

North Benfleet



**A report on the survey of occupants of
the Manor Trading Estate
November 2006**

Manor Trading Estate Survey Report

CONTENTS

1.	Introduction	3
2.	Summary of Results from Survey	4
2.1	Summary	4
2.1.1	Are you happy with the condition and location of the current Manor Trading Estate?	5
2.1.2	What do you feel are the primary negative aspects of the existing estate (tick all those that apply)?	6
2.1.3	In principle, would you be in favour of a relocation of the Manor Trading Estate?	7
2.1.4	If the manor Trading Estate was to be improved or relocated, what improvements would you like to see take place?	9
2.1.5	If the Manor Trading Estate was to be relocated, where would be your preferred location?	10
2.1.6	Do you have any other comments that you would like to add?	11
3.	Conclusion	13



Manor Trading Estate Survey Report

1. INTRODUCTION

The aim of the survey was to gain an understanding of issues relating to the current Manor Trading Estate and considerations regarding a potential relocation. The survey asked recipients to give examples of concerns that they had with the current estate and how these might be improved with or without any relocation.

The survey was sent to 83 businesses on the estate, of which 18 completed surveys were returned to Green Issues. This is a 22% response rate, which is good for a survey of this type.

This report covers all responses gathered in the surveys. It provides an overview of the aspects that businesses welcomed or raised as issues and concerns.



Manor Trading Estate Survey Report

2. SUMMARY OF RESULTS FROM SURVEY

2.1 Summary

The vast majority of comments received from businesses included concerns regarding the current estate and were positive about potential improvements or relocations. Amongst these were a few very specific concerns, but many of these were constructive remarks.

The details of the responses and the views, comments and issues raised are contained in the following sections and are divided according to each of the questions contained in the survey.

Each section presents a table showing responses to the questions (typically 'yes', 'no' or 'blank') and any additional comments made. Each table contains a column giving a figure for the frequency with which that particular comment or issue was mentioned. The total number of these will differ between sections depending on how many individual points people made. When the answer to a question is given as a multiple choice ('yes' or 'no'), the total 'frequency of comment' will amount to 18 - the number of surveys received. However, when numerating the comments respondents have conceived of themselves, the total number of 'frequency of comment' could be more or less than 18. For this reason, percentage figures in the third column, 'Frequency of comment as a %,' do not have to total 100%.



Manor Trading Estate Survey Report

2.1.1 Are you happy with the condition and location of the current Manor Trading Estate?

Response	Frequency of response	% of response
Yes	3	16.67%
No	12	66.67%
Blank	3	16.67%
<i>Total</i>	<i>18</i>	<i>100.00%</i>

Comment	Frequency of comment	% of response
Currently untidy	4	22.22%
Not suitable for HGVs	3	16.67%
Current location is fine	3	16.67%
Current site has poor layout	1	5.56%
Currently poor drainage	1	5.56%
Roads in poor condition	1	5.56%
<i>Total</i>	<i>13</i>	<i>72.22%</i>

It is quite clear from the responses given here that many occupants are unhappy with the current condition and location of the Manor Trading Estate, with 67% (12 respondents) noting their discontented feelings.

Specifically, four businesses commented on how the estate was generally untidy and scruffy. Infrastructure was also a concern, with one commenting on the poor condition of the road, whilst another raised the issue of poor drainage. Three respondents pointed out that the estate was not suitable for Heavy Goods Vehicles (HGVs).

By contrast, three businesses were content with the current location of the site.

An example of some of the comments made in this section are as follows:

- *“Estate is poorly laid out and maintained and not designed for HGV traffic it currently handles”*



Manor Trading Estate Survey Report

- *“The people who are responsible for the drains fall down on their responsibility and this causes flooding to our property”*
- *“There is vibration to the building as haulage vehicles go up and down”*
- *“Location is fine but condition is poor”*
- *“Roads in poor condition but the type of vehicle passing through doesn’t help”*
- *“It is ideally situated for our business”*
- *“The whole estate is a mess”*

2.1.2 What do you feel are the primary negative aspects of the existing estate (tick all those that apply)?

Response	Frequency of response	% of response
Poor General Maintenance	16	88.89%
Badly maintained roads	17	94.44%
Unsuitable units	8	44.44%
Inadequate transport links	10	55.56%
Inappropriate location	8	44.44%
Lack of additional facilities	7	38.89%
<i>Total</i>	66	366.67%

Comment	Frequency of comment	% of response
Currently poor drainage	2	11.11%
In wrong location	1	5.56%
Poor roads	1	5.56%
Units unsuitable for needs	1	5.56%
No issues	1	5.56%
<i>Total</i>	6	33.33%

In this section businesses were encouraged to tick all of the options listed that concerned them with regard to the current condition of the Manor Trading Estate.



Manor Trading Estate Survey Report

It was clear from the number of responses given that there were a large number of people who did have specific concerns about the quality of the estate.

Primary amongst these are maintenance issues, both generally (89% or 16 respondents) and more specifically in terms of the state of the on-site roads, which all but one of the respondents claimed was a major concern. Drainage was also raised by two people in the wider comments section.

The current siting of the estate was clearly a concern as ten respondents ticked 'inadequate transport links' and eight the 'unsuitable location' option.

Eight respondents suggested that the units on the estate were either not appropriate for their usage or were not modern enough, whilst seven commented that there was a lack of additional facilities either within or near to the estate.

Only one respondent said that they did not have any issues.

An example of some of the comments made in this section include:

- *“Wrong location”*
- *“Very poor drainage maintenance”*
- *“Drains cannot cope”*
- *“Roads and units are not suitable for large lorries”*

2.1.3 In principle, would you be in favour of a relocation of the Manor Trading Estate?

Response	Frequency of response	% of response
Yes	11	61.11%
No	4	22.22%
Blank	3	16.67%
<i>Total</i>	<i>18</i>	<i>100.00%</i>



Manor Trading Estate Survey Report

Comment	Frequency of comment	% of response
As long as it doesn't have a negative impact on business	3	16.67%
Depends upon the new location	2	11.11%
Want full compensation during move	2	11.11%
Want more details	1	5.56%
It would adversely affect the business	1	5.56%
Might make it harder for employees to get to work	1	5.56%
<i>Total</i>	<i>10</i>	<i>55.56%</i>

Whilst the issue of a relocation of the Manor Trading Estate is something which is topical throughout the local community following several campaigns by residents, it is also clear that a large number of businesses that occupy the estate would also be in favour of a move.

61% (11 respondents) specifically said that they would back a relocation of the estate whilst only four (22%) commented that they would rather stay where they were.

Some occupants were unsure about what impact a move would have upon their business (17%) and wanted to know more information about the potential location (11%) and as regards compensation (11%).

One occupant suggested that they were content with the current location and that a move would be negative, whilst another pointed out that moving the estate further away would make their employees journeys more difficult.

The following are an example of some of the comments made in this section:

- *"Yes, depending on location"*
- *"This would cause problems for some of my staff who do not drive"*
- *"Providing our needs are met and its cost effective!"*
- *"Subject to location and compensation for relocation"*



Manor Trading Estate Survey Report

- *“Improving the condition of the estate is good, but concerned of the impact on my business”*

2.1.4 If the manor Trading Estate was to be improved or relocated, what improvements would you like to see take place?

Response	Frequency of response	% of response
Improvements to onsite roads	16	88.89%
More on-site or nearby facilities	8	44.44%
More modern units	15	83.33%
Improved transport links	11	61.11%
Moving it away from residential areas	11	61.11%
<i>Total</i>	<i>61</i>	<i>338.89%</i>

Comment	Frequency of comment	% of response
Needs more parking	3	16.67%
Depends on cost	1	5.56%
Needs more footpaths	1	5.56%
Needs improved drainage	1	5.56%
Requires greater security	1	5.56%
<i>Total</i>	<i>7</i>	<i>38.89%</i>

This question raised the issue that on the presumption of a relocation taking place, what could the developers do to raise the standard of the new area.

Primary amongst occupants concerns was improvements to on-site roads, with sixteen of the eighteen respondents (89%) ticking this option. The requirement for more modern units appropriate for the needs of the relevant businesses was also raised by fifteen occupants (83%).

A majority (11 people or 61%) raised the desire to have better transport links and to be moved away from residential areas. Eight people asked for the provision of more facilities either onsite or nearby.



Manor Trading Estate Survey Report

In the open comments section, three people suggested that there was a need for more parking provision, whilst the issue of drainage was once again raised.

Examples of the comments submitted in this section are as follows:

- *“Improved parking and footpaths”*
- *“Improvements to surface water drainage”*
- *“Better accommodation for customer parking and improved management system to oversee security”*
- *“Subject to cost per square foot”*
- *“Parking for employees as well as customers”*

2.1.5 If the Manor Trading Estate was to be relocated, where would be your preferred location?

Response	Frequency of response	% of response
I don't want it relocated	2	11.11%
Nearer to the A127/A130	13	72.22%
Closer to Benfleet centre	1	5.56%
Canvey Island	0	0.00%
Another nearby town	0	0.00%
Outside Castle Point Borough	0	0.00%
Blank	2	11.11%
<i>Total</i>	<i>18</i>	<i>100.00%</i>

Comment	Frequency of comment	% of response
If we had to be moved, would rather have it close to A127	2	11.11%
Need access to 'A' roads	1	5.56%
Concerned about disruption to company	1	5.56%
<i>Total</i>	<i>4</i>	<i>22.22%</i>

This question posed the option of where the estate might be relocated to, if there was a move. The overwhelming reply here (72% or 13 respondents) was in favour of a



Manor Trading Estate Survey Report

move to a location closer to the A127 and/or the A130 – even two respondents who didn't identify an initial preference, or said that they would rather not relocate, suggested that if a relocation was on the cards, this would be their preferred site.

Only one person suggested that they would like to be nearer to Benfleet centre, whilst no other option was indicated by any other respondents, although two repeated their wish that the site remained in its current location.

The following are examples of some of the comments made in this section:

- *"We need access to A13, A127 and A130"*
- *"If relocation is forced upon us I would prefer nearer to the A127"*
- *"At this point in time we would be concerned about the possible disruption"*
- *"[a move to the A127/A130] appears to be the best option"*

2.1.6 Do you have any other comments that you would like to add?

Response	Frequency of response	% of response
Would welcome relocation	2	11.11%
Need to work out compensation	2	11.11%
Against anything that would adversely affect the business	1	5.56%
Still want to be close to residential areas	1	5.56%
Specific needs of each business need considering	1	5.56%
Need better drainage	1	5.56%
Need more parking	1	5.56%
Need improved access	1	5.56%
Want improved facilities	1	5.56%
New site needs completing before move	1	5.56%
<i>Total</i>	12	66.67%

In the final section, where respondents were encouraged to put forward any additional issues that had not yet been covered, or to reassert any points that they were particularly interested in, twelve comments were made.



Manor Trading Estate Survey Report

Two respondents said that they would welcome relocation, whilst a number of others made comments regarding the need to work out the finer details such as compensation.

Several other comments reiterated the various aspects of the estate that were currently substandard and that would need upgrading if there were any future relocation. These included issues relating to parking, access, drainage and improved facilities.

The following are examples of the comments made in this section:

- *“Would welcome relocation and development subject to placement and full compensation”*
- *“We would need to know that our needs would be accommodated in full for us to consider relocating”*
- *“Moving the estate would be the best thing to benefit Benfleet for everyone”*
- *“For my business I will still need to be close to residential areas”*
- *“We are not in favour of any move that would increase our operating costs or reduce accessibility for our clients”*



3. CONCLUSION

The survey has generated a number of constructive comments regarding the potential development or relocation of the Manor Trading Estate. There are certainly some specific concerns and issues raised, as there are with all potential developments, but these have been on the whole suggestive and in many cases a matter of providing more detailed information.

A majority of Manor Trading Estate occupants clearly recognise that there are a number of shortfalls regarding their current site and many support the idea of a relocation. Given the opportunity to relocate, a clear majority support a move closer to the A127/A130 ahead of all other possible options. Many also see this as an opportunity to address long-standing concerns such as drainage problems, poor roads and old inappropriate units.

We can see that, whilst there are some minor concerns or need for clarification on certain issues, on the whole the idea of a relocation and the creation of more modern trading estate with better transport links is supported by a number of current occupants. The comments made will be taken on board by Hickfort when considering their proposals for inclusion in Castle Point's Core Strategy.

