

Combined Business Tenants Satisfaction Feedback Report 2018

1.0. Methodology

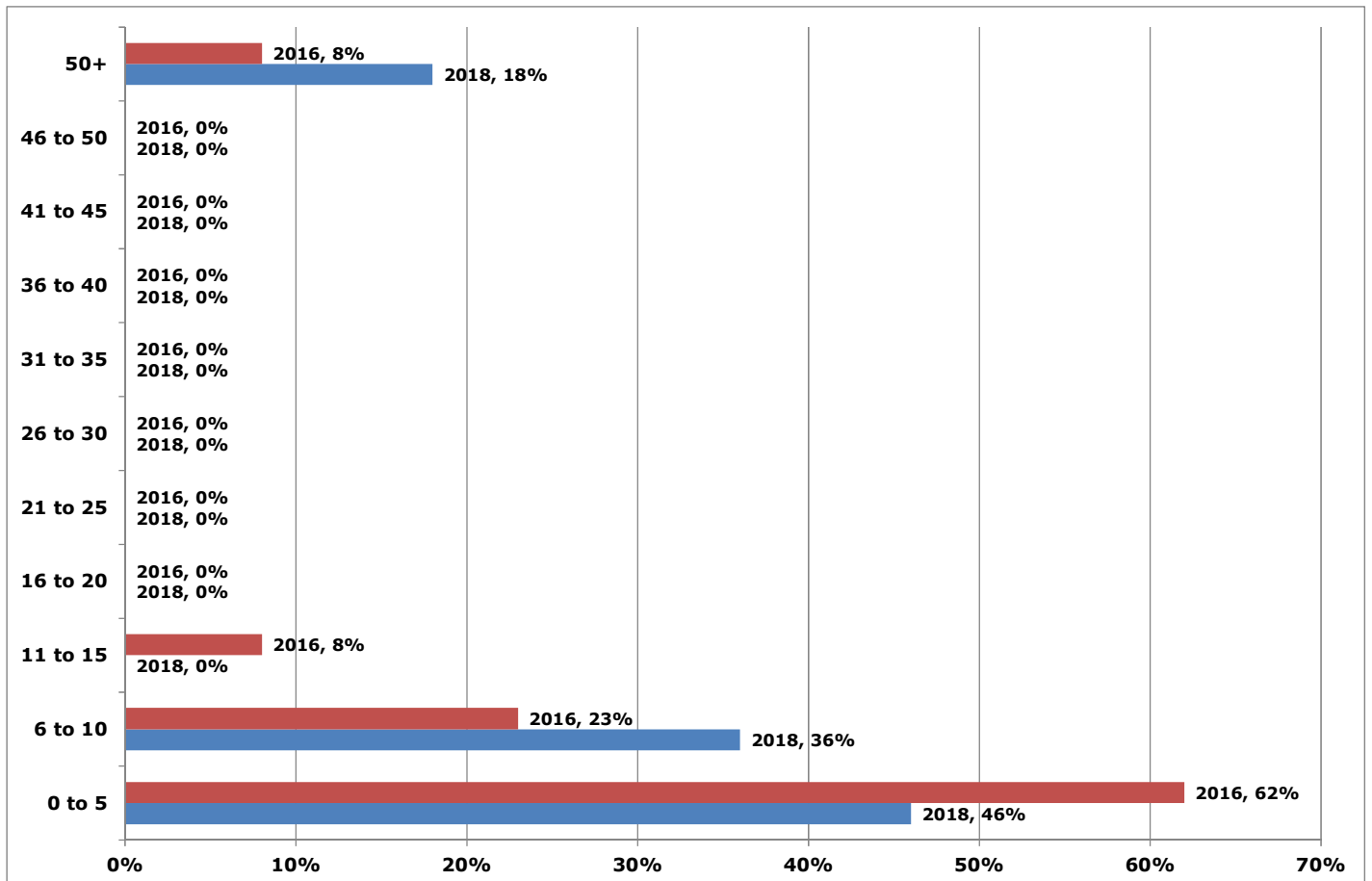
- 1.1. A consultation exercise was undertaken with business centre tenants at Louth and Mablethorpe business centres to gain feedback on the Council's service from a tenant perspective in order to identify any areas for future improvement.
- 1.2. Consultation took place between 29th July and 24th August 2018.
- 1.3. 35 electronic consultations were distributed via an email link. A total of 11 responses were received, giving a response rate of 31%.
- 1.4. It should be noted that base data has been rounded to the nearest number (so may add up to between 99% and 101%)

2.0. Business Details

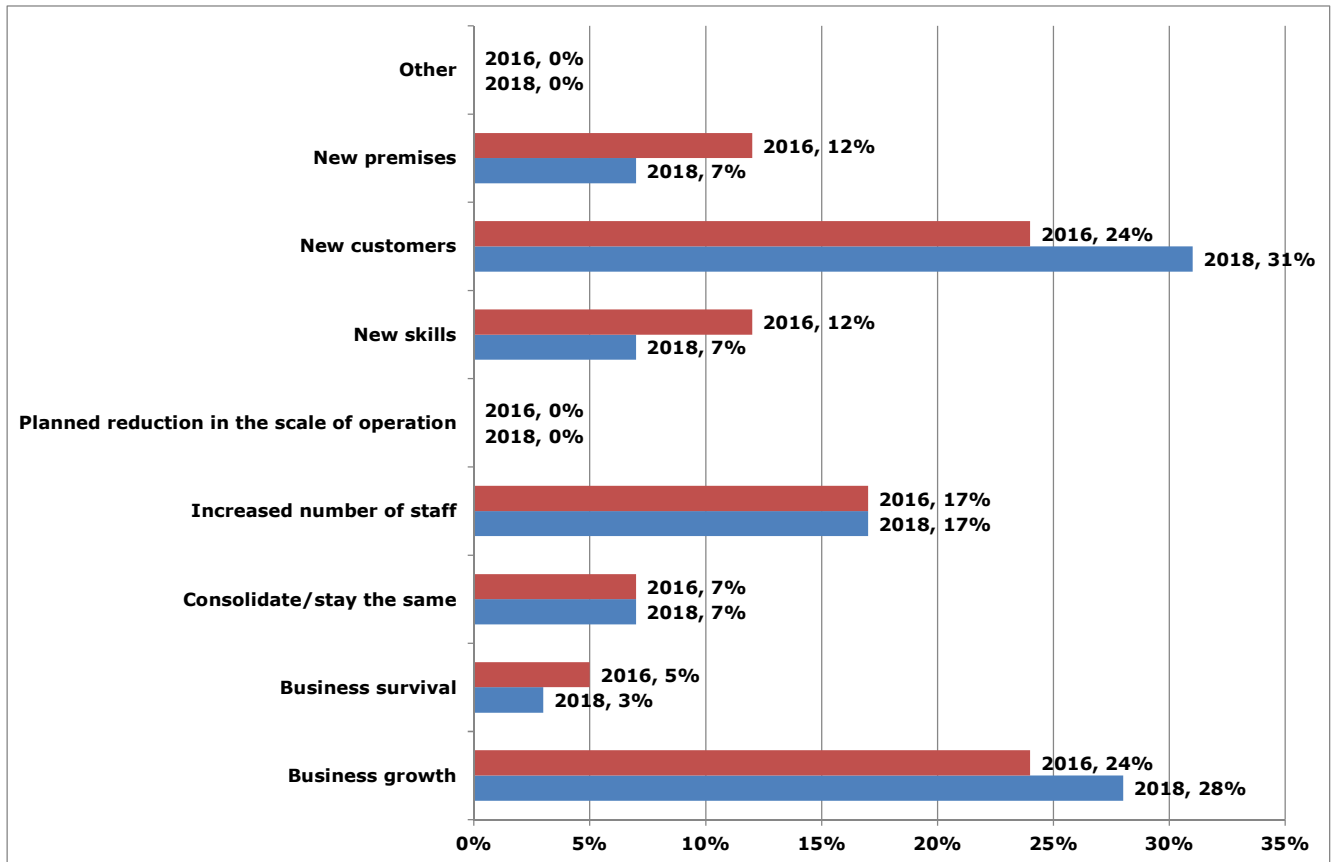
- 2.1. Tenants were asked to provide their business name and the nature of their business; a full list of their details has been forwarded to the Business Centre Supervisor.
- 2.2. 73% of all respondents rented a workshop/office space from Fairfield Enterprise Centre, Louth, with the remaining 27% renting a workshop/office space from Mablethorpe Business Centre.

2.3. The comparison chart below shows that 46% of all respondents employ '0 to 5' people, 36% employ '6 to 10' people, with the remaining 18% employing 50+ people.

As can be seen from the chart there has been a shift from '0 to 5' and '11 to 15' people being employed towards '6 to 10' and '50+' people when compared to the consultation exercise undertaken in 2016.

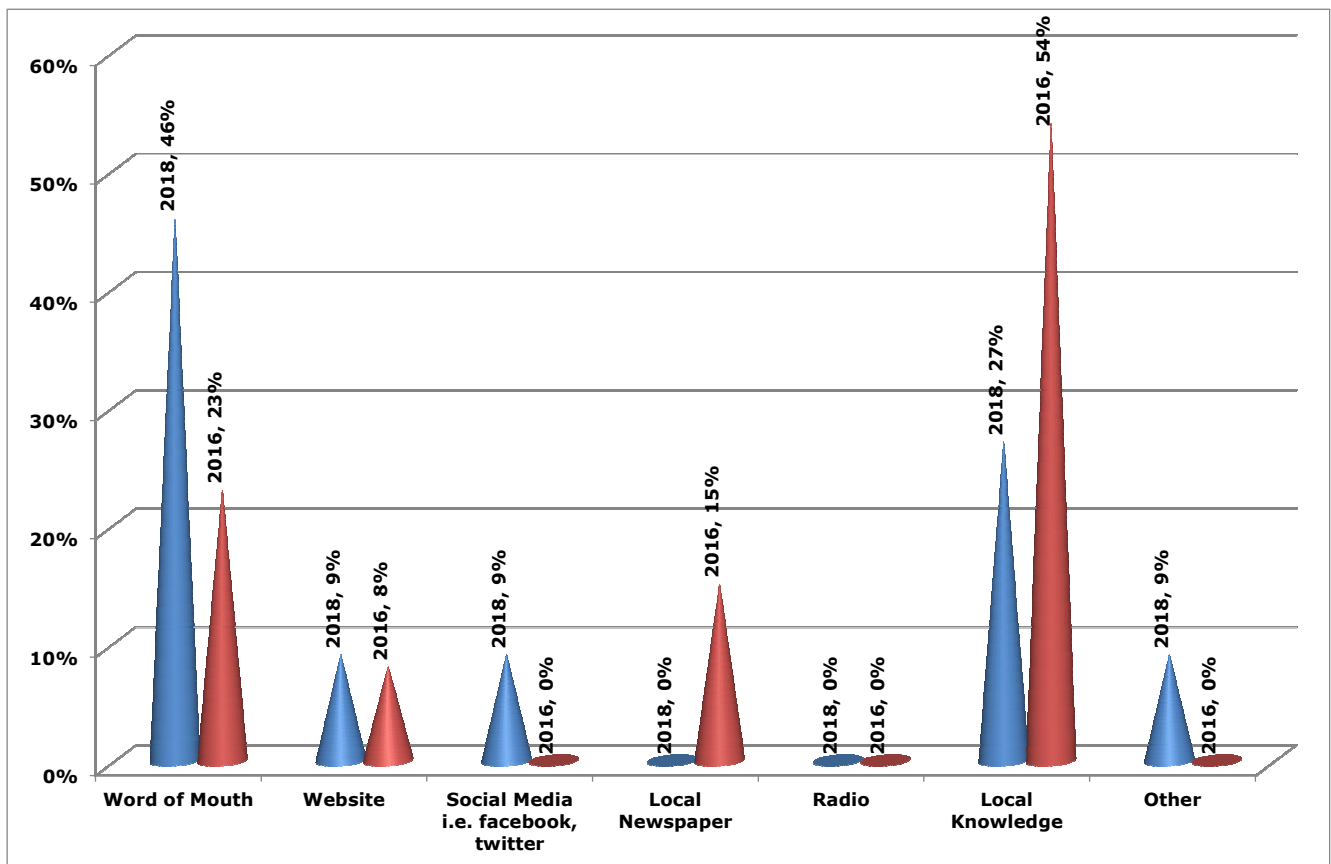


2.4. The chart below shows that the key priorities for all respondents' businesses over the next 5 years are 'New Customers', 'Business Growth', and 'Increased number of staff', as was the case when the consultation exercise was undertaken in 2016.



3.0. The Lease

3.1. All respondents were asked how they found out they were able to rent a workshop/office in the business centre they are currently in. The comparison chart below shows that 45% of all respondents found out by 'Word of Mouth'; a significant increase of 22% when compared to the consultation exercise undertaken in 2016. It should be noted that there has been a significant decline of 27% in those respondents that found out they were able to rent a workshop/office by 'Local Knowledge'.



- 3.2. All respondents considered the length of the lease application process 'About right'.
- 3.3 All respondents considered their lease agreement matched their business requirements.
- 3.4. 73% of all respondents found it straightforward to renew their lease, with the remaining 27% stating they 'Did not know'.
- 3.5. All respondents were asked if they considered the Council's lease reflects those in the wider public/private sector. Just over half (55%) of all respondents stated 'Yes', with the remaining 46% stating that they 'Did not know'.
- 3.6. All respondents were asked if they had any suggestions or were unhappy with any aspects of their lease agreement or the process. One comment was received stating that the building was fantastic for businesses in this area and it was hard to understand why it was nearly empty.

4.0. Workshop/Office Accommodation

4.1. The comparison table below shows that satisfaction levels remain high in most aspects of the workshops and offices **(the highest figure is in bold)**.

As can be seen from the chart there has been a significant improvement in those respondents satisfied with 'Internet connections (including speed)' when compared with the consultation exercise undertaken in 2016.

	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
	2018	2016	2018	2016	2018	2016	2018	2016	2018	2016
	%		%		%		%		%	
Decoration and carpeting	46	69	46	23	9	8	0	0	0	0
Heating/Cooling systems	46	39	46	46	0	0	9	8	0	8
Lighting	46	46	36	46	0	8	18	0	0	0
Number of Power sockets/Telephone points	55	46	36	46	0	0	0	8	9	0
Arrangements for waste disposal	54	69	36	15	9	15	0	0	0	0
Internet connections (including speed)	18	33	46	33	27	8	9	0	0	25
External Entrance (workshops)	50	55	13	27	38	18	0	0	0	0

4.2. Those respondents that stated they were 'Fairly dissatisfied' or 'Very dissatisfied' with any of the aspects at 4.1 above were asked to explain why. The main themes emerging were that the lighting sensors did not work correctly and the heating was poor in two offices during the winter. A comment was also raised about the filtering system on the internet as it blocks web pages that are specific for businesses and affects users daily.

4.3. Suggestions on how workshops or offices could be improved were canvassed; the following suggestions were made:

- As a 'creative' firm a simple full wall pin board would be useful
- Noise from neighbours i.e. running of tractor engines outside of our office window for hours on end caused us to take action and call for help from ELDC planning enforcement
- A named person would like a better wi-fi connection even though it is not part of the lease. It can be intermittent when there are large meetings in the rest of the building.

5.0. Communal areas and other facilities

5.1. The comparison tables below show that the majority of respondents rated the 'Communal Areas' and 'Other facilities' as 'Very Good' or 'Good', as was the case when the consultation exercise was undertaken in 2016. **(the highest rating is in bold)**.

The tables show there has been some significant improvements in a number of areas, in particular: 'Communal areas (External grounds/gardens)', 'Health and Safety within the centre' and 'Car parking arrangements'.

The tables also show there has been a significant decline in how satisfied respondents were with 'Privacy from other businesses and visitors'.

	Very Good		Good		Satisfactory		Poor		Very Poor	
	2018	2016	2018	2016	2018	2016	2018	2016	2018	2016
	%		%		%		%		%	
Communal areas										
Entrance area	64	62	27	39	9	0	0	0	0	0
Reception area	73	62	18	31	0	8	9	0	0	0
Kitchen facilities	55	54	36	23	0	23	9	0	0	0
Toilets	55	46	27	31	9	23	9	0	0	0
Communal area overall	55	54	27	31	18	15	0	0	0	0
Communal areas (External grounds/gardens)	46	54	27	31	18	0	9	15	0	0

	Very Good		Good		Satisfactory		Poor		Very Poor	
	2018	2016	2018	2016	2018	2016	2018	2016	2018	2016
	%		%		%		%		%	
Other facilities										
Privacy from other centre businesses and visitors	55	46	36	31	0	23	9	0	0	0
Personal safety within the buildings and grounds	63	75	27	8	9	8	0	8	0	0
Health & Safety within the centre	63	69	27	15	9	15	0	0	0	0
General centre security arrangements	55	62	36	23	9	15	0	0	0	0
Visibility of signage to the centre	55	62	36	23	9	15	0	0	0	0
Car parking arrangements	55	54	36	15	9	23	0	8	0	0

5.2. Those respondents that rated certain aspects of the communal areas and other facilities at 5.1 above as 'Poor' or 'Very Poor' were asked to explain why. A full list of reasons are detailed below:

- The reception area is cluttered with the coffee tables covered with leaflets. The kitchens do not provide much storage and the fridge is very small. We cannot understand why there is no dishwasher to put on at night to save everyone running water to wash up. There is only one female toilet upstairs. Too many people hold meetings in the corridors and the reception area with privacy and noise issues.
- The privacy from other centre businesses' is so good I rarely have any contact with anyone in the building. This combined with the corridor lighting on the first floor being off until activated means perceived personal safety is poor when leaving the building.
- Too much rubbish around and horrible plants!

6.0. Support Services

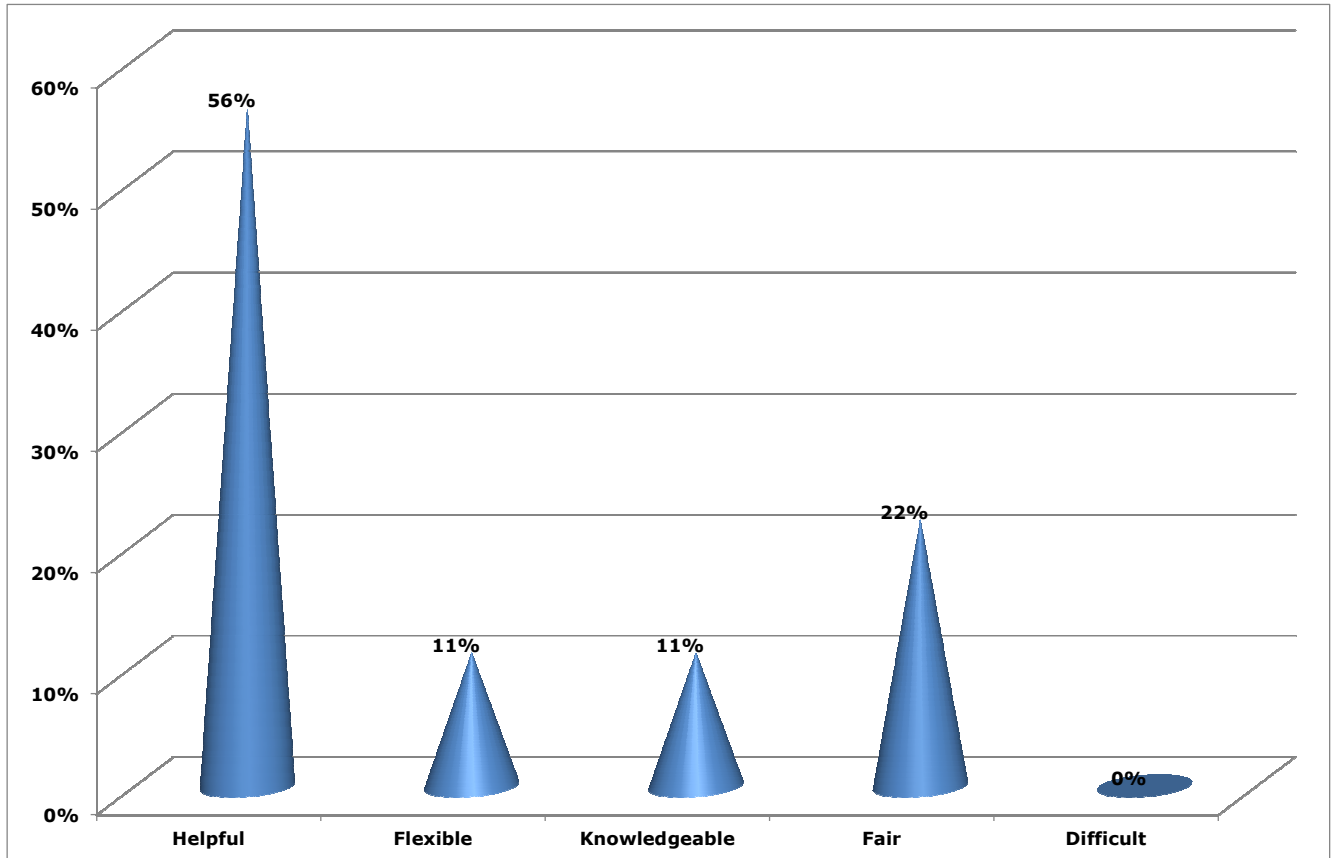
6.1. Just over half (55%) of all respondents use the support services that are offered at the business centres.

6.2. The comparison table below shows how those respondents that use the support services rated certain aspects of them (**the highest rating is in bold**). As can be seen from the table there has been a significant improvement in how satisfied respondents were with 'Incoming and outgoing mail' and 'Support Services Overall'.

The table also shows there has been a shift from 'Very satisfied' to 'Neither satisfied nor dissatisfied' in respect of 'Faxing facilities' and 'Meeting/Conference facilities'.

How satisfied are you with the following support services	Very satisfied		Fairly satisfied		Neither satisfied nor dissatisfied		Fairly dissatisfied		Very dissatisfied	
	2018	2016	2018	2016	2018	2016	2018	2016	2018	2016
	%		%		%		%		%	
Incoming and outgoing mail	50	20	50	60	0	20	0	0	0	0
Faxing facilities	33	67	0	33	67	0	0	0	0	0
Photocopying/Laminating/Document building	50	0	0	33	50	67	0	0	0	0
Meeting/Conference facilities	50	33	0	33	50	33	0	0		0
Telephone answering/Message taking	20	25	60	25	20	0	0	25	0	25
Receiving visitors	67	60	33	40	0	0	0	0	0	0
Refreshments	67	67	0	0	33	33	0	0	0	0
Support Services Overall	67	25	33	50	0	25	0	0	0	0

- 6.3. All respondents were asked if there was anything else they would like us to provide; no comments were made.
- 6.4. The chart below shows that all respondents found the staff 'Helpful', 'Fair', 'Flexible' and 'Knowledgeable' when dealing with them.



- 6.5. 83% of all respondents found the level of service provided by the business centre staff 'Very Good', with the remaining 17% finding it 'Good'.

7.0. Business Networking

- 7.1. The table below shows that the majority of all respondents were happy with the following aspects of business networking.

	Very Good		Good		Satisfactory		Poor		Very Poor	
	2018	2016	2018	2016	2018	2016	2018	2016	2018	2016
	%		%		%		%		%	
Ability to network with other businesses within the centre	33	19	33	27	22	46	0	9	11	0
Ability to network with outside agencies, business and individuals	22	9	33	36	44	46	0	9	0	0

- 7.2. 64% of all respondents would be interested in attending events at the centre if more were arranged.
- 7.3. Those respondents that were interested in attending events at the centre were asked what type of networking events they would like to see, and how often. A full list of events are detailed below:
- Business to business networking is always good but I know that a named officer has made multiple efforts with this. A named person is coming in September, which will be well attended, we hope.
 - Monthly lectures on business matters
 - Internal networking could be done with more enthusiasm so unsure what would draw a crowd.
 - Meeting other businesses using the centre
 - Job fairs, health improvement, lifestyle and wellbeing improvement
- 7.4. All respondents were given the opportunity to make any comments or suggestions that would help to improve the business centre. Two comments were received; one of them suggested that the standard of trainees taken on should be improved and the other suggested that tenants meetings need to be less frequent but compulsory. They also went on to state that everyone is busy but it would encourage interaction.