

Appendix I: Asset review (shortlisted options)

IV.I Totnes

Baltic Wharf Site

Location

Baltic Wharf is located at St Peters Quay, a short distance from Fore Street and the central shopping area of Totnes.

Description

The site was granted outline consent in December 2010, subject to completion of the S106 Agreement. The Masterplan prepared for the site includes the provision of employment space within Area E. The employment space could potentially be relevant for the managed workspace concept includes B2 workshops (1,720 sq m GIA) and B1a offices (1,600 sq m GIA).

Conversion Potential

The employment space would be new build, so a bespoke work hub could in principle be developed to suit demand. The scheme is predominantly a housing development and it is anticipated that the initial phases would focus on delivering 90 of the proposed 200 residential units, with the employment allocation being delivered as part of one of the latter stages.

Costs

The scheme is at an early stage and no prices or costs have yet been put forward by the developer's agent. We would anticipate that to procure a 5,000 sq ft (500 sq m) building, arranged over 2 floors, would cost in the region of between £150 and £175 per sq ft (including land), that is, between £750,000 and £875,000. Of course, a hub would only occupy a portion of the whole and the majority would be standard office space. As such, there may be opportunities to explore a joint venture type arrangement with a developer.

Potential Project Partners / Stakeholders

The site is made up of a number of different ownerships, who have collaborated to form the TQ9 Partnership to promote and develop the site as a whole. As such Baltic Quay offers the opportunity of a "blank sheet of paper" in terms of delivering a bespoke work hub.

The scheme is however predominantly residential and is therefore heavily depended

on the uplift in the housing market. Deliverability in the short to medium term is uncertain at best, but does nonetheless provide a secondary option and one we would recommend is explored further with the developer, if the other shortlisted options for Totnes cannot be taken forward.

St John Ambulance Hall, Station Road

Location

The building is located on Station Road, a short distance from the main shopping areas of Fore Street and The plains and local public car parks

Description

The property comprising an interesting period building arranged over ground and one upper floor

Accommodation

The letting agents have supplied the following net internal floor areas:

| | Sq ft | Sq M |
|--------------|--------------|---------------|
| Ground Floor | 1,381 | 128.28 |
| First Floor | 1,381 | 128.28 |
| TOTAL | 2,762 | 256.56 |

Conversion Potential

The property is within the adopted Local Plan and is identified as within the conservation area and central shopping area.

Planning permission has been granted for the conversion of the building to two 1 bed flats, one 1 bed maisonette and one 2 bed maisonette.

Although the building is again smaller than the RedC model criteria, it is felt that if difficulties are encountered in delivery of any of the other shortlisted options, it may provide a solution on a reduced scale.

Costs

The property is being offered for sale, freehold, with offers sought in the region of £250,000. Conversion costs would be higher for a period building and we estimate of the range between £100,000 and £175,000.

Potential Project Partners / Stakeholders

The existing owners would be unlikely partners moving forward. We would seek third party investors through the process of marketing the building for development as managed workspace

Mansion House, Fore Street

Location

The building is situated in the middle of Fore Street, the principal retail area and cultural centre of Totnes. The secondary shopping area of The Plains as well as local public car parks are all within a short distance. (However, the building has no car parking and this could be an issue for a work hub).

Description

The property is an imposing Georgian office building providing offices on ground and two upper floors. It also has, to the rear, substantial further more recent developments incorporating a smaller building and one much larger newer build, all joined around an external tarmac area. The site currently houses adult and learning services (evening classes) and a community café, alongside a crèche, meetings rooms, artist's studio, event space and offices.

Accommodation

The floor plans provided indicate over 21,000 sq ft (c.2,000 sq m), though it is not apparent whether this is a gross or net internal figure. Nonetheless, this amount of space would be more than ample for setting up work hub facilities.

Conversion Potential

Internal inspection of the different parts of the building showed that it provides a varied mix of clean, open plan and light office space in the new build element as well as more cellular "classic" accommodation in the old Mansion House building. There are also open hall type areas in various parts of the older building which we understand formed part of the former Grammar school. As such the building lends itself ideally for conversion, as there are several potentially very suitable spaces to create a work hub. However, there are issues relating to restrictive covenants on use of the building which are likely to severely limit the potential for it to be used as a work hub unless and until such restrictions are lifted. The remaining text in this section does therefore, have to be read in this context and as such, the Mansion House cannot be seen as a short/medium term option for development of a work hub in the town.

Costs

The building already provides a mix of office, café and crèche uses, albeit in two distinct types of accommodation. The original Mansion House has very typical cellular spaces, which although in large and generously proportioned rooms, would need reconfiguring to create the cohesive environment and “buzz” of a work hub as described by RedC.

We understand that the original building is Grade II listed which does not necessarily affect the inside of the premises, but we would suggest that any proposed alterations be considered in the light of any potential sensitivities over such alterations.

The demand within Totnes is such that we estimate that that between 200 – 300 sq m (2,000 – 3,000 sq ft) would need to be provided for a Work Hub managed workspace (N.B. this is less than the Red C recommendation of 500 sq m because it is for the work hub element alone – the other components are already present). We estimate that the costs of conversion for the original building would be in the order of £35 to £50 per sq ft or between £70,000 and £150,000 in total.

If the space audit indicated that a work hub should be located in the more recent extension to the rear of the building, then the costs would be slightly less. The first floor accommodation of the new build is arranged as a number of large (-ish) open plan rooms, and although combining these areas may be more difficult it may be less essential. We consider that these spaces would only require fairly minor alterations and would allow for costs in the region of £20 - £25 per sq ft or between £40,000 and £75,000.

Once refurbished, we would estimate a rent value of the office space (in either new or original parts of the building) to be in the order of £8 - £10 per sq ft.

Potential Project Partners / Stakeholders

As mentioned above, there are a number of areas within the Mansion House that are suitable for the managed workspace element of a work hub. We would recommend that, subject to the issue of the restrictive covenants on the site being resolved to the satisfaction of DCC, that a space audit be undertaken in order to review current use and how to make better utilization of some areas in both the original and new build parts of the building which, it appears, are used no more than a few days or evenings a week.

IV.II Newton Abott

Teign Stores

Location

The building occupies a convenient location adjacent to Tuckers Maltings and just a short walk to Town Quay and the banks of the River Lemon. The main retail area in Queen Street and Courtenay Street are within half a mile.

Description

The property comprises a three storey end terrace former wharf building that had consent for conversion to form five office suites and three purpose built live/work units. The building has solid limestone walls with brick quoins and features under pitched slate roof coverings.

Accommodation

According to the vendor's agent the existing building has the following gross internal floor areas:

| | Sq ft | Sq M |
|------------------------|--------------|---------------|
| Ground Floor Warehouse | 1,387 | 128.85 |
| First Floor | 2,157 | 200.39 |
| Second Floor | 1,922 | 178.55 |
| TOTAL | 5,466 | 507.79 |

Planning consent had been obtained to redevelop the building and extend its overall footprint, providing up to 14,716 sq ft (1,367 sq m) in total.

Conversion Potential

The planning consent for the building, attached to which were a number of onerous conditions and covenants, has now expired. The building is in a fairly dilapidated state so presents a development opportunity as opposed to a refurbishment. The building's characteristics fit neatly with many of those identified by the RedC model and as such, offers the most appropriate opportunity to progress.

Costs

The vendor's agent is quoting an asking price for the freehold of £295,000. As mentioned above, the building is a development opportunity and conversion of older, architecturally sensitive buildings can be costly. However, we would estimate that the building could be developed to provide fairly basic, predominantly open plan accommodation for approximately £150 per sq ft.

Potential Project Partners / Stakeholders

We have been advised that the current owners have a preference to sell the building as it is and not to maintain any ongoing involvement with its redevelopment.

Templar House, Newton Abbot Hospital

Location

Templar House forms part of the former Newton Abbot Hospital site, which is located in a central position in Newton Abbot.

The building fronts East Street, a main arterial road (A381) and is approximately 200 metres from the main shopping area of Courtenay Street and Queen Street.

Description

Templar House is both an attractive and imposing period building occupying a prominent position at the front of the hospital site. It has historically been used as offices, arranged over ground and first floors.

Accommodation

We do not have any measured net internal areas for the building, but have been advised by the developer that it extends to approximately 5,500 sq ft (510 sq m).

Conversion Potential

The site is currently being sold, subject to planning, to Keyworker Homes Ltd, who are currently preparing a planning application for a mixed use scheme to include retirement housing, residential, retail, hotel and some employment.

Templar House has been identified as a suitable building to be retained for employment use and from discussions with the developer, it would seem it would be readily adaptable to form a work hub operation.

Further discussions are needed with the developer to establish the state of the fabric of the building and also to ascertain the preferred route for disposal.

Costs

The developer is still master planning the site to form the basis of a planning application. As such, no quoting terms are available as yet, either for the building as it is or on lease terms following refurbishment.

Potential Project Partners / Stakeholders

Initial dialogue with the developer revealed a potential interest in working with DCC, preferably with DCC as tenant, to providing a work hub development.

Discussions also revealed potential interest from an occupier to take a significant proportion of the building, although the exact amount in percentage terms is not yet clear.

22-24 Devon Square

Location

Devon Square is the established office location of Newton Abbot and is a short distance from the town centre and approximately 1 mile from the A380 Exeter to Torquay dual carriageway.

Description

The building is a prominent and attractive, end of terrace Georgian office building formally occupied by Francis Clarke. It provides predominantly cellular offices arranged over ground and three upper floors.

Accommodation

The letting agents have supplied the following net internal floor areas:

| | Sq ft | Sq M |
|--------------|--------------|-------------|
| Ground Floor | 1,860 | 173 |
| First Floor | 1,473 | 137 |
| Second Floor | 1,162 | 108 |
| TOTAL | 4,495 | 418 |

To the rear of the premises is a large tarmacaded car park area which can accommodate 14 cars, with additional spaces available with double parking. This is a secure car park accessed via a rear service road and is a considerable asset to a building of this size in this location.

Conversion Potential

As with most period office buildings, the accommodation is very cellular and therefore does not lend well if more open plan working environment is being sought. The space does however work well for “Business Centre” style of occupation, where small businesses can have their own “lock-up” offices while tapping into the broader services a business centre can offer. Rationalisation of some of this space may be possible to create larger common spaces and meeting rooms and potential space for

the more casual “drop-in” users.

Costs

The premises are being offered by way of a new occupational lease for a term to be agreed. The agents are seeking a quoting rent of £36,000 per annum.

Potential Project Partners / Stakeholders

We understand the building is owned by partners of Francis Clarke. Discussions have only been held with their agent who has indicated the preference is to seek new tenants for the building, either as a whole or in part.

We would recommend therefore that suggestions of a work hub style operation be discussed to establish any buy-in potential.

Estuary House, Brunel Industrial Estate

Location

Estuary House is located on the Brunel Industrial Estate just off the A381 which links in with the A380 dual Carriageway. The location is somewhat removed from the town centre and the ancillary services available. Furthermore, car parking is an issue with the number of available spaces being very limited.

Description

The property is a modern office building completed approximately 18 months ago providing modern, predominantly open plan accommodation over three floors.

Unlike other options covered for Newton Abbot, it has the benefit of modern office specification such as raised floors with electrical and computer cabling, suspended ceilings with recessed lighting together with staff facilities and disabled access.

Accommodation

The detailed floor areas indicate that the building in total extends to approximately 15,000 sq ft with each floor plate extending to roughly 5,000 sq ft (465 sq m).

Conversion Potential

The building is currently occupied as a conventional office, so would represent a compromise in terms of the RedC “market” model.

However it does present a cost effective way of providing “drop-in” space if DCC and Devon PCT are to remain in the majority of the space.

Costs

It is estimated costs are in the region of £13.75 per sq ft.

It would require little to create a small scale work hub facility within the broader occupational context of this building.

Potential Project Partners / Stakeholders

We understand the building is shared with the Devon Primary Care Trust but we do not have details on whether any space might available for use as/conversion to a work hub facility.

Clearly, DCC and the Devon PCT are in the best position to facilitate the creation of a facility if this option were to be pursued.

Bridge House, Courtenay Street

Location

Bridge House is located at the end of Courtenay Street, close to its junction with Queen Street, which together form the main retail centre of Newton Abbot.

Description

Bridge House is a 1960's retail block with offices arranged over two upper floors. The property has been identified both from the DCC Asset Register and from the private sector market search.

Accommodation

The DCC space and that being offered privately is as follows:

| | Sq ft | Sq m |
|--------------|--------------|--------------|
| DCC Space | 3,993 | 371 |
| Suite 1 | 285 | 26.5 |
| Suite 2 | 297 | 27.6 |
| Suite 4 | 353 | 32.8 |
| TOTAL | 4,928 | 457.9 |

Conversion Potential

Again this option represents a compromise to the RedC “model”, but might offer a cost effective solution to providing a base for a work hub in the town.

The very nature of this type of office accommodation should make it relatively straightforward to convert, and create a mixture of open plan and cellular meeting rooms with the use of demountable partitioning.

Costs

We do not have details of DCC’s occupational costs for this building but the space being marketed privately is being offered in the region of £7.50 per sq ft.

Potential Project Partners / Stakeholders

Both DCC and the building’s landlord are the principal potential stakeholders for this option.

IV.III Barnstaple

Queens House, Queen Street

Location

The building occupies a prominent position in the centre of Barnstaple close to the main Bus Station and Queen Street car park.

The main retailing pitch of the High Street and Boutport Street are within close level walking distance along with the Green Lanes Shopping centre and its multi-storey car park.

Description

The property comprises a substantial retail building with offices on two upper floors. The offices are arranged around a reception area with interview and boardrooms as well as ample cloakroom and kitchen facilities for staff.

(It is understood that Petroc currently provide a variety of activities in some of the upper floor offices in Queens House, including a management course, foundation degrees, a range of short courses and some recreational activity. The Petroc facility includes a range of general purpose classrooms and a computer suite. Consideration could be given to partnership with Petroc for joint reception, reducing staffing costs, etc., if this option were to be pursued).

Accommodation

We do not have a breakdown of the individual office suites but understand the available space totals 7,413 sq ft (688 sq m).

Conversion Potential

We understand the office accommodation to ready to occupy and therefore no major conversion works are necessary, with only décor, layout, fixtures and fittings requiring further work.

Costs

The letting agents are seeking a rent based on £10.00 per sq ft (£107 per sq). Therefore assuming that the RedC criteria of 5,000 sq ft were met the cost would be c.£50,000 per annum.

Potential Project Partners / Stakeholders

The landlord is currently seeking a conventional lease arrangement, although details on any potential landlord involvement beyond this have not been discussed.

Should it be felt appropriate, and this option was to be pursued, we would suggest such arrangements are explored with the landlord.

Devonshire House, The Square

Location

Devonshire House occupies a prominent position on The Square, close to the main retailing area of the High Street and Boutport Street and public car parks.

Description

The property comprises the ground floor of a prominent, period, retail building with residential upper parts.

Accommodation

According to the vendor's agent the existing building has the following gross internal floor areas:

| | Sq ft | Sq m |
|--------------|-------|-------|
| Ground floor | 5,061 | 470.2 |

Conversion Potential

Whilst the property has the potential in terms of size for conversion, there will be difficulties to overcome in terms of natural light reaching the more central areas of the floor plate.

Given the building's location, it would attract a variety of support businesses as well as providing potential for a café/restaurant use.

Costs

The landlord is seeking a new lease for an annual rent of £50,000.

If it were decided to pursue this option further, we would anticipate being able to ameliorate its condition through joint venture discussions with the landlord.

Potential Project Partners / Stakeholders

If this option were to be pursued, discussions would need to be entered into with the landlord to discuss joint venture options to established managed workspace in the building.

103 Boutport Street

Location

The building occupies a noticeable position on Boutport Street, opposite Bear Street, close to the main retailing area of the High Street and public car parks. (It is the former office of an established local solicitor, that is now owned by Torridge Training Services (TTS Group) a registered Charity providing employability training to the long term unemployed, lone parents, rurally isolated, clients with disabilities, NEET's and clients with a history of offending).

Description

The property comprises the ground and two upper floors of a prominent, period building together with the upper floors of the neighbouring three properties. It also has a substantial rear extension and enclosed courtyard.

Accommodation

The property is not currently on the market, so no vendor's details are available. Our understanding is that in total the premise offers at least 5,000 to 6,000 sq ft., though TTS are seeking out the full details. (Currently part of the top floor of the building is occupied by TTS staff, though the remainder is unoccupied and in varying states of repair).

Conversion Potential

The property has significant potential in terms of size for conversion, both for use as a work hub together with space for the necessary associated activities such as offices, café, training rooms, etc, and therefore does in very many respects meet the criteria in the RedC model.

However, it does present some difficulties in terms of practicalities. The most important of these are natural light reaching the more central areas of the building, the need to identify the most appropriate rooms to convert into large open plan hub space (given their location in relation to other facilities in the building) and the shortage of toilets and kitchen accommodation.

Costs

The owners of the building – TTS – have approached us about the possibility of receiving support to convert any part of the building for use as a work hub. TTS have their own buildings and works team who would do any necessary conversion work at cost price.

Potential Project Partners / Stakeholders

TTS are keen to discuss options with DCC and are currently preparing an outline investment strategy/business plan involving the reinvestment of any profit made from the venture into training, advice and support for pre and new start businesses in the locality. They believe that this fits with their mission of supporting local regeneration and community activities. If this premise was to be pursued, either on the basis of the TTS proposals or another DCC alternative, more detailed discussions will need to take place.

21 Cross Street

Location

The property is located in the centre of Barnstaple on the corner of High Street and Cross Street, close to the commercial and retail centre and major public car parks.

Description

The property comprises three floors of office accommodation situated above ground floor retail accommodation, accessed from Cross Street.

The accommodation benefits from night storage heating, ample power points, telephone points and is fully carpeted throughout, ready for immediate occupation.

Accommodation

The letting agents have supplied the following net internal floor areas:

| | Sq ft | Sq m |
|--------------|--------------|------------|
| First floor | 984 | 91.41 |
| Second floor | 728 | 67.63 |
| TOTAL | 1,712 | 159 |

Conversion Potential

The property is currently fitted out as offices, capable of immediate occupation, with therefore no major conversion input required.

The premises are much smaller than other options that have been short listed, but it was felt its location and ease of delivery warranted inclusion within this report.

Costs

The premises are available on a new occupational lease, for which the letting agents are seeking a rent of £8,000 per annum exclusive.

Potential Project Partners / Stakeholders

The landlord will be seeking a conventional lease arrangement, although details on any potential landlord involvement beyond this have not been discussed.

Should it be felt appropriate, we would suggest such options are explored with the landlord.

Victoria Chambers, 15 Gammon Lane

Location

The property is situated on the corner of the High Street and Gammon Walk shopping parade and is therefore conveniently situated in the centre of Barnstaple and close to public car parks.

Description

The building is an attractive period property known as Victoria Chambers and has office accommodation arranged over second, third and fourth floors.

Accommodation

The letting agents have supplied the following net internal floor areas:

| | Sq ft | Sq m |
|--------------|--------------|------------|
| Second floor | 1,500 | 139 |
| Third floor | 1,500 | 139 |
| Fourth floor | 1,500 | 139 |
| TOTAL | 4,500 | 417 |

Conversion Potential

The premises are already refurbished and present well in terms of office accommodation and would therefore not require major redevelopment input.

The building does not have a lift to these upper floors and therefore the space is not currently compliant in terms of DDA access.

Being arranged as it is on multiple floors, it will not provide a feeling of inclusiveness that might otherwise be achieved in a building over one or two floors.

Costs

The accommodation is being offered on extremely competitive terms with rents quoted being in the region of £4.00 per sq ft (£43 per sq m).

Potential Project Partners / Stakeholders

The landlord will be seeking a conventional lease arrangement, although details on any potential landlord involvement beyond this have not been discussed.

Should it be felt appropriate, we would suggest such options are explored with the landlord.

IV.IV Ilfracombe

The Ilfracombe Centre

Location and description

The Ilfracombe Centre is located in the centre of town, on the junction between the High Street and Northfield Road. It occupies a substantial three storey building plus basement and is a *“new and exciting development from the Ilfracombe Town Council. It connects council, community and voluntary services enabling residents to access*

current, comprehensive and accurate advice under one roof¹⁶.

The centre already offers business support and serviced office accommodation in the form of dedicated areas designed specifically for start-ups or small businesses wanting a base in the area. Each area can accommodate up to six desks with lockable storage, IT and telecoms equipment. WiFi is free to use and marketing and promotional support are available.

The centre has a fully serviced reception area that deals with all enquiries and also offers conference and training facilities. The current tariff structure for businesses is £1,000 per annum covering desk rent, rates, furniture, direct dial phone, use of rooms, reception, marketing and partnership working.

Conversion potential and partnership

Following discussions between the Centre Manager and the EDO of NDDC, they have agreed to plan and cost the changes and conversions needed in the Centre to offer a "work hub" type facility alongside the existing office provision. It is proposed that this would be in one of the training rooms that already have extensive IT equipment installed.

While there are some issues with the internal layout, the overall offer that the centre can provide is close to an "ideal" work hub service scenario. The Manager is aiming to produce the costings asap and considering whether a partnership approach with DCC might be appropriate. She will also be drawing up a more flexible tariff structure – designed for hub users wishing to access on a daily or weekly basis without paying a large sum up front.

IV.V Exmouth

36-37 The Strand (former Thomas Tucker store)

Location

The building is situated on the corner of St Andrews Road and The Strand, a large public square in the centre of Exmouth. The main shopping area, The Magnolia Centre, is close by as is the main public car park at the Sports Centre.

Description

A former local department store, it is a three storey building set in a prominent corner position with ground floor glazed frontages and a number of entrances set around the building. The property has a mix of rendered and brick elevations under a pitched slate roof.

¹⁶ <http://www.theilfracombecentre.co.uk/centre/>

Accommodation

The vendor's agents state the building has the following internal floor areas:

| | Sq ft | Sq m |
|--------------|--------------|------------|
| Ground floor | 3,014 | 280 |
| First floor | 3,014 | 280 |
| Second floor | 1,259 | 117 |
| Basement | 904 | 84 |
| TOTAL | 8,191 | 761 |

Conversion Potential

The building has remained vacant for some time since the closure of Thomas Tucker, which in part is down to the difficulty in dividing the property into smaller lettable units. The main staircase, which the local planning authority wishes to remain, sits awkwardly in the centre of the property, making separation of the ground floor from the upper parts difficult.

The building could however work in a more fluid way if occupiers were content with little if no physical demarcation between users. For example, a café/restaurant operator could occupy all or part of the ground floor, with access to the office areas being maintained via the main staircase.

Costs

The building is being offered on new lease terms, for which a rent for the whole of £60,000 per annum exclusive is being sought. The building is in a fairly poor state of repair, but the landlord has indicated a willingness to adapt and restore it internally to suit occupier's requirements, subject to the agreement of acceptable lease terms.

Potential Project Partners / Stakeholders

The property is owned by a local investor, who is anxious to see it brought back into use. The potential of the site to operate as a work hub has been raised with the owner who, initially, has reacted positively to the proposal.

Exmouth Branch Library, Exeter Road

Location

The property is located on Exeter Road, a secondary retailing area short distance from the centre of Exmouth. The main retailing pitch of the Magnolia Centre and the main public car parks are both not far away.

Description

The property comprises what currently serves as Exmouth Branch Library and is an interesting period red brick building that appears to be arranged over two floors.

The property is listed as being freehold.

Accommodation

We do not have any detailed information but understand the potentially available space totals **5,618 sq ft** (522 sq m). In terms of floor space, this puts its within the RedC criteria.

Conversion Potential

Due to the sensitivities of inspecting properties on the DCC Asset Register, we have not seen the premises internally and therefore cannot comment in detail on conversion potential.

We understand the building is currently in use as the Exmouth branch library so we would anticipate any adaptation to form managed workspace could only be considered if the library were to move elsewhere. In this event, any adaption to form a managed workspace would be relatively straightforward.

Costs

We have no details on what either DCC are paying, either to a private landlord or by way of internal charging, but would estimate the building to have a rental value in the order of £6.00 to £8.00 per sq ft.

Given the comments above, we would anticipate any conversion costs to be in the region of £25.00 - £50.00 per sq ft.

Potential Project Partners / Stakeholders

The building is listed as freehold. It would be useful to understand more about DCC's proposals for this building.

Rolle College, Main Building (Administration Block)

Location

Rolle College occupies a significant site 5-10 minutes walk from the town centre. It has extensive grounds and car parking facilities.

Description

The buildings and the site are owned by the University of Plymouth, but have been unoccupied for over three years. Rolle Exmouth Ltd, a local commercial, but community owned business, has put forward proposals for purchasing part of the site to use the buildings for various regeneration purposes, including facilities for start-up and micro business. Other proposals have been made for the site including residential developments and the University of Plymouth are understood to be considering their options.

The Rolle Exmouth Ltd proposals include using parts of the ground floor of the former Main Building (Administration Block) as serviced office accommodation. The amount of space and the layout of the building means that offices could be configured in a variety of ways, with one-, two-, four- and six-person offices being suggested. The range of accommodation also offers the opportunity to include hub type, open plan workspaces.

The proposals also include in different parts of the same building a skills centre, health and fitness centre, meeting rooms, cafeteria, conference/exhibition centre, training area, reception and storage facilities.

Accommodation

The Rolle Exmouth Ltd prospectus does not contain detailed information but it is understood that the potentially available space for serviced offices is in excess of **5,000 sq ft**.

Conversion Potential

The building and site have tremendous potential to be transformed into a valuable asset for the local community. The scale of the buildings and their flexible layout means that they could be used for a range of purposes.

Costs

Having been unoccupied for some time, parts of the building are in poor condition, while other parts have been subject to vandalism. Nonetheless it appears that the fabric of the building is in reasonably good condition. Given the comments above, we would anticipate any conversion costs to be in the region of £25.00 - £75.00 per sq ft due to the variable state of repair.

Potential Project Partners / Stakeholders

Rolle Exmouth Ltd is waiting to hear from the University of Plymouth about their proposals. If successful they would be very keen to discuss the inclusion of a work hub in their plans.

IV.VI Axminster

Hanover House, Chard Street

Location

The property is located on Chard Street, a short distance from the centre of Axminster and its central shopping area.

It also benefits from being close to Poplar Mount Car Park.

Description

The property comprises a two storey terrace building with brick elevations.

Internally the ground floor provides predominantly open plan accommodation with the first floor divided into a series of individual offices, storage rooms, wc, kitchen and staff room facilities.

Accommodation

According to the vendor's agents, the building has the following net internal floor areas:

| | Sq ft | Sq m |
|--------------|--------------|------------|
| Ground floor | 1,136 | 106 |
| First floor | 1,127 | 104 |
| TOTAL | 2,263 | 210 |

Conversion Potential

The building does not match many of the RedC criteria, in particular in terms of size, but conversion to a smaller scale format would be straightforward.

Costs

The owners are seeking a new occupational lease on a rent of £8,750 per annum exclusive.

Potential Project Partners / Stakeholders

The building is owned by a private investor, who is seeking to capitalize on his asset.

The Regent Hall (former Market Hall), Market Square

Location

The building is located just off Castle Hill, only a short distance from the centre of Axminster and its main shopping area and car park.

Description

The property comprises a former Cinema and is an imposing building that appears to have had recent use as a showroom. (Its original use was as Axminster Market Hall). It is a Grade II Listed building.

Accommodation

According to the vendor's agents, the building has the following internal floor areas:

| | Sq ft | Sq m |
|--------------|--------------|------------|
| Unit 1 | 1,150 | 107 |
| Unit 2 | 670 | 62 |
| Unit 3 | 590 | 55 |
| Unit 4 | 870 | 81 |
| Unit 5 | 430 | 40 |
| TOTAL | 3,710 | 345 |

Conversion Potential

Under current plans it is proposed to convert the building in five units providing a blend of A1 shops, A2 office/professional services and A3 food and drink.

Although slightly smaller than the ideal "model" work hub, it would work on a small scale if demand within Axminster warranted development.

Costs

The property is being offered for sale, freehold, with offers sought in the region of £250,000.

Potential Project Partners / Stakeholders

A private developer owns the building.

Appendix II: Asset review (Long list of properties)

As mentioned, the asset review covered a very wide range of properties and assets across the six towns. Appendix IV provided details of those properties that were shortlisted for further consideration as a work hub. This appendix provides a tabular summary and short note on the size, ownership, description and reasons for short listing or not of those premises that were included on the shortlist and the other properties that *were not* shortlisted, but were included on a “long list” drawn up prior to the short listing.

| Address | Description (Public/private) | Size | Comments/reasons for shortlisting or not |
|---|---|---------------------------------|--|
| Barnstaple | | | |
| 19A, 19B and 19C Alexandra Road | Terrace house(s) used as offices, Resource Centre (Public) | c.75 – 150 sq m | Wrong location, too small and arranged over several adjoining properties/ floors |
| 44 Boutport Street | Town centre shop unit over three floors (Private) | 60 sq m over three floors | Too small and fragmented. |
| 53 Boutport Street | Town centre retail premises (formerly Pine Furniture Centre) (Private) | 250 sq m | Too small. |
| 70 Boutport Street | Prominent former café/car building with upper parts. (Private) | Areas not available | (Sold prior to completion of the study). |
| 103 Boutport Street | Prominent period building (former solicitors office) with upper and rear parts. (Private) | 400 – 550 sq m | Put forward by owners TTS. Shortlisted. |
| 22 Castle Street | Ground floor suite of offices. (Private) | 50 sq m | Too small |
| 21 Cross Street | Attractive centrally located building close to the High Street (Private) | 162 sq m | Well located but dependant on demand, may be too small. Shortlisted. |
| Devonshire House, The Square EX32 8LX | High profile building with interesting mixed use conversion possibilities (Private) | 520 – 840 sq m | Potential for café / retail uses on the ground floor with office based functions on the upper floors. Short listed. |
| 12/13 High Street | Ground floor retail | 107 sq m | Too small and arranged |

| | | | |
|---|--|---------------------------------|---|
| | unit with three upper floors. (Private) | | over multiple floors. |
| 103 High Street | High street retail unit (formerly the Oak Room) (Private) | 100 sq m | Too small |
| 14 King Edward Street | Town centre shop/ office premises (Private) | 75 sq m | Too small |
| Narita House, Roundswell Business Park | Modern conversion of industrial premises to offices (Private) | Suites from 40 sq m to 150 sq m | Wrong location, too small and fragmented. |
| 64 Newport Road | Double fronted shop unit (Formerly the Tuck Inn) (Private) | 50 – 75 sq m | Edge of town location and too small |
| Queens House Queen Street | Prominent retail building with offices on two upper floors (Private) | 688 sq m | Short listed |
| Riverside Road | Ground floor sheltered workshops (Public) | c.100 – 300 sq m | Wrong location, too small and inappropriate |
| 20 & 21 St Georges Road | Offices and early intervention centre (Public) | c.100 – 175 sq m | Wrong location, too small and arranged over several floors |
| Unit 2, Old Station Road | Former Speedy Hire premises (Private) | 250 – 400 sq m | Wrong location. Not short listed. |
| Unit 3, Liberty Court, Brannam Crscnt, Roundswell Business Park | High specification unit in a business park location (Private) | 121 sq m | Too small. Not short listed. |
| Victoria Chambers Gammon Lane | Period office building with space over three floors. (Private) | 417 sq m | Shortlisted, but reservations because space felt to be too fragmented over multiple floors. |
| Victoria Road (CYPS) | Small office/ administration facility (Public) | c.30 sq m | Too small |
| Newton Abbot | | | |
| Ash House, Canal Way | Modern detached offices (Private) | 543 sq m | Wrong location |
| Bridge House Courtenay Street | Prominent retail building with offices on two upper floors. (Private) | 457 sq m | Potential for managed work space. Short listed. |
| Brunel House Brunel Industrial | Single storey office building. | 544 sq m | Quality and location of the building doubtful. |

| Estate | (Public) | | Not short listed. |
|---|--|-----------------|--|
| 15 Devon Square | Centrally located period office building. (Private) | 135 sq m | Likely to be too small. Not short listed. |
| 21 Devon Square | Centrally located, currently Trading Standards Office. (Public) | 135 sq m | Too small. Not shortlisted. |
| 22-24 Devon Square | Prominent period office building arranged over ground & two upper floors. (Private) | 418 sq m | Would convert well to a Hub. Shortlisted. |
| 39 Devon Square | Period office building arranged over ground & part upper floor. (Private) | c.90 sq m | Too small. Not shortlisted |
| Estuary House Brunel Industrial Estate | Modern three storey office building. (Public) | 500 sq m | Subject to availability, could work as managed work space. Short listed. |
| 10 Hopkins Lane | Commercial work shop and storage. Close to town centre (Private) | c.230 sq m | Too small. |
| Minerva House, Silverhill Road, Decoy Industrial Estate | High specification offices in multi let building (Private) | 373 sq m | Slightly too small and wrong location |
| 132 Queen Street | Centrally located shop/retail outlet. (Private) | c.45 – 50 sq m | Close to town centre and local amenities. Too small |
| Pearl Assurance House | Centrally located multi occupied office building. (Private) | 58 – 138 sq m | Close to town centre and local amenities. Too small |
| Sherborne House, Kingsteignton Road | Modern, centrally located multi occupied office building (Private) | 644 sq m | Would convert well for managed workspace. Went under offer before the study was completed, so not short listed. |
| St John Hall, 41-43 East Street | Former St John Ambulance building. (Private) | 310 sq m approx | Sold prior to completion of the study. |
| Templar House Newton Abbot Hospital | Prominent self contained building located to the front of the former hospital site. (Private) | 500 sq m approx | Would convert well to create a Hub. Recommended and short listed. |

| | | | |
|--|---|-------------------|--|
| Teign Stores, Teign Road | Town centre redevelopment of a former Wharf building over four floors. (Private) | 121 – 1,367 sq m | An opportunity to provide a mix of uses within an unusual and attractive stone building. Short listed. |
| Unit 1, Heathfield Industrial Estate | Industrial unit with office accommodation suitable for conversion (Private) | 3,000 sq m | Wrong location |
| Unit 23, Crossgrange Trading Estate | Industrial unit with reception and offices, suiting conversion (Private) | 1,000 sq m | Wrong location |
| Wain Lane Junction Young People's Centre | Youth centre and community services building (Public) | n/a | Wrong location and not appropriate/suitable |
| 16 Wolborough Street | Small office facility used by Youth Support Services (Public) | c.30-50 q m | Too small |
| Exmouth | | | |
| Thomas Tucker 36-37 The Strand | Former department store (Private) | 700 sq m approx | Centrally located and capable of accommodating complimentary uses. Shortlisted. |
| 22 Exeter Road | Corner retail outlet (currently Charity) (Private) | 500 sq m approx | Too small |
| Exmouth Branch Library Exeter Road | Interesting library building in central location. (Public) | 522 sq m | Potential for conversion to a Hub. |
| 22 Rolle Street | Two floor property in town centre, currently a cafe (Private) | c.136 sq m | Too small |
| 45 Rolle Street | One floor property in town centre, currently a retail outlet (Private) | c.75 sq m | Too small |
| Rolle College site, Main Building | The site is proposed as a serviced office | Well in excess of | Many opportunities within range of buildings. |

| | | | |
|---------------------------------------|---|--------------------------------------|---|
| | accommodation and community venture (Public) | 5,000 sq | Shortlisted |
| 10-12 Victoria Road | Three storey building, currently Kennaway Centre and a Youth Café (Public) | c.100 – 200 sq m | Wrong location and too small |
| | | | |
| Totnes | | | |
| Baltic Wharf St Peter's Quay | Site with outline consent for predominantly residential and some employment use. (Private) | Up to 1,600 sq m | Timing on delivery uncertain. One to monitor. Shortlisted. |
| Dairy Crest site (Atmos proposals) | Site with plans for developments that could incorporate managed workspace (Private) | Variable but sufficient | Location not ideal and timing uncertain. Not shortlisted |
| Dartington Trust Estate | Plans being developed for extensive changes across the Estate that could incorporate (more) managed workspace options in the future (Private) | Variable but sufficient | Location not in town and timing uncertain, although one to monitor. Not shortlisted |
| 46 Fore Street | Self contained three storey office building. (Private) | 80 – 130 sq m | Too small. Not shortlisted. |
| 53 Fore Street | Retail outlet in town centre. (Private) | 45 sq m | Too small. Not shortlisted. |
| Terrace Coffee Shop 57 Fore Street | Town centre café, well known location (Private) | 50 – 100 sq m (inc external seating) | Too small. Not shortlisted. |

| | | | |
|---|---|------------|--|
| Mansion House Fore Street | Prominent period office building with two storey modern addition to the rear. (Public) | 1,997 sq m | Multiple options for the creation of managed workspace, but issues over restrictive covenants on building usage. Shortlisted. |
| St John Ambulance Hall, Station Road | Former St John Ambulance building close to the town centre. (Private) | 256 sq m | Although likely to be too small, shortlisted for further investigation. |
| 9 The Plains | Ground floor retail outlet. (Private) | c.50 sq m | Too small. Not shortlisted. |
| Unit C8 Waterside The Plains | Ground floor office suite. (Private) | 77 sq m | Too small. Not shortlisted. |
| | | | |

| Axminster | | | |
|---|---|---|--|
| Axe Valley Community College, Chard Street | Community college and sixth form centre (Public) | Large site with many buildings – one dedicated computer suite | Issues with access as college and size of (any) available rooms. |
| Hanover House, Chard Street | Former job centre in central location (Private) | 210 sq m | Although too small, it might work on a reduced scale given the demand profile for Axminster. Shortlisted. |
| Eastern Local Services Office, Church Street | Small office facility. (Public) | c.50 sq m | Too small Not shortlisted. |
| The Regent Market Square | Former cinema & car showroom, currently with consent for conversion to 5 retail units. (Private) | 345 sq m | Interesting building with potential for the creation of a Hub, demand permitting. Shortlisted. |
| The Shop Castle Street | Former retail outlet close to town centre (Private) | 75 sq m | Too small Not shortlisted |

| Ilfracombe | | | |
|---|--|--|--|
| <p>High Street shops: 17 High Street (Electrical Shop) 78 High Street (Sports Shop) 107 High Street (Estate Agent) 132 High Street (Confectioners) 138 High Street (Estate Agents) 152 High Street (Garden Store)</p> | <p>All former retail outlets (All Private)</p> | <p>Mixed sizes between 30 and 80 sq m</p> | <p>All too small. Not shortlisted</p> |
| <p>Hotels and other mixed premises: Berkeley Hotel, Wilder Road Britannia Hotel, Broad Street Bus Station, Ropery Road Pavilion Site, Wilder Road Cliffe Hydro Hotel, Hillsborough Road Collingwood, Wilder Road Colossus Nightclub, Avenue Rd Golden Coast Arcade, Wilder Road Montebello Hotel, Fore Street; Southcliffe Hotel, Torrs Park; The Shields.</p> | <p>Some of these sites had active planning applications underway (the Berkeley, the former bus station, Cliffe), while others had actually completed their own renovation work and were finished and "opening for business" (the Britannia). The remainder were considered but were not appropriate for shortlisting as they fell well short in terms of location and/or space</p> | <p>Mixed</p> | <p>Some not available any longer. Most in wrong location or too small. Not shortlisted.</p> |
| <p>The Ilfracombe Centre</p> | <p>Located in town centre in extensive building. (Public)</p> | <p>Large building offering mixed use already</p> | <p>The centre offers council, community and voluntary sector services already, including business support. Has space available for limited hub</p> |

| | | | |
|---|--|------------------------------------|--|
| | | | facilities that would dovetail well with existing business offer. Shortlisted. |
| The Ilfracombe Youth & Community Centre | Existing community focused building with mixed use including some office space (Public) | Large building, precise space n/a | Mixed use and good location but significant issue of single entry point. Not shortlisted. |
| The Ilfracombe Library | Another existing community focused building, recently refurbished (Public) | Reasonable size, precise space n/a | No available space and fully utilized. Not shortlisted. |

Appendix III: Online survey questionnaires

Work Hub Survey – Established Business questionnaire

Business Growth

| | | |
|--|--|--|
| 1. In which of the following towns or surrounding areas is your business located? TICK ALL THAT APPLY | | |
| Totnes | | |
| Barnstaple | | |
| Newton Abbot | | |
| Exmouth | | |
| Axminster | | |
| Ilfracombe | | |
| Other (Please specify) | | |
| 2. Including yourself, how many people does your business employ? TICK ONE | | |
| 0 | | |
| 1-4 | | |
| 5 to 9 | | |
| 10 to 49 | | |
| 50 and above | | |
| Don't know / Confidential | | |
| 3. Can you briefly explain your core business activity? WRITE IN: | | |
| 4. How many years has your business been operating? TICK ONE | | |
| Less than 1 year | | |
| 1 to 2 years | | |
| 3 to 5 years | | |
| 6 to 10 years | | |
| 10+ years | | |
| 5. What premises do you use for your business? | | |
| Home-based (or work out of home with no premises) | | |
| Lease dedicated premises | | |

| | | |
|--|--|--|
| Rent space in shared premises | | |
| If other arrangement - please specify: | | |

| | | |
|--|--|--|
| 6. Have you considered moving premises within the last 12 months, or are you currently considering? | | |
| Yes – have considered | | |
| Yes – currently considering | | |
| No | | |
| 6.a If [Yes considered/ing moving] - What type of workspace would you be looking for in any new premises for your business? TICK ALL THAT APPLY | | |
| Office | | |
| Workshop / factory | | |
| Warehouse | | |
| Retail outlet | | |
| Tourism / leisure site | | |
| Other – please describe | | |
| 6.b If [Yes considered/ing moving] - In what area(s) would you be looking for a new premises for your business? TICK ALL THAT APPLY | | |
| Totnes | | |
| Barnstaple | | |
| Newton Abbot | | |
| Exmouth | | |
| Axminster | | |
| Ilfracombe | | |
| Other (Please specify) | | |

| | | |
|--|--|--|
| 6.c If [Yes considered/ing moving] – And in what type of site/location would you prefer your new business premises to be located? | | |
| Outskirts of town | | |
| Town centre | | |
| Industrial estate (please specify) | | |
| Other location (please specify) | | |
| 6.d If [Yes considered/ing moving] – If there are likely to be any special requirements for the type of site/location you would need, can you explain? | | |

Business Growth

| | | |
|---|--|--|
| 7. Which of the following do you need, that you consider essential for your future business plans? TICK ALL THAT APPLY | | |
| Good quality office space | | |

| | | |
|---|--|--|
| Somewhere to meet customers / suppliers | | |
| Town centre location | | |
| Out-of-town location | | |
| Fast, reliable broadband connection | | |
| Access to office facilities (e.g. printers, communications) | | |
| Being part of a business community (i.e. not isolated) | | |
| Flexible use of premises | | |
| Low premise overheads | | |
| Access to professional support and business services | | |
| Provision of car parking for staff and visitors | | |
| 8. What other, if any, factors are essential to you for your future business plans? PLEASE WRITE IN: | | |

Awareness & Views on Managed Workspace

We're interested in your views on "work hubs."

Work hubs are a growing concept across the UK, providing the sorts of premises, services and other support for start up and micro enterprise. Work hubs can allow entrepreneurs or home workers the opportunity to rent desk space on a flexible basis, provide a business postal address, high-quality IT facilities, as well as opportunities to meet and network with other like-minded businesses. They can also provide easy access to business support and training from a range of agencies.

It is possible that some businesses might have other premises or work space but would benefit from the sorts of services and facilities a work hub could offer.

| 9. How interested would you be in using the following types of services if available through a local work hub? 1=Not at all 5=Extremely interested) | 1 | 2 | 3 | 4 | 5 | dk/na |
|---|---|---|---|---|---|-------|
| Meeting / conference facilities | | | | | | |
| Mailboxes (or official business address) | | | | | | |
| 'Hot' desks (i.e. desks available for hourly hire) | | | | | | |
| Virtual office services for handling your business calls, business mail and faxes | | | | | | |
| Book keeping / invoice production services | | | | | | |
| Virtual PA / secretarial services | | | | | | |
| Internet access / Wi-Fi | | | | | | |

| | | | | | | |
|--|--|--|--|--|--|--|
| Printing and photocopying services | | | | | | |
| Marketing support | | | | | | |
| Access to profession business support and advice services | | | | | | |
| Catering facilities | | | | | | |
| 10. And considering yourself or your employees, how likely would you be to consider using work hub facilities, such as for occasional, additional or alternative work space? | | | | | | |
| Already use work hub | | | | | | |
| Definitely would consider using | | | | | | |
| Fairly likely to consider using | | | | | | |
| Neither likely nor unlikely to use | | | | | | |
| Fairly unlikely to consider using | | | | | | |
| Definitely would not consider using | | | | | | |
| Don't know | | | | | | |

| | | |
|---|--|--|
| 11. Are there any other types of business support services that a local work hub could provide, that you would consider a benefit to your business? PLEASE WRITE IN: | | |
|---|--|--|

| | | |
|---|--|--|
| 12. Can you think of start ups, micro enterprises or other people in your area that would have, or would be, likely to benefit from the sort of high quality business space and facilities that a work hub would deliver? | | |
| Yes | | |
| No | | |

Closure

| | | | |
|---|-----|----|--|
| 13. Do you know of any other people who current operate a small business or are considering setting up a business that might be willing to talk to us to gain an understanding of issues related to the provision of work hubs? | Yes | No | |
| If Yes to 12 or 13 [Please provide contact details] | | | |

| | | | |
|---|---|---|--|
| 14. Thank you – that’s the end of the interview. With regard to this research, if necessary may we contact you again? | Y | N | |
| 15. Are you happy for our clients at Devon County Council to know you participated in this survey? | Y | N | |
| 15.a [IF YES AT 15] – And are you happy for the responses you gave in the survey to be linked to your company name? (Please be assured that your information will be treated in strictest confidence and comply with DCC data protection policies.) | Y | N | |
| 15.b [IF YES AT 15] – Would you like your details to be passed onto to other business support organisations in Devon that DCC thinks may be useful to your business? | Y | N | |

“Thank you for your help. This survey was conducted on behalf of Devon County Council.”

Work Hub Survey – Pre Start Business questionnaire

| | | |
|---|--|--|
| 1. Are you... | | |
| Running or representing an established business | | |
| Recent business start-up | | |
| In process of setting up a business (with a business plan) | | |
| Thinking of starting up a business (have ideas, no business plan) | | |
| None of the above – please explain (then collect contact details and close) | | |

| | | |
|-------------------------|--|--|
| 2. What is your gender? | | |
| Male | | |
| Female | | |

| | | |
|--|--|--|
| 3. You say that you are considering setting up a business. Approximately, when do you anticipate starting your business? | | |
| Within the next 3 months | | |
| Between 3 – 6 months time | | |
| Over 6 months but within the next 12 months | | |
| Between 1 – 2 years | | |
| Longer than 2 years | | |
| Undecided / Not sure | | |
| 4. From where do you plan to operate your business? | | |
| From a home office (no special premises) | | |
| Independent workspace at home | | |
| My home is part of the business (e.g. tourist accommodation) | | |

| | | |
|--|--|--|
| From dedicated premises away from home | | |
| Undecided / Not sure | | |
| 4.a If [dedicated premises] - In what area(s) would you be looking to locate your business? TICK ALL THAT APPLY | | |
| Totnes | | |
| Barnstaple | | |
| Newton Abbot | | |
| Exmouth | | |
| Axminster | | |
| Ilfracombe | | |
| Not thought about it yet | | |
| Other (Please specify) | | |

| | | |
|---|--|--|
| 4.b If [dedicated premises] – And in what type of site/location would you prefer your new business to be located? | | |
| Outskirts of town | | |
| Town centre | | |
| Industrial estate (please specify) | | |
| Other location (please specify) | | |
| 4.c If [dedicated premises] – If there are likely to be any special requirements for the type of site/location you would need, can you explain? | | |

| | | |
|---|--|--|
| 5. Which of the following are essential for you to start up your new business? TICK ALL THAT APPLY | | |
| Good quality office space | | |
| Somewhere to meet customers / suppliers | | |
| Town centre location | | |
| Out-of-town location | | |
| Fast, reliable broadband connection | | |
| Availability of office facilities (e.g. printers, communications) | | |
| Being part of a business community (i.e. not isolated) | | |
| Flexible use of premises | | |
| Low premise overheads | | |
| Access to professional support and business services | | |
| Provision of car parking for staff and visitors | | |

| | |
|--|--|
| <p>6. What other, if any, factors are essential to you for starting up in business? PLEASE WRITE IN:</p> | |
|--|--|

[Awareness & Views on Managed Workspace](#)

We're interested in your views on "work hubs."

Work hubs are a growing concept across the UK, providing the sorts of premises, services and other support for start up and micro enterprise. Work hubs can allow entrepreneurs or home workers the opportunity to rent desk space on a flexible basis, provide a business postal address, high-quality IT facilities, as well as opportunities to meet and network with other like-minded businesses. They can also provide easy access to business support and training from a range of agencies.

It is possible that some businesses might have other premises or work space but would benefit from the sorts of services and facilities a work hub could offer.

| 7. How interested would you be in using the following types of services if available through a local work hub? (1=Not at all 5=Extremely interested) | 1 | 2 | 3 | 4 | 5 | dk/na |
|---|---|---|---|---|---|-------|
| Meeting / conference facilities | | | | | | |
| Mailboxes (or official business address) | | | | | | |
| 'Hot' desks (i.e. desks available for hourly hire) | | | | | | |
| Virtual office services for handling your business calls, business mail and faxes | | | | | | |
| Book keeping / invoice production services | | | | | | |
| Virtual PA / secretarial services | | | | | | |
| Internet access / Wi-Fi | | | | | | |
| Printing and photocopying services | | | | | | |
| Marketing support | | | | | | |
| Access to profession business support and advice services | | | | | | |
| Catering facilities | | | | | | |
| 8. And considering yourself or your employees, how likely would you be to consider using work hub facilities, such as for occasional, additional or alternative work space? | | | | | | |
| Already use a work hub | | | | | | |
| Definitely would consider using | | | | | | |

| | | |
|-------------------------------------|--|--|
| Fairly likely to consider using | | |
| Neither likely nor unlikely to use | | |
| Fairly unlikely to consider using | | |
| Definitely would not consider using | | |
| Don't know | | |

| | | |
|--|--|--|
| 9. Are there any other types of business support services that a local work hub could provide, that you would consider a benefit to your business? PLEASE WRITE IN: | | |
|--|--|--|

Closure

| | | | |
|---|-----|----|--|
| 10. Do you know of any other people who current operate a small business or are considering setting up a business that might be willing to talk to us to gain an understanding of issues related to the provision of work hubs? | Yes | No | |
| If YES AT 10 [Please provide contact details] | | | |
| 11. Thank you – that’s the end of the interview. With regard to this research, if necessary may we contact you again? | Y | N | |
| 12. Are you happy for our clients at Devon County Council to know you participated in this survey? | Y | N | |
| 12.a [IF YES] – And are you happy for the responses you gave in the survey to be linked to your company name? (Please be assured that your information will be treated in strictest confidence and comply with DCC data protection policies.) | Y | N | |
| 12.a [IF YES] – Would you like your details to be passed onto to other business support organisations in Devon that DCC thinks may be useful to your business? | Y | N | |

“Thank you for your help. This survey was conducted on behalf of Devon County Council.”

Appendix IV: RedC work hub “model” and criteria

At various points in this report, reference is made to the “RedC model”, or the “RedC criteria” for a successful work hub. The model and criteria are summarized here, drawn from pp.65-68 of the RedC report, though for a full explanation the report should be read.

A. Three income streams

Successful hubs should have at least two main revenue streams:

- 1) *Core income from renting (studio / office) space, full time, to ‘destination’ users i.e. those businesses that tend to occupy space on a permanent basis. Core income should equate to at least 70% of total income.*
- 2) *Additional income from renting space, on very flexible terms, to ‘drop in’ users or members i.e. those businesses that use space less frequently or for generally shorter periods of time than full time users.*

A third main income stream, adding to the core / additional income described above should also be incorporated:

- 3) *This income stream could come from a range of sources, such as public sector use of space, a cafe / restaurant, event space or community space. These uses will, however, need to add to the viability of the workspace as a whole and should not rely on any cross- subsidy over the long term.*

B. Ownership:

Freehold / private ownership tends to work best. Public sector ownership, with a long lease and ‘light touch’ approach from the owner.

C. Management:

Transparency is crucial with rents, invoicing, and additional services. Businesses want a simple and transparent charging regime. A ‘hands-on’ approach, from the workspace manager and/or business mentor, is also essential, not least to understand the needs of each business. A host is also essential, to meet and greet new and existing clients, to provide information and advice, to co-ordinate collaboration and network activities.

D. Collaboration:

Space for collaboration and to provide networking time (e.g. Business clubs) is essential, for example through regular network events. It’s also important to promote / enable businesses within the workspace to support each other and to use trusted local suppliers. Create opportunities for collaboration and partnerships, for example

through working with the local resident and business communities, and with local HE or FE.

E. Location:

Town or rural centres provide the best locations for workhubs, close to local services and amenities. It should be possible, in many instances, to link re-use of an existing building with other town centre regeneration or business and resident community activities.

F. Use of space:

Managed workspace should not be less than about 5,000 sq ft net lettable area. Below this 'threshold' a sustainable, viable workspace could be difficult to achieve.

The building should be used by as many businesses as possible, through a combination of membership and core users, and should provide space for different users, for example co-workers, office pods, office studios. Space within the building must be capable of adaptation, for different uses and users.

A good sized cafe or kitchen / breakout area is essential and will encourage informal networking. Good sized meeting rooms (available for hire by non-tenants) are important and can generate significant income.

G. Design Matters:

The 'wow' factor is important, inside and out, particularly for work hubs - the use of ICONIC buildings is important. Space within the building should be comfortable, almost informal, and that space, plus furniture and decor, should help inspire users.

H. Business support:

Mentoring is often best provided 'in house', where it can respond quickly and effectively to business needs. That said, work hubs have the potential to 'aggregate' business support i.e. provide a one stop shop for services such as Business Link, rather than those organisations having to provide the same service to individual businesses spread over a wide geographic area.

Office support services, such as broadband, telephone answering services and e-filing services, which all provide valuable business support services, can also provide important income streams for owners / operators.

I. Cost:

As a rough guide, rents for occasional users are likely to be around £10-15/sq ft/month or around £130 – 150 pcm for a 'hot desk'. Again, as a rough guide, rents for core users are likely to be around £20 / sq ft /month for town centre workhubs, but less (around £6 - £12 / sq ft) for more rural / edge of town workspaces. These cost guides do not include service costs and will, clearly, vary depending on location and nature of the workspace.

Appendix V: Bibliography

Low Carbon Workspace To Meet The Needs of Micro and Small Businesses in Devon
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