐ 6-10 ☐ 11-25 ☐ 26-50 ☐ 51-100 ☐ 100+ ☐

Q4 What is the size of your premises?

0-999 ft^2 (>93 m^2) ☐ 1,000-2,499 ft^2 (93-232 m^2) ☐

2,500-4,999 ft^2 (233-464 m^2) ☐ 5,000-9,999 ft^2 (465-928 m^2) ☐

10,000-19,999 ft^2 (929-1,857 m^2) ☐ 20,000-39,999 ft^2 (1,858-3,716 m^2) ☐

40,000+ ft^2 (3,717+ m^2) ☐

Q5 Which of the following statements best describes your current premises?

Quality of the accommodation:
- Old and not fit for purpose ☐
- Functional and acceptable ☐
- Modern or recently renovated to a good standard ☐

Services to the building: (Utilities including IT)
- Constrains the running of our business ☐
- Meets our current needs ☐
- Meets current and will support future needs ☐

Access & highway infrastructure:
- Constrains the running of our business ☐
- Meets our current needs ☐
- Meets current needs and will support future needs ☐

Neighbouring environment:
- Causes problems for our business ☐
- Is currently satisfactory ☐
- Is of high quality and an asset to the business ☐

Q6 If you could improve one element of your current accommodation what would that be?

………

Q7 Do you plan to move premises within the next?:

2-3 years ☐ 5 years ☐

If you ticked either of the above then please answer questions Q7 to Q11, otherwise go to Q12.

Q8 Do you plan to move to new premises in Harrogate or out of Harrogate?

In Harrogate ☐ Out of Harrogate ☐

Q9 What are your reasons for wishing to move? *(tick all that apply)*

Premises too large ☐ Premises too small ☐ Premises too expensive ☐
Premises too old ☐ Poor quality premises ☐ Planning restrictions ☐
Parking issues ☐ Transport difficulties ☐ Other reasons *(please specify)* ☐

………

Q10 What type of premises are you looking for?

Modern purpose built offices ☐ Start up or serviced accommodation ☐
Older refurbished offices ☐ Modern purpose built business unit ☐
Established business unit on an industrial estate ☐

Q11 What is your preferred tenure?

Freehold ☐ Leasehold ☐ No preference ☐

Q12 What size of premises are you looking for?

0-999 ft^2 (>93 m^2) ☐ 1,000-2,499 ft^2 (93-232 m^2) ☐
2,500-4,999 ft^2 (233-464 m^2) ☐ 5,000-9,999 ft^2 (465-928 m^2) ☐
10,000-19,999 ft^2 (929-1,857 m^2) ☐ 20,000-39,999 ft^2 (1,858-3,716 m^2) ☐
40,000+ ft^2 (3,717+ m^2) ☐

Q13 Which of the following statements best represents your views on the availability of office premises for a business like yours?

There is a good supply of available premises ☐
There is a variety of premises on offer but not of an appropriate size ☐
There is a variety of premises on offer but not of appropriate quality ☐
There is a variety of premises on offer but not in the right location ☐
There is very little on offer ☐

Would you like to be added to our consultation list so that we can contact you directly when we consult on Sites and Policies DPD?

Yes ☐ No ☐

Thank you for taking the time to complete this questionnaire.

All individual comments will be treated in confidence. The findings of the survey will form part of a publicly available document. If you have any questions about this survey then please contact Rachael Hutton on 01423 556578 or via email at rachael.huttton@harrogate.gov.uk

Department of Development Services

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Appendix 4a

Summary of Commercial Agents Questionnaire

This summary provides an overview of the responses received from the Survey of Commercial Agents and Office Premises questionnaires. The results of which aim to:

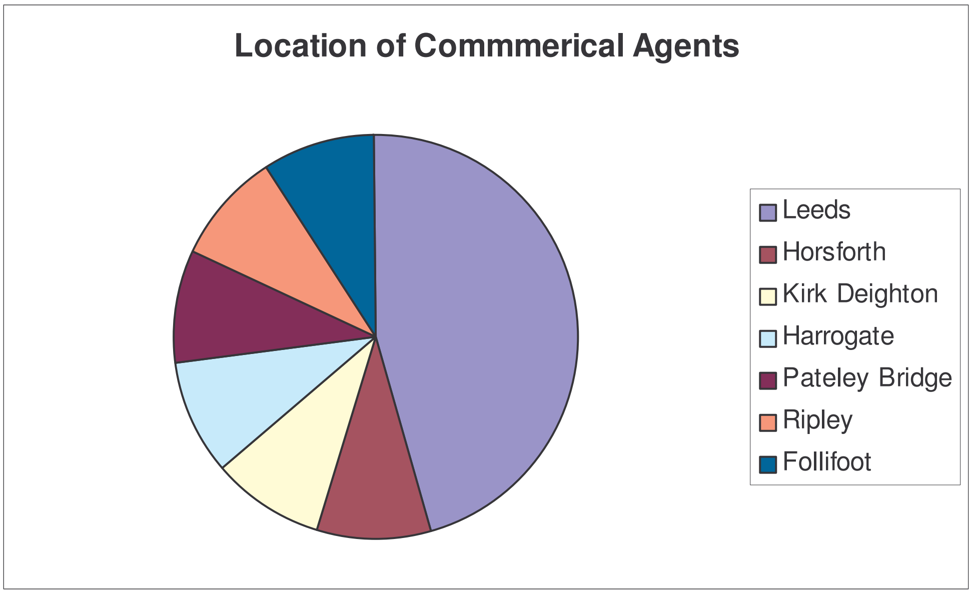
- Assess the quality of existing office accommodation;
- Identify opportunities to increase the level of quality of office floorspace within existing town centre buildings;
- Identify potential development sites for new offices within the town centre and in edge-of-centre locations, and;

form part of the evidence base for the Sites and Policies Development Plan Document (DPD).

The questionnaire was sent to 16 agents of which 11 responded. The company name, addresses and contact of the respondents are listed in the table below.

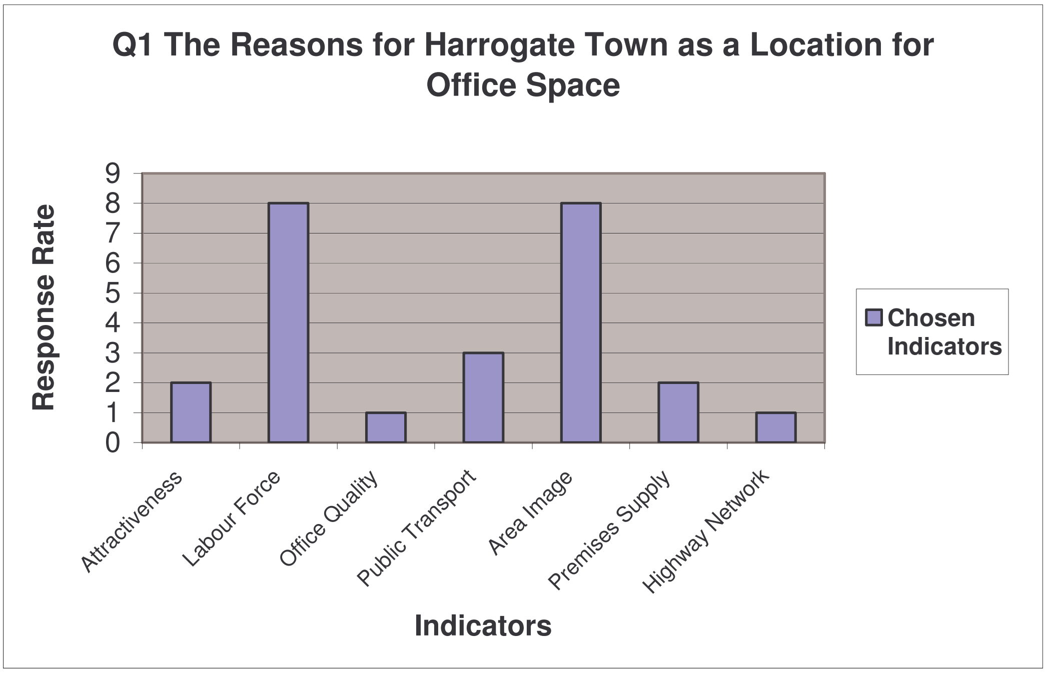
Company Name	Address	Post Code	Contact Name
Estates Division, HBC	Knapping Mount, West Grove Road, Harrogate	HG1 2AE	Emma Guy
Rudding Estate	Haggs Farm, Follifoot, Harrogate	HG3 1EQ	Mark Mackaness
K M Smith	Birchwood Farm, Ripley, Harrogate	HG3 3AX	K M Smith
Chris Hawksworth Ltd	Glasshouses Mill, Pateley Bridge, Harrogate	HG3 5QH	Chris Hawksworth
King Sturge	City Point, 29 King Street, Leeds	LS1 2HL	Simon Dove
Jones Lang Lasalle	St Pauls House, Park Square, Leeds	LS1 2ND	Tom Brammeld
Ryden	Park House, Park Square West, Leeds	LS1 2PW	Steven Jones
Lambert Smith Hampton	3 The Embankment, Sovereign Street, Leeds	LS1 4BJ	Adam Varely
Sanderson Weatherall	25 Wellington Street, Leeds	LS1 4WG	Glenn Levison
Adair Paxton	Sanderson House, Station Road, Horsforth	LS18 5NT	Simon Dallingwater
Croft Business Park	The Croft Business Park, Kirk Deighton	LS22 5HG	Ian Burrows

The responses have come from a range of areas and therefore capsulate a variety of opinions from variety of Agents. The following pie chart indicates the source of the returned questionnaires. It is clear from this that the majority of the returned questionnaires have come from Agents from Leeds. The remaining questionnaires are from Leeds sub areas, Harrogate and its surrounding district.



Through assessing the returned responses it is clear that there are a few common themes. Starting with Q1, this summary will assess and present an overview of each question, whilst identifying any common themes.

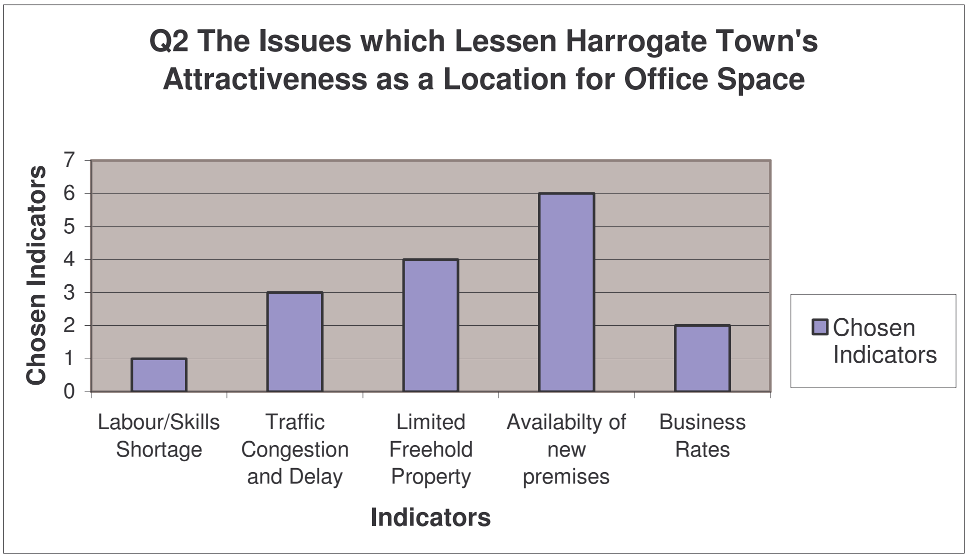
The purpose of **Q1** is to identify the reason that Harrogate is seen as an attractive location for office space. The respondents were given 7 different indicators to choose from and the option of other. The majority of people saw the, '**image' of the area**, & Harrogate's '**well qualified/trained labour force'** as the two main reasons. These results are seen in the bar chart below.



Interestingly those that selected '**good access to public transport'** were Agents located within the Harrogate District.

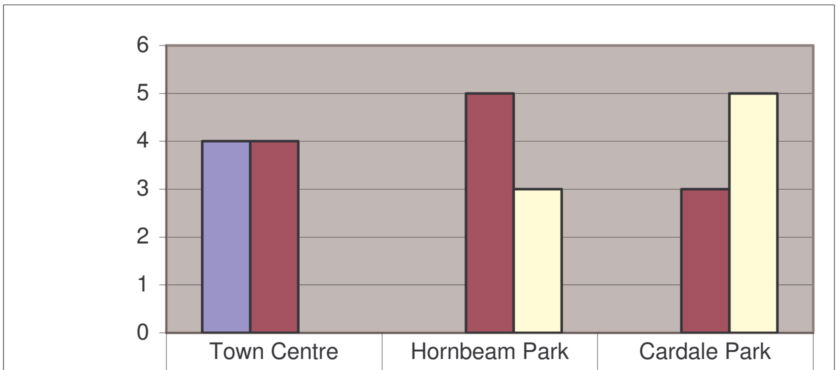
Q2 looks to identify the respondent's opinions on the issues that lessen Harrogate town's attractiveness as a location for office space. From this it is clear that the respondent's do not view Harrogate as an area with a **Labour/Skills shortage**, which indicates that there would be scope to increase employment rates. In Q1, some respondents indicated that Harrogate is well connected with good access to public transport, however, those from Leeds highlighted '**traffic congestion and delay'** as one of the town's main issues.

The two main issues raised by the respondents were the '**availability of new premises coming forward**' and '**limited freehold property**'. This clearly highlights that there is a need for more office space and demand for more freehold property where businesses have more freedom in tenancy etc.



Q3 gave respondents the opportunity to describe, from their experiences, the quality of office accommodation in 3 areas around Harrogate. The results indicate that there is a need to improve office space within the Harrogate town centre.

Q3 Quality of Accommodation

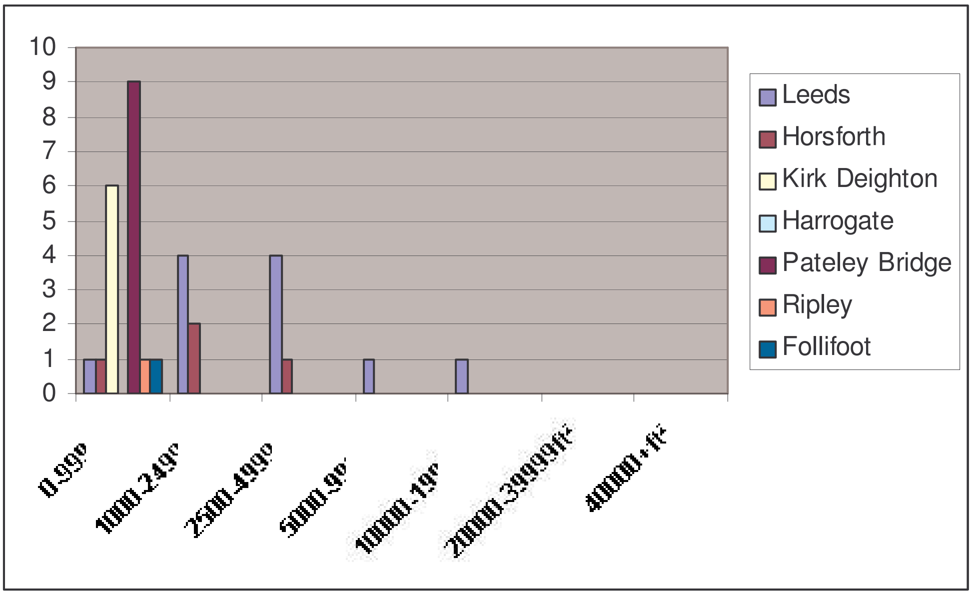


	Town Centre	Hornbeam Park	Cardale Park
Old	4	0	0
Functional	4	5	3
Modern	0	3	5

The responses for **Q4** although mainly brief did confirm that there is a need to refurbish and improve the town centre locations. Some respondents expressed that the main priority should be to renovate older premises to a more suitable energy efficient standard. In addition, HBC estates division expressed a concern over the amount of smaller sized premises (0-999ft²) to rent with inflexible leases.

Q5 confirmed HBC's concern, as respondents from Harrogate highlighted that the majority of premises owned or let on their books were sized (0-999ft²). The premises larger than (0-999ft²) are from outside Harrogate and its district and in Businesses in Leeds or the sub Leeds areas.

Q5 Size of Accommodation



In order to uncover the type of office space in demand, **Q6** asks for a specific type of office space to be chosen. The focus of responses identified **modern purpose-built offices in town centre locations.** None of the respondents highlight a demand for out of town business unit on industrial estate/Business Parks, which favours the option of growth in Harrogate's town centre.

In line with Q6, **Q7** uncovers whether the demand for office space has changed over the last 2-3 years. The response for this is fairly brief, however, the responses indicate that there has been a growth in SME's requiring smaller modern premises, which are sub $2000ft^2$.

In response to **Q8**, there was only one suggested building in the town centre that was seen as appropriate for a change of use or conversion to offices, and that was the **buildings next to the Harrogate train station**. Nonetheless, it is important to mention that many confirmed their lack of knowledge of Harrogate's available Business premises. Similarly **Q9** received few responses, however 2 respondents suggested the former **Dunlopillo site in Pannal,** and the other suggested sites were Beckwith Knowle and the Croft in Kirk Deighton.

Summary of Office Premises Questionnaire

This summary provides an overview of the responses received from the Survey of Office Premises questionnaires.

The results of which aim to:
- Assess the quality of existing office accommodation;
- Identify opportunities to increase the level of quality of office floorspace within existing town centre buildings;
- Identify potential development sites for new offices within the town centre and in edge-of-centre locations, and;
- form part of the evidence base for the Sites and Policies Development Plan Document (DPD).

22 responses have been received from a total of 175 questionnaires. The company name, company addresses and contact of the respondents are listed in the table below.

Starting with Q1, this summary will assess and present an overview of each question, whilst identifying any common themes.

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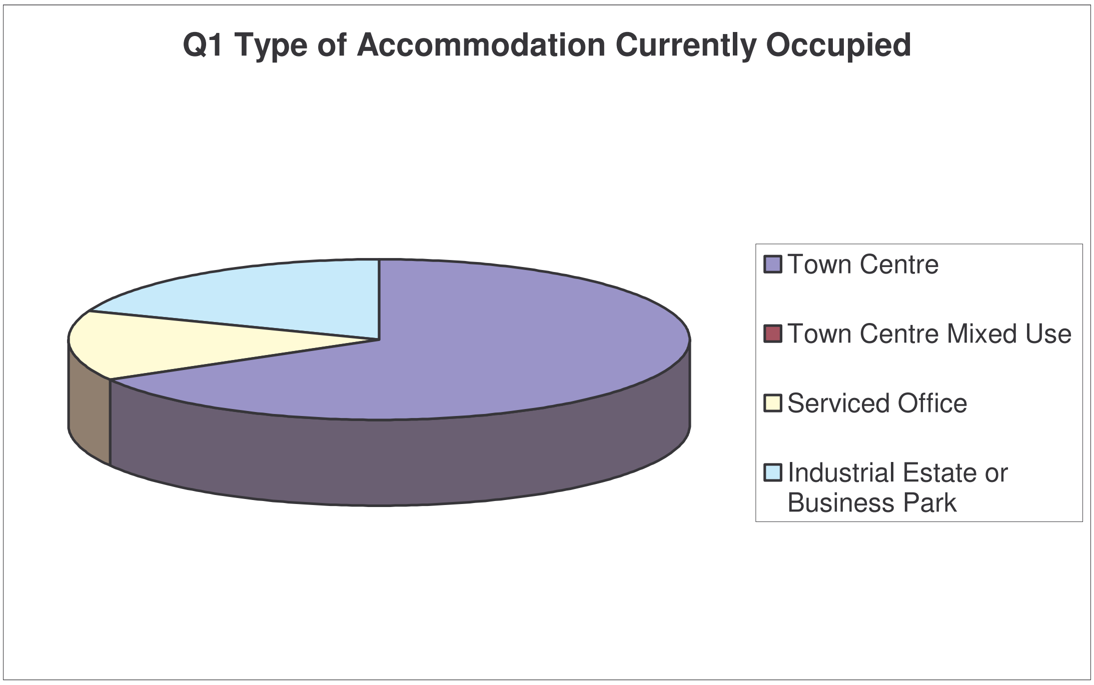
Company Name	Address	Post Code	Contact Name
Macro Graphics	28 Victoria Avenue, Harrogate	HG1 5PR	Mark Ringrose
Berwins Solicitors	2 North Park Road, Harrogate	HG1 5PA	Caroline Davison
Cardio Solutions UK	32 Claro Court Bus Centre, Harrogate	HG1 4BA	Andrea Wodley
Garwyn Group	8 Woodbrook Crescent, Billericay, Essex	CH12 0EQ	John Bundy
Marshall Zoing	36 Victoria Avenue, Harrogate	HG1 5PR	Ralph Zoing
Church of Jesus Christ of Latter Day Saints	Unit 21, Claro Business Centre, Claro Road, Harrogate	HG1 4BA	Alex Stewart
Teknord Ltd	Unit B16, Crimple Court, Hornbeam Park, Harrogate	HG2 8PB	G. Hindmarsh
Hempsons	The Exchange, Station Parade, Harrogate	HG1 1DY	Michael Parker
Advanced Hygienic Contracting Ltd	Unit A1, Greengate, Cardale Park, Harrogate	HG3 1GY	L. McKenzie
The Mackenzie Partnership Ltd	23 Victoria Avenue, Harrogate	HG1 5RD	Annie Hebden
Educational Developments Ltd	Windsor House, Cornwall Road, Harrogate	HG1 2PW	Revd Clive Sedgewick
HPH Chartered Accountants	21 Victoria Avenue, Harrogate	HG1 5RD	Adrian Rodaway
Harrogate Jobcentreplus	35 Victoria Avenue, Harrogate	HG1 5PZ	Pam Ellis
Alliance Valuers (Sales) Ltd	Windsor House, Cornwall Road, Harrogate	HG1 2PW	A.S Calder
Avalon	3 Grove Park Court, Harrogate	HG1 4DP	Julia Oxtoby
Williams Investment Management	24 Victoria Avenue, Harrogate	HG1 5PR	Duncan Williams
Maunby Investment Management Ltd	7th Floor, The Exchange, Station Parade, Harrogate	HG1 1TJ	Jeremy Putley
Nielsen	Winsdor House, Cornwall Road, Harrogate	HG1 2PW	Matthew Clark
Helm Fertilizer GB ltd	Suite A, The Exchange, Station Parade, Harrogate	HG1 1TS	Mark Wood
Deakin Walton	Claremont House, 25 Victoria Avenue, Harrogate	HG1 5QQ	Alan Wells
Kinetic Worldwide ltd	Windsor House, Cornwall Road, Harrogate	HG1 2PW	Gill Walker
Deeper Care Solutions Ltd	Evans Business Centre, Hartwith Way, Harrogate	HG3 2XA	Pelagia Mujawo

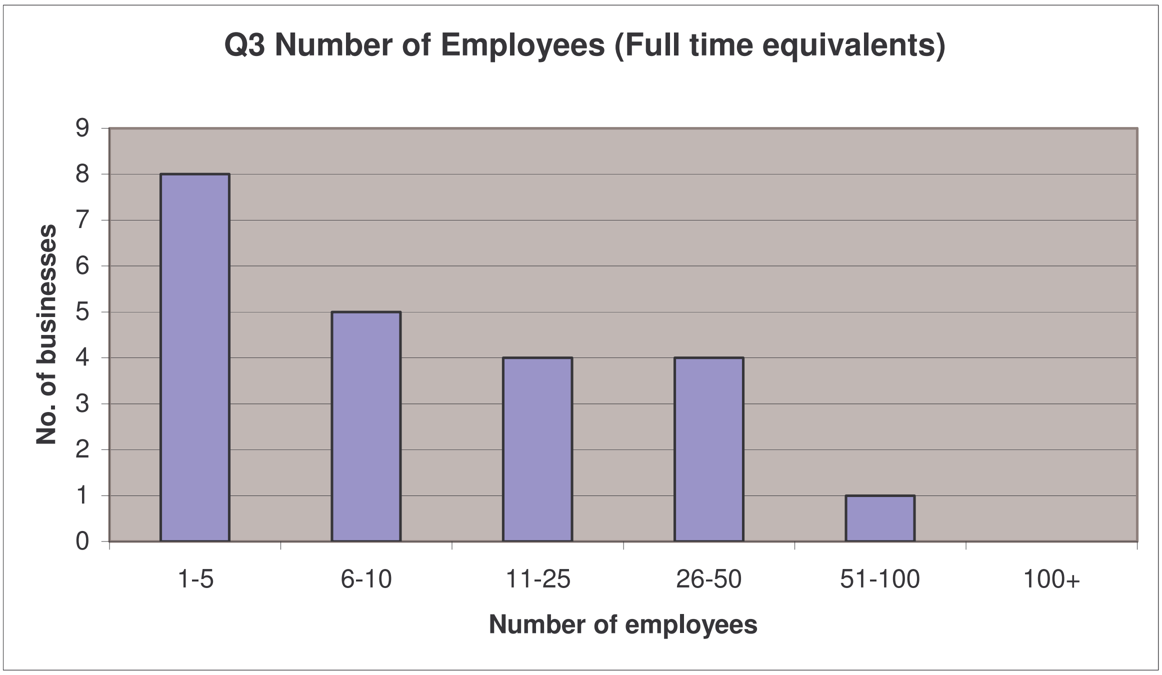
The purpose of **Q1** is to identify what **type of accommodation** the businesses currently occupy. The respondents were given the choice of 4 different types of accommodation. The majority of businesses branded themselves in '**Town Centre**' accommodation. One business did not complete this question.

The results are shown in a pie chart below.

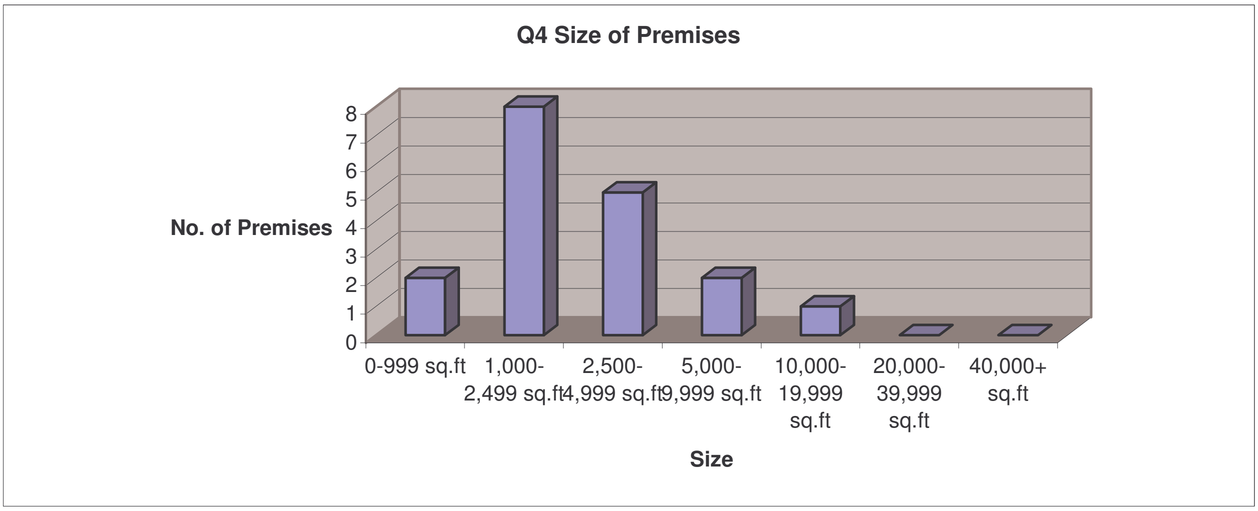


Q2 was posed to establish the **site tenure** of the respondents. From the two options, freehold or leasehold, 20 out 22 identified themselves as **'leasehold'**.

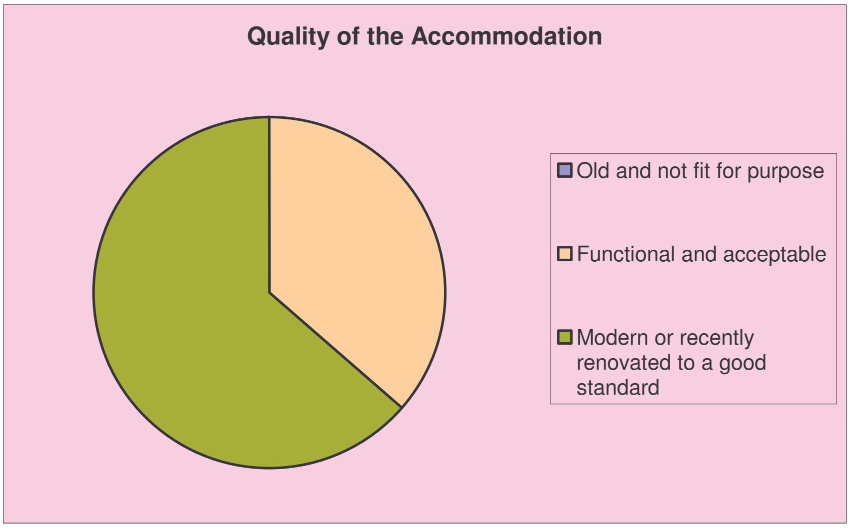
Q3 was to identify the **number of employees** that each business employs on a full time or part time basis. The largest category is **1-5** employees; the remaining groups show little in variation.

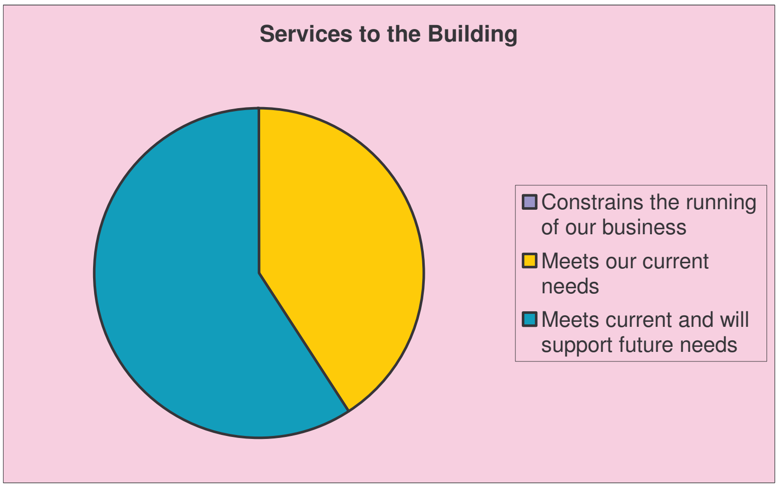


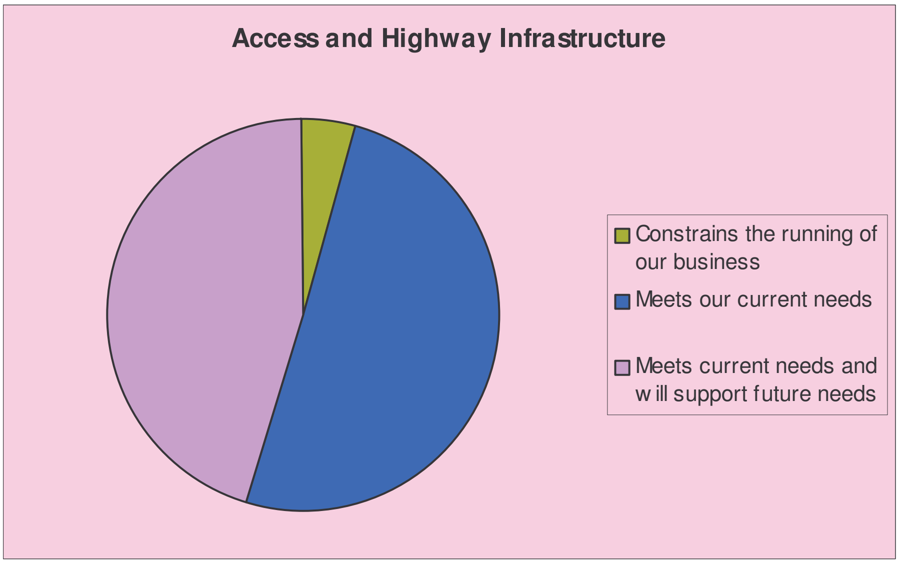
Q4 is to identify the **size of the premises** currently occupied by the respondents. The majority of premises owned or let are between **1,000 sq.ft to 2,499 sq.ft**. 4 respondents did not complete this question.

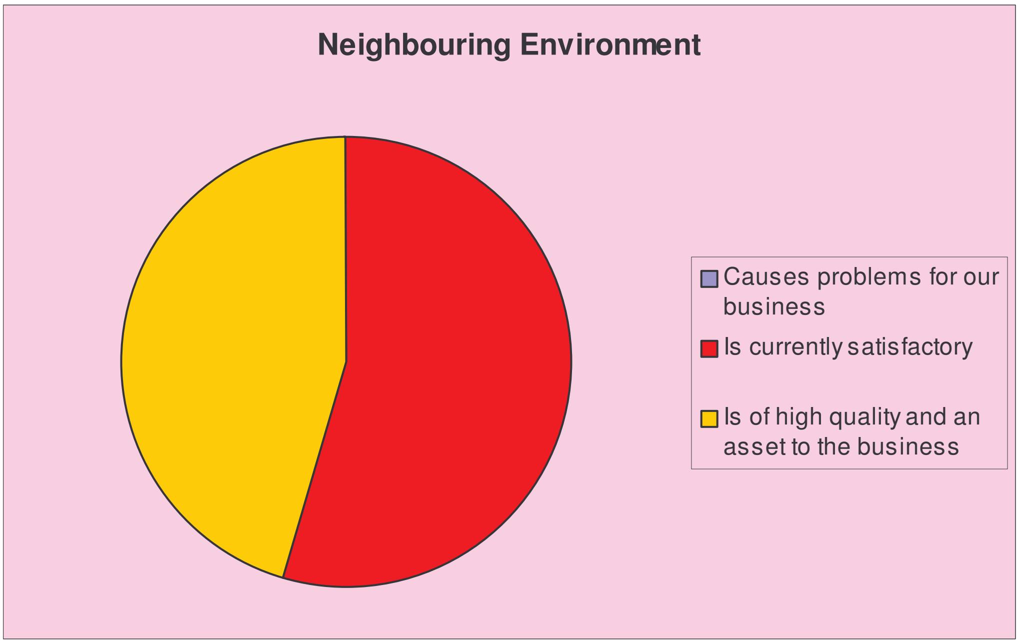


Q5 has been broken down into 4 separate pie charts under the following subheadings; **Quality of the accommodation**, **Services to the building**, **Access and highway infrastructure** and **Neighbouring environment**. The responses were all in line with accommodation being either, **functional/acceptable** and **modern/recently renovated to a good standard.** The remaining categories identified respondents either felt the premises **met their current needs** or more. One questionnaire was answered that the **access and highway infrastructure constrained the running of their business**.









In line with Q5, **Q6** asks what the respondent would do to improve one element of their current accommodation. 13 businesses responded. The main themes highlighted from this question are **more parking, energy efficient/ updating building, larger conference facilities, improved access, stairlifts/lifts, opportunity to extend and opportunity to downsize**.

Q7 is an optional question and if not answered the respondent is instructed to proceed to Q13. 5 businesses completed the question about when they plan to move premises. They all envisage moving from the current premises within **2-3 years**.

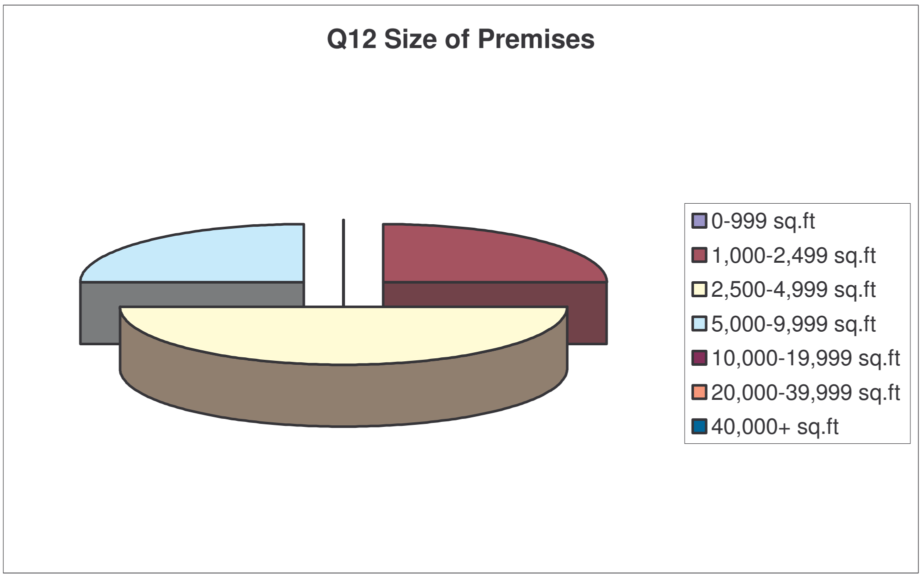
As a continuation of Q7, **Q8** asks if the new premises would be within Harrogate or out of Harrogate. **4 out of 5** expressed their wish to find premises **within Harrogate** leaving only one respondent choosing to relocate out of Harrogate.

Q9 aims to identify the reason why these businesses would want to relocate. The issues highlighted were; **parking issues, desire for a life/work balance, poor town centre location, purchase freehold premises, premises too small, premises too large, poor quality premises and premises to expensive**.

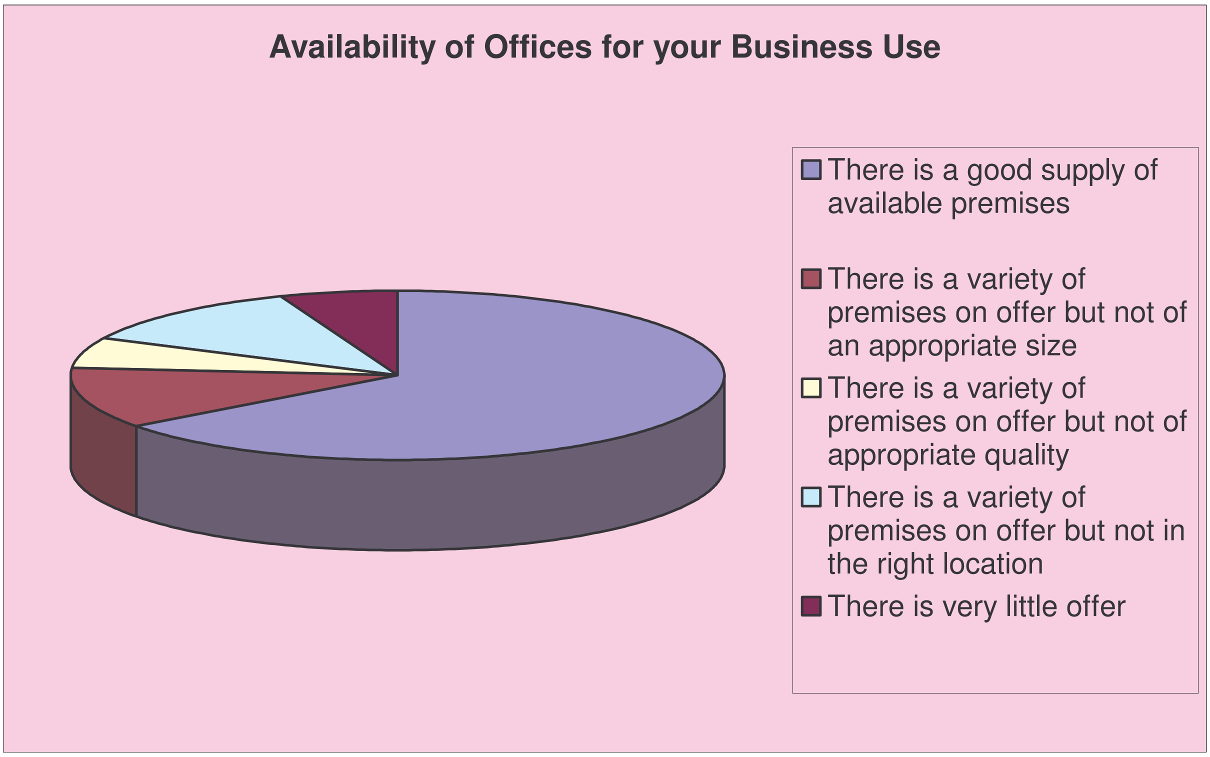
Q10 asks about the **type of premises** the respondent would be looking for. **2 of 5** state they would like an **established business unit on an industrial estate**, another **2** would be looking for **older refurbished offices** and the final respondent would be looking for a **modern purpose built offices.**

Q11 asks what the **preferred tenure** would be. **2** identified **leasehold**, **2** stated **freehold** and one did not complete the question.

Q12 identifies the **size of premises** the respondent would want to acquire. Half of those who responded were looking for property in the 2,500 – 4,999 sq ft. 1 of 5 businesses did not complete the question.



Q13 aims to identify the availability of office premises for a business like the respondents. **11** state that there is a **good supply of available offices**. 7 did not answer this question.



APPENDIX 5

Vacant Office space in Harrogate town (2005-2009)

	2005[i]	2006/07[ii]				2007/08				2008/09			
		Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
0-999 sq ft	17	25	34	25	17	35	46	43	56	36	42	50	59
1,000-2,499 sq ft	19	23	32	16	21	24	24	25	27	29	26	27	23
2,500-4,999 sq ft	9	3	1	14	12	14	15	15	16	14	9	11	11
5,000-9,999 sq ft	6	6	3	4	5	5	9	9	8	7	7	7	6
10,000-19,999 sq ft	8	1	5	3	3	2	2	2	2	3	3	3	2
20,000-39,999 sq ft	1	2	1	1	2	2	2	3	3	3	3	3	3
40,000 sq ft	0	0	0	1	1	1	0	0	0	0	0	0	0
Total Units	60	60	76	64	61	83	98	97	112	92	90	101	104
Total sq ft	246,390	264,144	273,033	250,478	283,815	287,490	268,741	289,775	290,941	283,860	273,934	285,580	267,540
Total m^2	22,890	24,549	25,375	23,279	26,377	26,718	24,976	26,931	27,039	26,381	25,459	26,541	25,074

[i] Data taken from the Harrogate Employment Land Review (amended to delete a unit that was not within Harrogate)

[ii] Subsequent quarterly data taken from the Council's vacant property register

Vacant Office space in Harrogate town (2009 - 2011)

	2009/2010				2010/2011			
	Qtr1	Qtr2	Qtr3	Qtr4	Qtr1	Qtr2	Qtr3	Qtr4
0-999 sq ft	57	62	51	59	60	57	48	66
1,000-2,499 sq ft	27	27	26	27	27	31	30	26
2,500-4,999 sq ft	13	15	20	22	19	24	27	26
5,000-9,999 sq ft	6	6	5	7	7	6	8	6
10,000-19,999 sq ft	2	2	1	1	2	2	2	2
20,000-39,999 sq ft	3	3	3	3	3	3	1	1
40,000 sq ft	0	0	0	0	0	0	0	0
Total Units	108	115	106	119	118	123	116	127
Total sq ft	281,344	284,556	273,066	299,779	304,959	324,527	279,473	264,054
Total m^2	26,137	26,436	25,368	27,850	28,331	30,149	25,963	24,531