

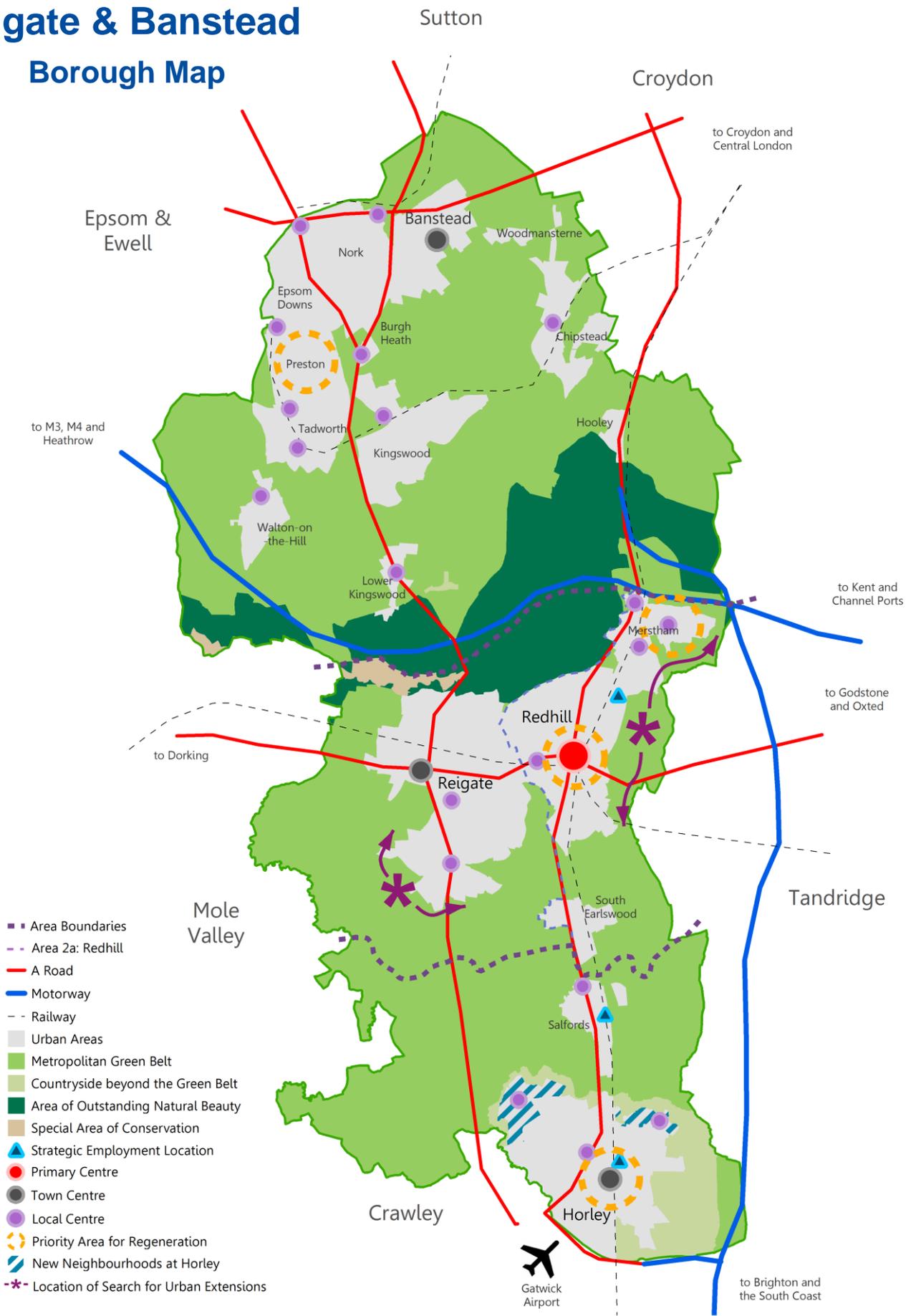


# Town Centre Monitor

Position at March 2014

# Reigate & Banstead

## Borough Map



# Town Centre Monitor

Position at the end of March 2014

## Contents

<b>Introduction</b> .....	<b>4</b>
Future Policy Developments.....	4
Retail Hierarchy.....	5
Town Centre Retail Composition.....	5
<b>Overall Trends - Key Messages</b> .....	<b>7</b>
National Retail Trends.....	7
Borough Key Messages.....	7
<b>Vacancies &amp; New Occupiers</b> .....	<b>8</b>
Vacancy Trend.....	8
Use Classes.....	9
Retail Offer.....	10
Main Retail Categories.....	11
<b>Banstead Village</b> .....	<b>13</b>
Commentary.....	14
Vitality.....	14
Vacancies & New Occupiers.....	15
Development & Use Class Changes.....	15
Frontages.....	15
<b>Reigate Town Centre</b> .....	<b>17</b>
Commentary.....	18
Vitality.....	18
Vacancies & New Occupiers.....	19
Development & Use Class Changes.....	19
Frontages.....	20
<b>Redhill Town Centre</b> .....	<b>21</b>
Commentary.....	22
Vitality.....	22
Vacancies & New Occupiers.....	23
Developments & Use Class Changes.....	23
Frontages.....	24
<b>Horley Town Centre</b> .....	<b>26</b>
Commentary.....	27
Vitality.....	27
Vacancies & New Occupiers.....	28
Developments & Use Class Changes.....	28
Frontages.....	28
<b>Appendix</b> .....	<b>30</b>

### Please Note:

The information contained within this monitor provides a record of the observed current uses and occupiers present within the four main town centres in Reigate & Banstead in March 2014. It does not constitute a record of the Lawful Uses of each property under Sections 191 and 192 of the Town and Country Planning Act 1990 (as amended). For further information on lawful uses, please contact Building & Development Services.

While every care has been taken to ensure that the information in this monitor is accurate, the Borough Council accepts no responsibility for any errors or omissions. We would be grateful if our attention was drawn to any inaccuracies so that they might be corrected. Similarly, any suggestions that would make the information more useful would be welcomed.

# Introduction

The borough's town and district centres provide the focus for retail, service and leisure provision to serve the needs of visitors from within the borough and beyond. The purpose of monitoring town and district centres is to:

- Analyse use class and vacancy trends to assess the diversity, vitality and viability of provision within these areas
- Monitor relevant local policies contained within the Borough Local Plan, namely policies Sh1, Sh7 & Sh8 and emerging Core Strategy and Development Management Plan (DMP) policies
- Monitor the progress of new developments and regeneration schemes
- Provide a robust and up-to-date evidence base to assist in plan-making and decision-taking on planning applications within town centres

The analysis focusses on the retail frontage within each of the centres; however, uses at upper floors and elsewhere within the boundary of the town centre also make a valuable contribution to the functioning and vitality of the town centres. Full schedules of the occupiers within the retail frontage for each of the centres is available by contacting the Planning Policy Team on 01737 276000 or by emailing [LDF@reigate-banstead.gov.uk](mailto:LDF@reigate-banstead.gov.uk).

## Future Policy Developments

The Borough Local Plan 2005, including its saved policies, is in the process of being replaced by new local planning documents. The Council expects to adopt a Core Strategy in Summer 2014, with detailed policies and employment land allocations set out in a subsequent Development Management Policies DPD.

Policies relating to the management of development within town centres will be contained within the Development Management Policies (DMP) which is currently being prepared. Proposals to further develop Redhill town centre will also now be included in the emerging DMP. In the interim, this monitor will continue to assess performance against saved policies Sh1, Sh7 & Sh8.

## Relevant Local Policies and Indicators

Policy	Monitoring Target
<b>Sh1</b>	Improve shopping provision within Town Centre Shopping Areas and resist the loss of existing or proposed retail floorspace
<b>Sh7</b>	Resist the loss of A1 retail frontage within Primary Shopping Areas of Reigate and Redhill Town Centres unless the proportion is above 80%; and the same within Secondary Shopping Areas unless the proportion is above 66%
<b>Sh8</b>	Resist the loss of A1 retail frontage in Banstead Village and Horley Town Centre unless the proportion is above 75% and 70% respectively.
<b>Core Strategy</b>	Significant effects indicator – vacancy rates in town centres (units) – target 5%

The guidance and the policies are available under Planning Policies on the Council's web site:

<http://www.reigate-banstead.gov.uk/planning>

## Retail Hierarchy

Town centres are of varying sizes and perform different roles within a retail context. The emerging Core Strategy recognises that:

- **Redhill Town Centre** – is the primary town centre and the focus of future leisure, office and comparison retail growth due to its role as a Regional Hub and strong transport links.
- **Reigate Town Centre** – is the secondary town centre, serving as a convenience destination with a strong range of independent and specialist retailers.
- **Banstead Village** – provides a convenience role to its local catchment
- **Horley Town Centre** – provides a convenience and service role for its local catchment and is the focus of regeneration to accommodate increased demand from the new neighbourhoods

## Town Centre Retail Composition

There are 563 units in the borough's four town centres. Together, these units provide a total net retail floorspace of almost 90,000 sqm and have a frontage length of more than 5,340 metres.

In terms of floorspace, almost half (45%) is in Redhill, highlighting its position as the borough's primary town centre. Reigate has 22% of the floorspace followed by Horley (19%). Banstead is the borough's smallest town centre and accounts for 14% of the total retail floorspace. Just over 30% of units are located in Redhill Town Centre with a similar proportion in Reigate Town Centre. The remainder are split relatively evenly between the two smaller town centres at Banstead and Horley.

Figure 1 Distribution of Town Centre Units & Floorspace

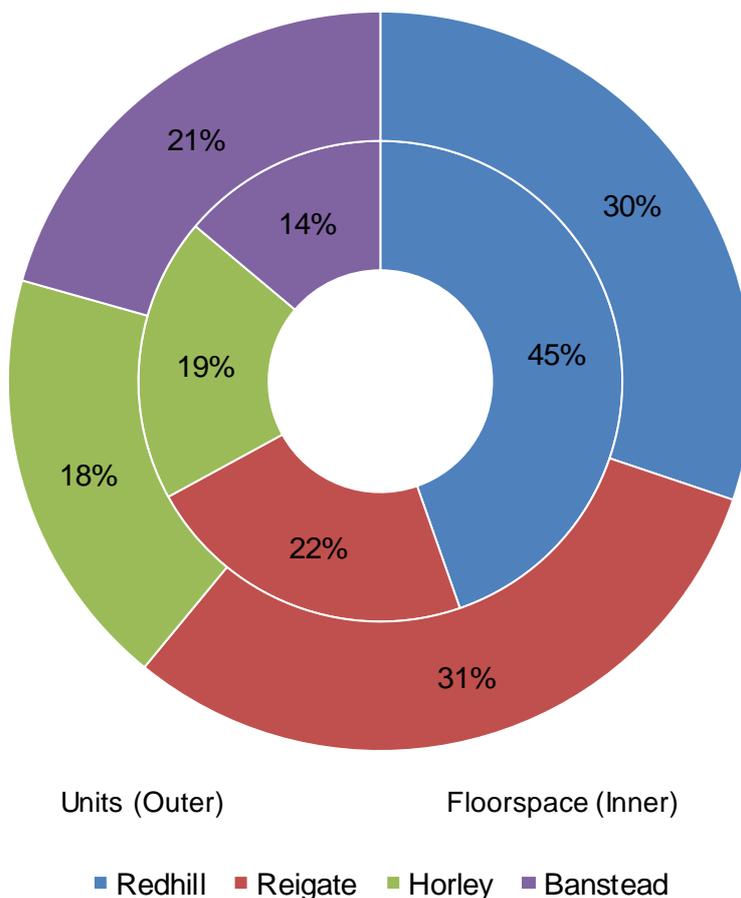
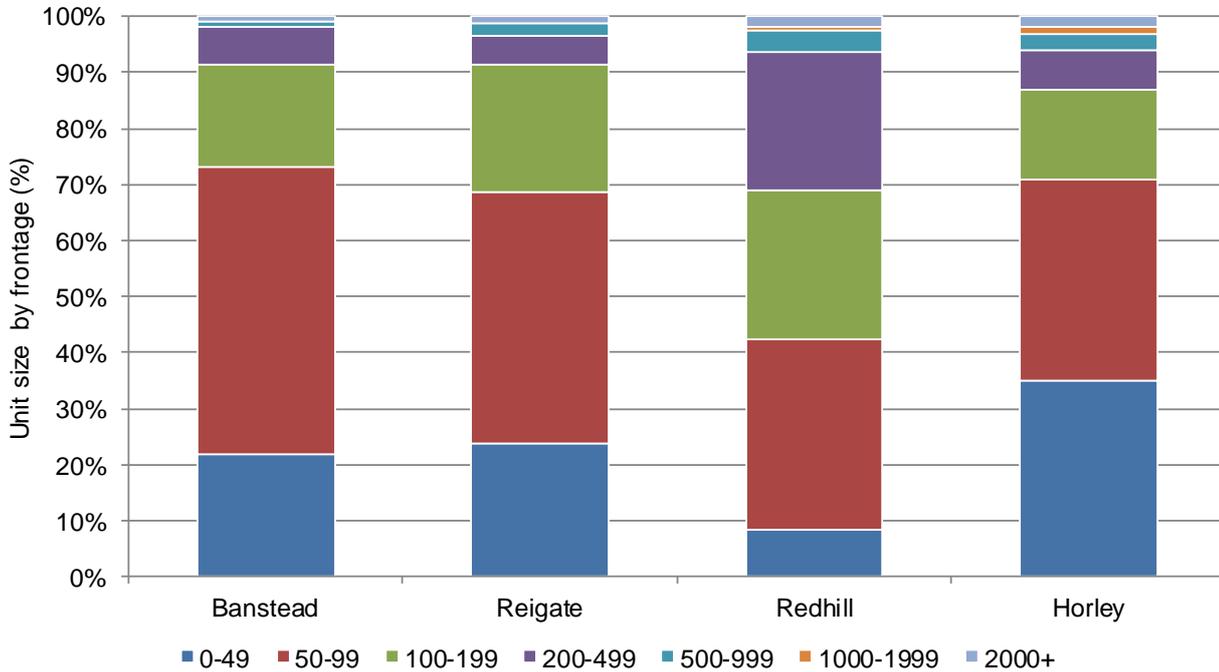


Figure 2 below shows the variation across the borough's 4 town centres, in terms of unit size (as determined by net retail floorspace). Redhill has the highest percentage of retail units of 100sqm or larger accounting for 58% of all units, given the centre is a major retail destination in the borough. The other 3 town centres (Banstead, Reigate & Horley) are predominately made up of smaller units under 100sqm at 73%, 69% and 71%, respectively. This largely reflects their more local retail offer which has an impact upon their retail unit size.

**Figure 2 Breakdown of Town Centre Units by Frontage Length**



# Overall Trends – Key Messages

## National Retail Trends

According to the latest report published by the British Retail Consortium there were approximately 189,280 VAT registered retail enterprises in the UK in 2012, operating in 287,100 retail outlets. Both figures show an increase in the total number of VAT registered businesses and operating retail outlets compared to 2011. Total sales for 2012 were over £311 billion, an increase from 2011 figures.

The latest figures released by the Office for National Statistics (ONS) (January 2014) show a growth in retail spending by 4.3% between 2013 and 2014, the first time since the economic downturn in 2008. Online retail spending increased by almost 12% between December 2012 and December 2013 and is largely due to continued changing consumer spending patterns.

According to the latest findings published by the Local Data Company (LDC) the retail industry is showing signs of recovery, with town centre vacancy rates down to their lowest since 2010. There is significant variation in vacancy rates across the country with the highest vacancy rate (17%) recorded in the North West, which is more than double the vacancy rate in London. In this year alone 20 high street retailers failed and include Internationale (clothing retailer).

The government has recently made further changes to permitted development rights which now permits vacant retail units to be converted into residential units without planning permission. This is likely to have a significant impact on the future of town centres and high streets across the UK. A review of local retail and shopping centre policies will also be undertaken as part of the DMP (Development Management Policies).

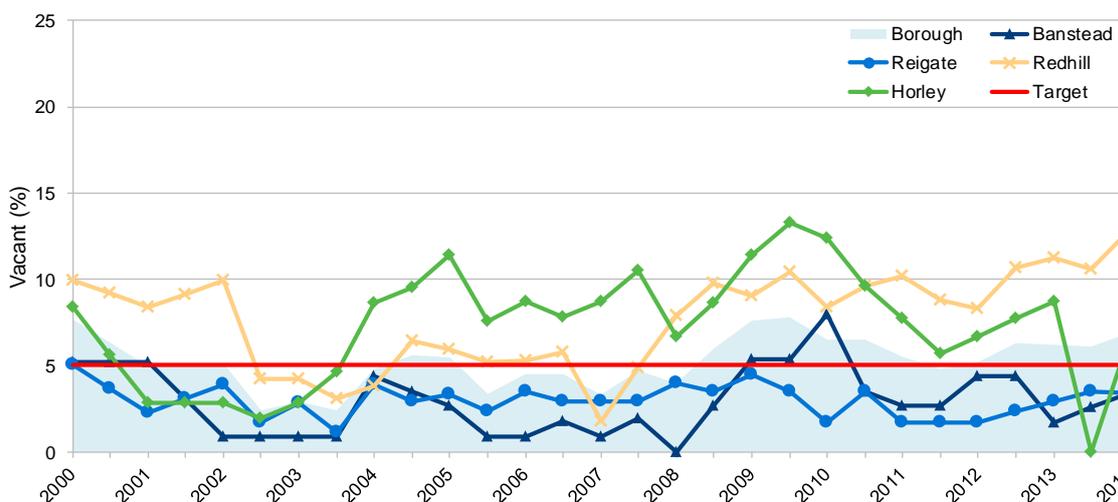
## Borough Key Messages

- **Vitality:** A1 retail remains the main use within the borough's town centres; however, the proportion in all four town centres is below the required level set out in Policy Sh8 of the Local Plan. In general, the proportion of retail categories on offer across the 4 centres has stayed the same, with the exception of convenience, non-retail and food & drink establishments which have all increased in the last 6 months. The biggest increase was in 'other uses' (D1/ D2/ SG, etc) as a result of a 'Live Smart' opening in Redhill. These premises account for around 4% of all units found within the town centres. All four of the borough's town centres have a proportion of A1-A5 retail frontage in excess of 96%.
- **Retail Uses:** Comparison retail still makes up 37% of all units within the borough's four town centres. The majority of this comparison retail is clothing, footwear and accessories premises, which occupy more than 12% of retail units. The composition of each of the town centres suggests they are well matched to fulfill their individual role within the hierarchy as evident in Banstead and Horley, which both have a higher proportion of convenience and service based retail, whilst Reigate and Redhill have predominately comparison based retail.
- **Vacancy Rate:** There are currently 39 vacant retail units (6.9%) across all the 4 town centres, a slight increase from the previous monitoring figure of 35 vacant units (6.2%). The vacancy rate in Banstead and Reigate still remains below the borough's 5% threshold. Redhill saw an increase in their overall vacancy rates up to 12.9%, whilst Horley saw a drop in their overall vacancy rates down to 6.7%. Subsequently, total vacant floorspace has dropped in the last 6 months to 4.1%, whilst vacant frontage has increased slightly to 7.2%.
- **New Occupiers:** A total of 13 new occupiers moved into retail premises in one of the borough's four town centres whilst a further 4 occupiers are currently fitting out in retail premises in Banstead and Reigate. The highest number of new occupiers moved into Reigate (6) town centre followed by Horley (5).

# Vacancies & New Occupiers

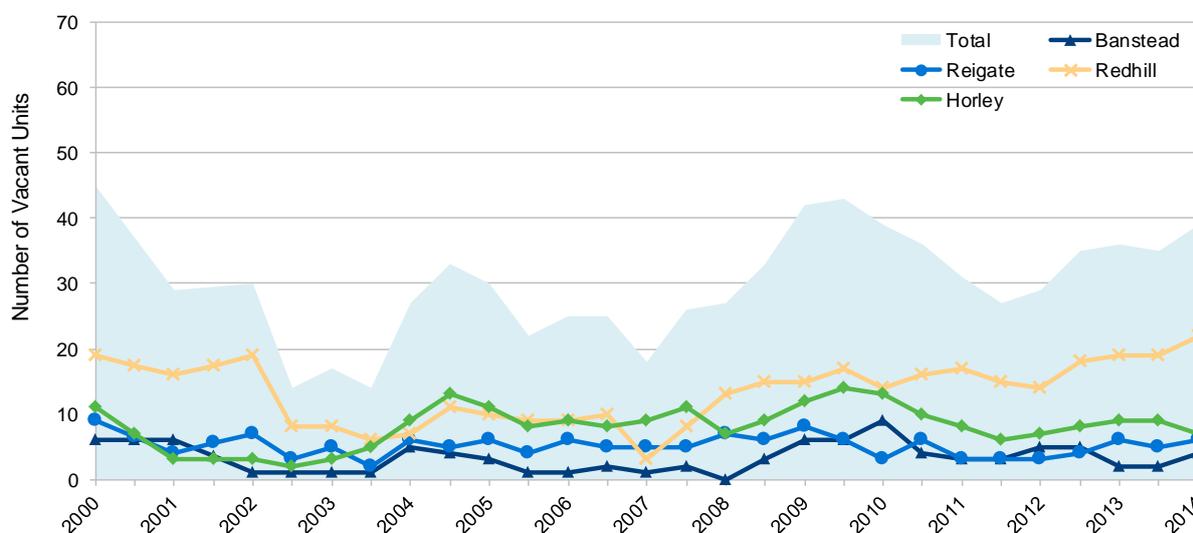
## Vacancy Trend

Figure 3 Percentage Vacancy Rate (2000-2014)



The overall town centre vacancy rate across the borough has increased to 6.9% in the last six months. In spite of the ongoing challenges facing High Street retail, the level of vacancy in each of the borough's four town centres is still below the national average (14%). Since the last monitoring period, vacancy rates increased in Banstead and Redhill to 3.4% and 12.9% respectively, whilst Horley town centre's vacancy rate dropped over the same period. There has been no change in Reigate's vacancy rate in the last six months. Vacancy rates are below the borough's 5% target in Banstead and Reigate and have been for a number of years. Subsequently, Redhill town centre's vacancy rate continues to exceed the borough's 5% target and has done since the economic downturn in 2008.

Figure 4 Number of Vacant Units (1998-2013)



There are currently 39 vacant retail premises across the borough's 4 town centres, an increase from 35 vacant units recorded in the previous monitoring period. This will continue to be monitored as one indicator of the vitality of the borough's town centres. With a number of major developments anticipated in Redhill town centre shortly, vacancy rates may change over the next couple of years as regeneration work gets under way. A number of vacant units are currently being refitted out by new occupiers in Banstead and Reigate town centre's which may also further alter vacancy rates.

It is also important to consider the length of vacant frontage within the town centres as vacant units with a large frontage will arguably have a disproportionate visual impact upon the town centre. In the last 6 months vacant premises across the borough's town centre's increased from 6.2% to 6.9%, whilst total vacant frontage has changed very little over the same period. Subsequently, vacant retail floorspace has dropped in the last 6 months from 4,537sqm to 3,666sqm across the 4 town centres. This is largely due to a number of smaller units becoming vacant during this monitoring period and an increased take up of larger, previously vacant units with long frontages including, Morrisons Local (supermarket) in Horley town centre.

Table 1 below summarises the overall town centres vacancy position.

**Table 1 Summary of Current Vacancy Position**

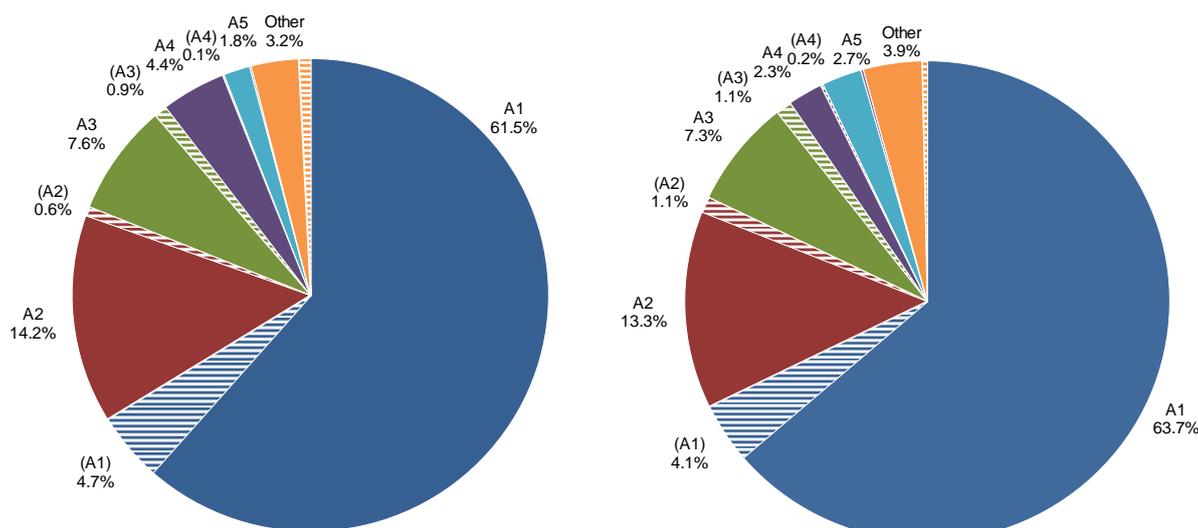
	Total	Vacant	Vacancy Rate
Units/Premises (No.)	563	39	6.9%
Frontage (Metres)	5,349	384	7.2%
Floorspace (Sqm)	88,924	3,666	4.1%

## Use Classes

Maintaining an appropriate mix of uses is essential to protecting and enhancing the vitality and viability of the borough's town centres, whilst also ensuring that they continue to meet resident and visitor demands. In particular, the promotion of A1 uses and resistance of excessive change away from core retail uses is a key objective of local policy (Sh1, Sh7 & Sh8).

Nearly all the 4 town centre's retail units (96.1%) fall within the main retail use classes (A1 to A5), with A1 use alone accounting for almost 68% of all premises.

**Figure 5 Use Class Composition (Left – Frontage; Right – Units)**



There has been a slight change in the total amount of shopping frontage in A1- A5 uses across the borough's four town centres which now makes up over 96% of the total. As can be seen from figure 5 above, the majority of the centres retail frontage is in A1 use (67%), whilst A3- A5 uses combined represent around 15% of the total shopping frontage. 'Other' typically non-retail uses account for 3.7% of ground floor retail frontage in the borough's town centres.

In terms of units, a large proportion of retail units are in A1, representing more than two-thirds of all units. Followed by Service type (A2) and A3-A5 uses, both make up around 15% of retail units.

Figure 6 A1 Retail in Town Centre Units

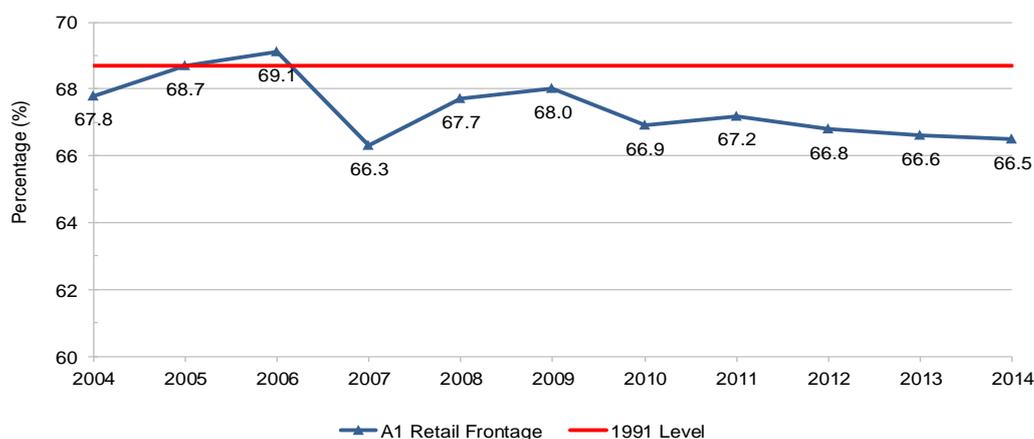


Figure 6 demonstrates that on the whole policies aimed at protecting against excessive loss of A1 premises in town centres have been successful. In 1991, A1 represented almost 69% of total frontage across the four town centres and, although there have been some slight movements over the years; this proportion has broadly been maintained and currently stands at almost 67%.

## Retail Offer

In addition to use classes, it is useful to analyse the ‘offer’ which is provided across the town centres as this provides a better indication of the types of shops and services which are available.

There has been some change in retail offer across the borough’s four town centres in the last 6 months. Comparison and service retail offer both fell, whilst convenience, non-retail and food & drink leisure offer increased. Despite this change, comparison retail offer still dominates in terms of; total units (209) and subsequently net floorspace (35,923 sqm).

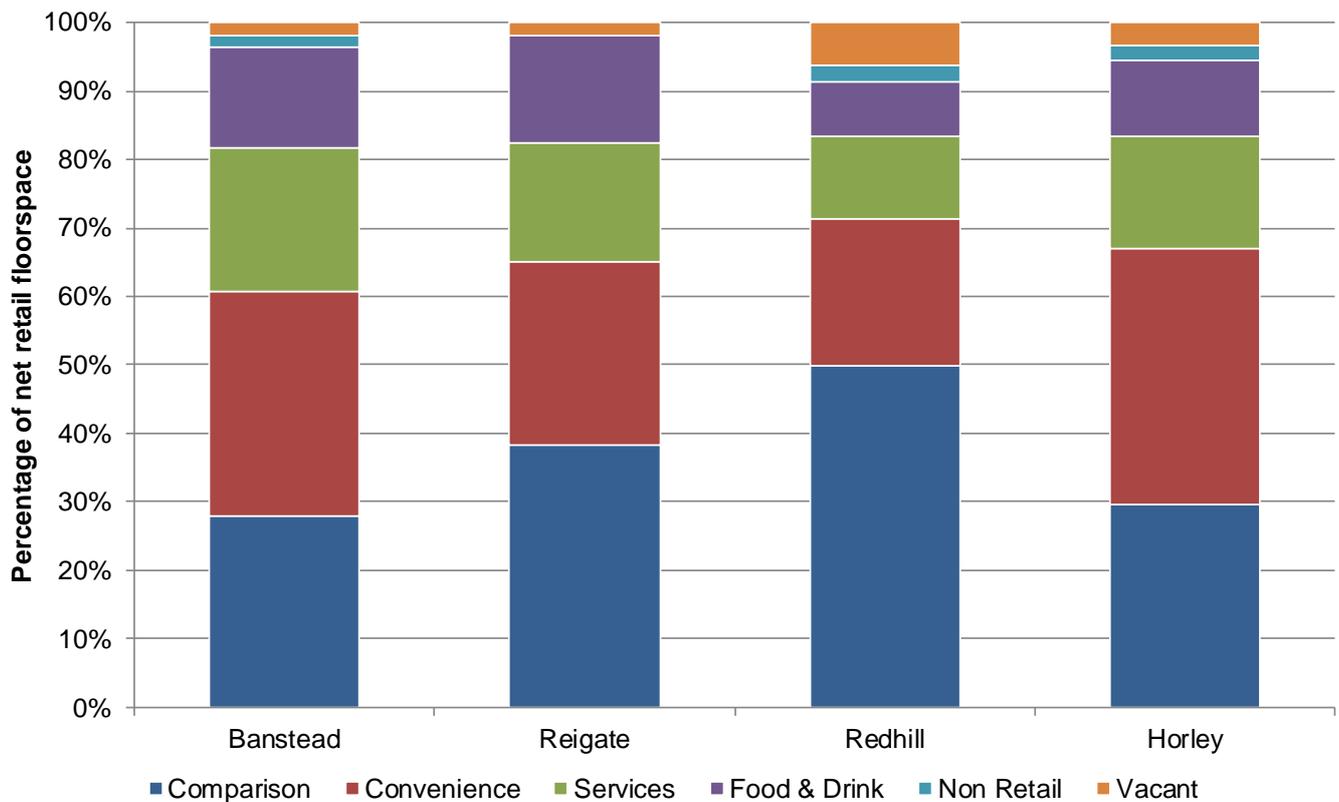
Table 2 below shows convenience retail once again accounts for the lowest percentage of units at 9%, yet still makes up over a quarter of the total retail floorspace. This is largely due to the dominance of larger format supermarkets, which has further increased since the opening of Morrisons Local (supermarket) in Horley. Once again service retail offer makes up the second highest percentage of units across the four town centres, accounting for 30% of the total. However this only makes up around 16% of total retail floorspace, suggesting such businesses tend to occupy smaller retail units.

Table 2 Breakdown of Retail Offer

	Units	Floorspace(sqm)
Comparison	209 (37.1%)	35,923 (40.7%)
Convenience	51 (9.1%)	24,211 (26.3%)
Service	166 (29.5%)	13,577 (15.7%)
Food & Drink Leisure	81 (14.4%)	10,042 (11.2%)
Non-Retail	17 (3.0%)	1,505 (1.0%)
Vacant	39 (6.9%)	3,666 (5.1%)
<b>Total</b>	<b>563</b>	<b>88,924</b>

As shown in figure 7 below, there has been very little change in the composition of retail floorspace across the four town centres. Redhill has the highest proportion of comparison retail accounting for half of the centres total retail floorspace; however, given its principle role as both a primary centre and main shopping destination for the borough this is perhaps unsurprising. Horley has the highest proportion of convenience retail floorspace accounting for 37%, followed by Banstead at 33%, further reflecting their roles as district centres serving the needs of the local population.

Figure 7 Retail Offer by Centre



## Main Retail Categories

As can be seen in table 3 below there has been a slight change to the total retail categories on offer across the borough's four town centres since the last monitoring period. The total number of food & drink establishments, convenience and non A class premises all increased, whilst the total number of comparison and service based premises all fell in the last 6 months. Despite this change comparison retail continues to be the dominant retail offer accounting for 37% of the total. The main service retailers found in the borough's four town centres are predominately made up of; hairdressers, nail and beauty salons. A large proportion are located in Banstead and Reigate at; 10% and 8%, respectively. Horley saw an increase in the number of hair and beauty salons to 5% (10 units).

Reigate has the highest proportion of retailers selling; clothing, footwear and accessories, accounting for over 37% of the town centre's total comparison retail offer, compared to the three other town centres in the borough. Conversely, Redhill town centre continues to have the lowest proportion of clothing, footwear and accessories retailers at around 26%. This is a relatively small proportion given that Redhill is the primary town centre in the borough. Horley and Banstead town centre's both continue to have the highest representation of convenience premises, in particular with supermarket provision reflecting their role more as district centres serving the local catchment.

The proportion of convenience retail has increased to almost 10% (51 premises) in the last 6 months. Horley continues to have the most takeaways while Reigate and Banstead both have the highest number of restaurants.

**Table 3 Detailed Breakdown of Retail Categories**

Comparison	Banstead	Reigate	Redhill	Horley	TOTAL
Clothing, Footwear & Accessories	15	29	16	8	68
Bookshops & Stationers	2	5	7	1	15
Home & DIY	8	15	3	3	29
Electronics & Technology	2	3	8	1	14
Charity/Second-Hand	7	7	7	8	29
Toys, Games & Sports	0	3	2	0	5
Other Comparison Retail (e.g. Gifts, Florists)	10	16	18	5	49
<b>Total Comparison</b>	<b>44 (37.9%)</b>	<b>78 (45.1%)</b>	<b>61 (35.9%)</b>	<b>26 (25.0%)</b>	<b>209 (37.1%)</b>
<b>Convenience</b>					
Food/Supermarket	8	6	7	8	29
Newsagents	1	3	4	3	11
Chemist/Pharmacy	4	1	3	3	11
<b>Total Convenience</b>	<b>13 (11.2%)</b>	<b>10 (5.8%)</b>	<b>14 (8.2%)</b>	<b>14 (13.5%)</b>	<b>51 (9.1%)</b>
<b>Service</b>					
Travel Agents	2	1	2	0	5
Hair & Beauty	12	14	12	10	48
Opticians	4	5	5	1	15
Banking	6	7	8	6	27
Estate Agents	6	12	6	7	31
Bookmakers	2	1	5	2	10
Dry Cleaning	2	3	2	2	9
Other Services (e.g. Employment, Repairs)	5	6	6	4	21
<b>Total Service</b>	<b>39 (33.7%)</b>	<b>49 (28.3%)</b>	<b>46 (27.1%)</b>	<b>32 (30.8%)</b>	<b>166 (29.5%)</b>
<b>Food &amp; Drink Establishments</b>					
Restaurant	9	13	5	6	33
Take-away	3	3	3	5	14
Café/Sandwich Bar	3	6	8	4	21
Pub/Club	0	6	3	4	13
<b>Total Food &amp; Drink Establishments</b>	<b>15 (12.9%)</b>	<b>28 (16.2%)</b>	<b>19 (11.2%)</b>	<b>19 (18.2%)</b>	<b>81 (14.4%)</b>
<b>Non A Class</b>	<b>1 (0.9%)</b>	<b>2 (1.2%)</b>	<b>8 (4.7%)</b>	<b>6 (5.8%)</b>	<b>17 (3.0%)</b>
Vacant	4 (3.4%)	6 (3.4%)	22 (12.9%)	7 (6.7%)	39 (6.9%)
<b>TOTAL</b>	<b>116</b>	<b>173</b>	<b>170</b>	<b>104</b>	<b>563</b>



## Commentary

Banstead Village is an attractive district centre which lies close to the northern boundary of the borough. The centre consists primarily of a unified parade of smaller retail units, historically with a strong selection of independent and specialist shops. The centre has two food stores, one at the western end of the high street and the larger redeveloped, Waitrose store towards the middle of the parade.

## Vitality

Figure 8 below shows primary retail uses (A1-A5) continues to make up over 98% of Banstead's total retail frontage. Banstead's A1 retail frontage falls just short of the 75% threshold requirement set out in the Borough Local Plan accounting for almost 71% of the centre's total A1 retail frontage. In the last 6 months there has been some change to the composition of Banstead's retail floorspace, which has seen a slight increase in vacant floorspace (2.4%).

Convenience retail makes up the majority of the town centre's retail floorspace accounting for almost one third, followed by comparison retail floorspace (28%). Banstead has the highest proportion of service floorspace at 21% compared to the other three town centres in the borough. This reflects the centre's primary role as a local centre serving the needs of the local population, as opposed to providing 'destination' retail. Banstead also has the second highest proportion of food & drink leisure retail floorspace at 15%, this is predominately made up of Waitrose.

Figure 8 Breakdown of Use Classes (Frontage)

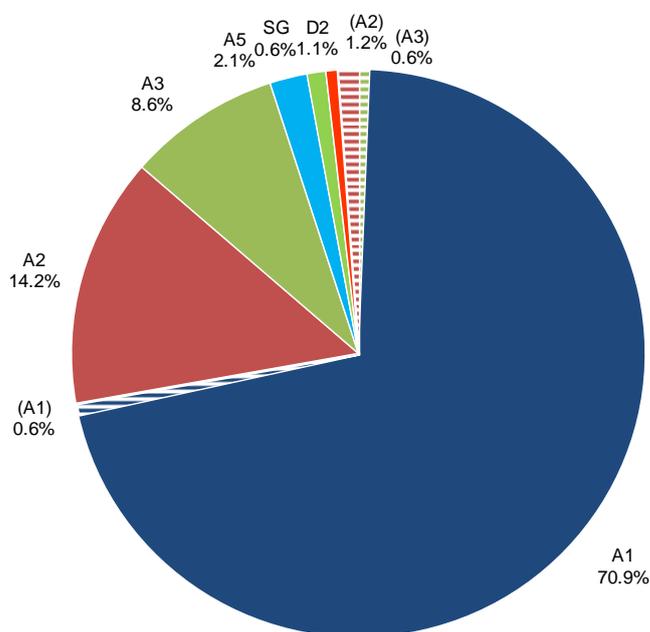


Table 4 Retail Offer

	Units	Net Floorspace (sqm)
Comparison	44 (37.9%)	3,439 (28.0%)
Convenience	13 (11.2%)	4,038 (32.8%)
Service	39 (33.7%)	2,569 (20.9%)
Food & Drink Leisure	15 (12.9%)	1,819 (14.8%)
Non-Retail	1 (0.9%)	210 (1.7%)
Vacant	4 (3.4%)	224 (1.8%)
<b>Total</b>	<b>116</b>	<b>12,299</b>

## Vacancies & New Occupiers

There are currently 4 vacant retail units, an increase from 3 recorded in the previous monitoring period (September 2013).

	Vacancy Rate
% of units	3.4%
% of frontage	2.4%
% of net retail floorspace	1.8%

The increase in Banstead's vacancy rate has increased the town's total vacant frontage (2.4%) and net retail floorspace (1.8%). Despite this increase the figures are still below the borough's 5% threshold requirement.

Only one new occupier moved into a previously vacant retail unit in the last 6 months whilst 2 occupiers moved out of the centre, both these units are now vacant. This has increased the centres vacancy rate however, two of the previously vacant units are being refitted out and includes a new estate agents. The Ibis Bookshop is also closing down at the end of March 2014.

## Development & Use Class Changes

In the last six months there have been no changes of use or new developments within Banstead town centre.

However, planning permission proposing a change of use (13/01438/CU) from A3 (café/restaurant) to A5 (take-away) at 44 High Street has been granted in this monitoring period. Development has not yet started.

Work has started at 167 High Street (13/1440/F) to extend the existing retail unit which will provide a net gain of A3 retail floorspace.

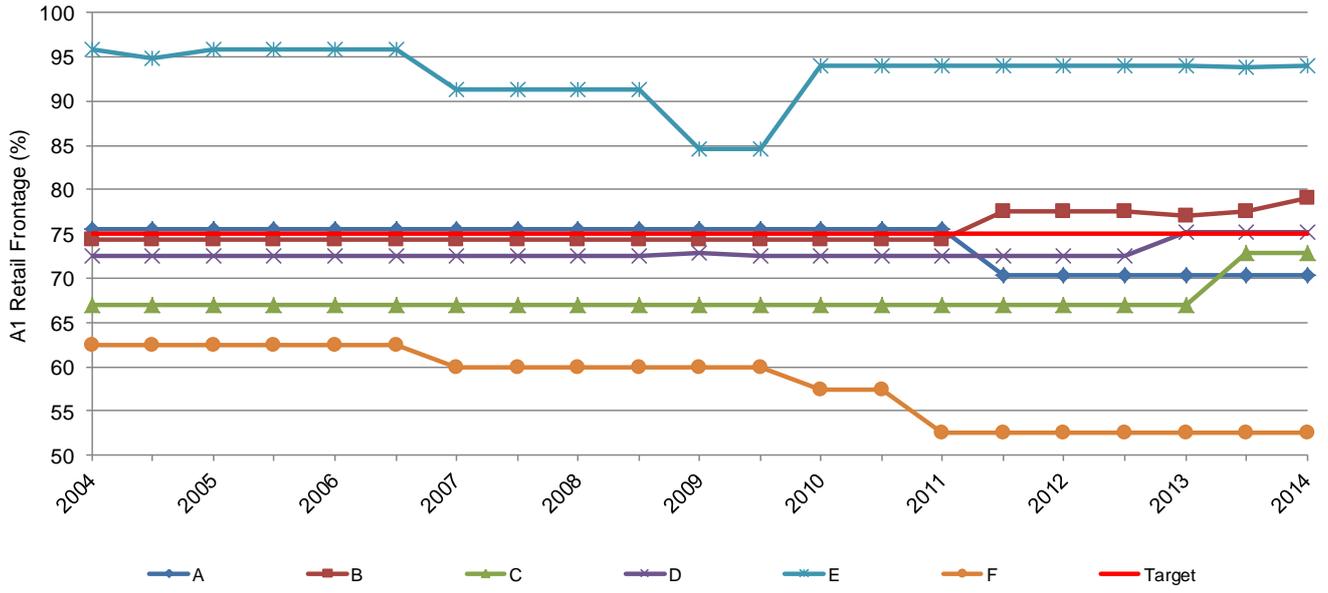
The following planning permissions remain extant:

- 12/02085/F - Extension to Banstead Methodist Church providing an additional 1,311sqm B1(a)/ D1 floorspace.
- 12/02101/F- Demolition of existing vacant retail unit and construction of a new 3 storey building consisting of A1 ground floor retail and residential to the upper floors.

## Frontages

Banstead town centre continues to have a strong A1 retail frontage and has done so for a number of years (see figure 9 below). There has been no change to the A1 retail threshold at Frontages; A, C, D & F since the last monitoring period. Subsequently, A1 retail in Frontage B and E has increased slightly in the last six months. Frontages B and E both continue to exceed the 75% threshold requirement, with 94% of A1 retail found within Frontage E. This is predominately made up of Waitrose which has helped to maintain a strong frontage. Once again Frontage F falls considerably below the A1 requirement; this is due to a number of A2 and A3 units with particularly long frontages falling within this frontage.

Figure 9 Banstead Frontage A1 Retail Trend





## Commentary

Reigate Town Centre is an historic market town, most of which falls within a conservation area. The centre has a high proportion of smaller retail units, many of which contribute to the character and highly valued townscape of the centre. Reigate in particular has a significant amount of ancillary space (typically storage) at upper floors which could offer an opportunity for expansion and make a valuable contribution to retail and leisure growth within the town centre, subject to appropriate consents.

The three main shopping streets are oriented around the attractive focal point of the Old Town Hall. Reigate Town Centre has a vibrant mix of independent boutique clothing units, complemented by a good selection of cafés and restaurants. The centre has two foodstores, the smaller Marks & Spencer store along the High Street and the large Morrisons supermarket which lies behind the main street in Cage Yard.

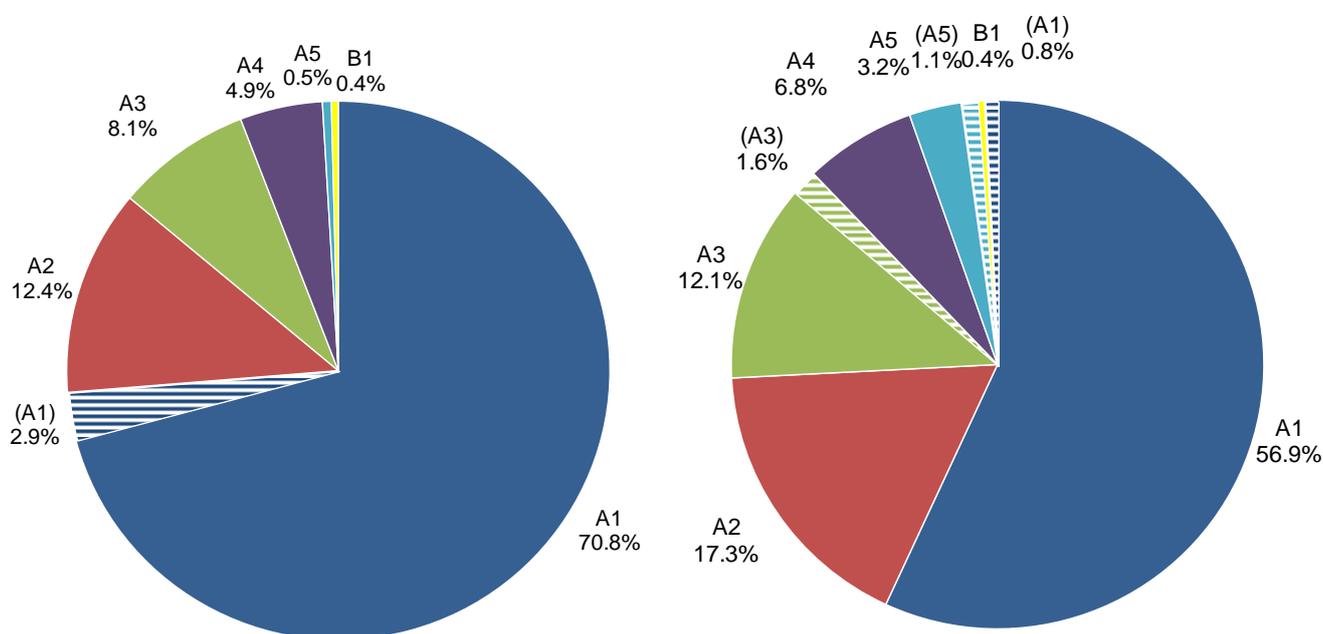
## Vitality

As can be seen from Figure 10, Reigate has the highest proportion of frontage falling within A1 to A5 use classes, accounting for over 99% of the total. Significantly, the proportion is consistent across both the primary and secondary frontages. However, both the primary and secondary frontages fall below the A1 threshold set out in the local plan, with primary frontage having around 73% (against 80% target) and the secondary frontage making up 59% (against 66% target).

Reigate has the highest proportion of food & drink leisure floorspace and units, accounting for 19% and 16% respectively, the highest percentage out of all the four town centres. The majority fall within the town's secondary retail frontage. Many of these cafes, restaurants and pubs are of high quality and contribute to the vitality and active evening environment within the town centre.

The centre continues to have the highest percentage of comparison units (45%) and the second highest proportion of comparison retail floorspace (38%), after Redhill. This is largely due to the high volume of boutique shops selling specifically Home & DIY, gifts, clothing, footwear and accessories, which when combined together account for almost 35% of the total retail premises. Reigate also has a high proportion of service based occupiers at 28% including; estate agents, hair and beauty salons.

Figure 10 Breakdown of Frontage by Use (Primary – Left; Secondary – Right)



**Table 5 Retail Offer**

	Units	Net Floorspace (sqm)
Comparison	78 (45.1%)	7,599 (38.3%)
Convenience Service	10 (5.8%)	5,331 (26.8%)
Food & Drink Leisure	49 (28.3%)	3,427 (17.3%)
Non-Retail	28 (16.2%)	3,112 (15.7%)
Non-Retail	2 (1.2%)	0 (0.0%)
Vacant	6 (3.4%)	390 (1.9%)
<b>Total</b>	<b>173</b>	<b>19,859</b>

## Vacancies & New Occupiers

There has been no change in vacant units in Reigate town centre in the last 6 months. In total six units are vacant equal to 3.4% of the total. However, there has been a drop in the town centre's total vacant retail floorspace to 390sqm (2.1%). This is due to a number of new occupiers taking over larger previously vacant units, with a large footfall including Cote (restaurant) on Bell Street. Subsequently, Reigate's vacant frontage has increased slightly in the last six months to 2.7%.

	Vacancy Rate
% of units	3.4%
% of frontage	2.7%
% of net retail floorspace	1.9%

A total of six new occupiers moved into Reigate town centre since the last monitor was produced, three of which moved into previously vacant units, whilst a further three new occupiers have taken over previously occupied retail units. A further existing occupier (Cullenders delicatessen) has relocated to new premises within Reigate town centre, this unit was previously vacant.

Over the same period five units became vacant, one of which is currently being refitted out as Valentina (Italian restaurant) previously occupied by Strada. This is due to open in spring 2014. A further two vacant units are also being refitted out and include a coffee shop/ bar. Another retailer (Homeware Zone) located on the High Street is closing down, which will further increase the town centre's vacancy rate.

## Development & Use Class Changes

There has been some development in Reigate town centre in the last six months, including a change of use and refurbishment to existing units as follows:

- 13/01003/CU – conversion of the 1<sup>st</sup> floor apartment (C3) into A3 use to provide additional 42.6 sqm (net) floorspace to the existing Urban 9 restaurant above Urban Kitchens.
- 13/01007/CU) – 1<sup>st</sup> floor change of use from C3 to A1 use above 'House of Build', which is now occupied by 'Taylor Jayne.' This is linked to the change of use (13/01003/CU) to the 1<sup>st</sup> floor of Urban Kitchens.
- (13/01085/F) - refurbish the existing Bell Street Bistro on 41 Bell Street to include a; new shop front and signage. This is now occupied by Cote Restaurant

There is an extant permission (11/02227/CU) to convert the first floor of 25-29 Church Street from D2 into a restaurant (A3).

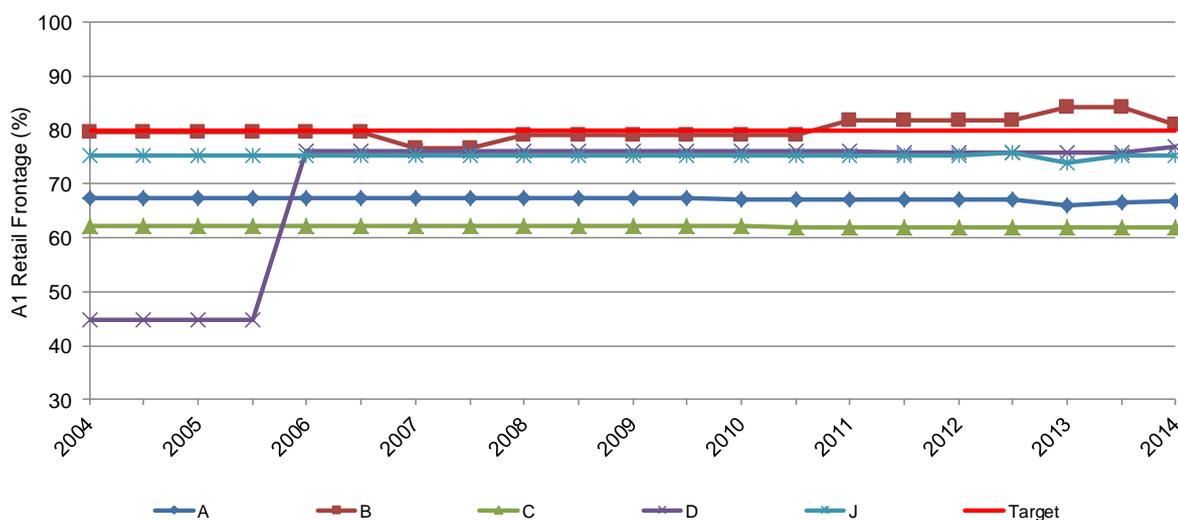
Work has started at Emmerton House, 16 Bell Street (13/00281/CU) to convert the existing B1(a) offices to either A2 or D1 use.

# Frontages

## Primary

Frontage B (81%) continues to be the only primary frontage to exceed the 80% threshold for A1 retail. There has been no change in the percentage of A1 retail for frontages A, C, D & J, with the later two frontages only just falling below the primary A1 threshold (80%). Frontages A and C continue to fall below the A1 retail threshold and have done so for a number of years. This is largely due to the number of estate agents and banks found within these frontages.

Figure 11 Reigate Primary Frontage A1 Retail Trend

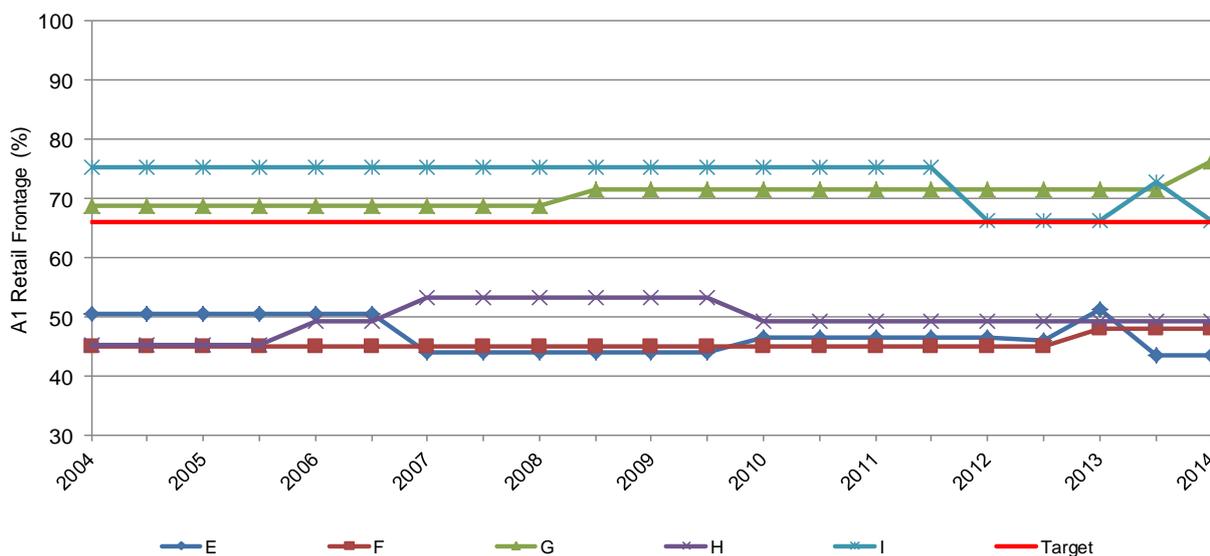


## Secondary

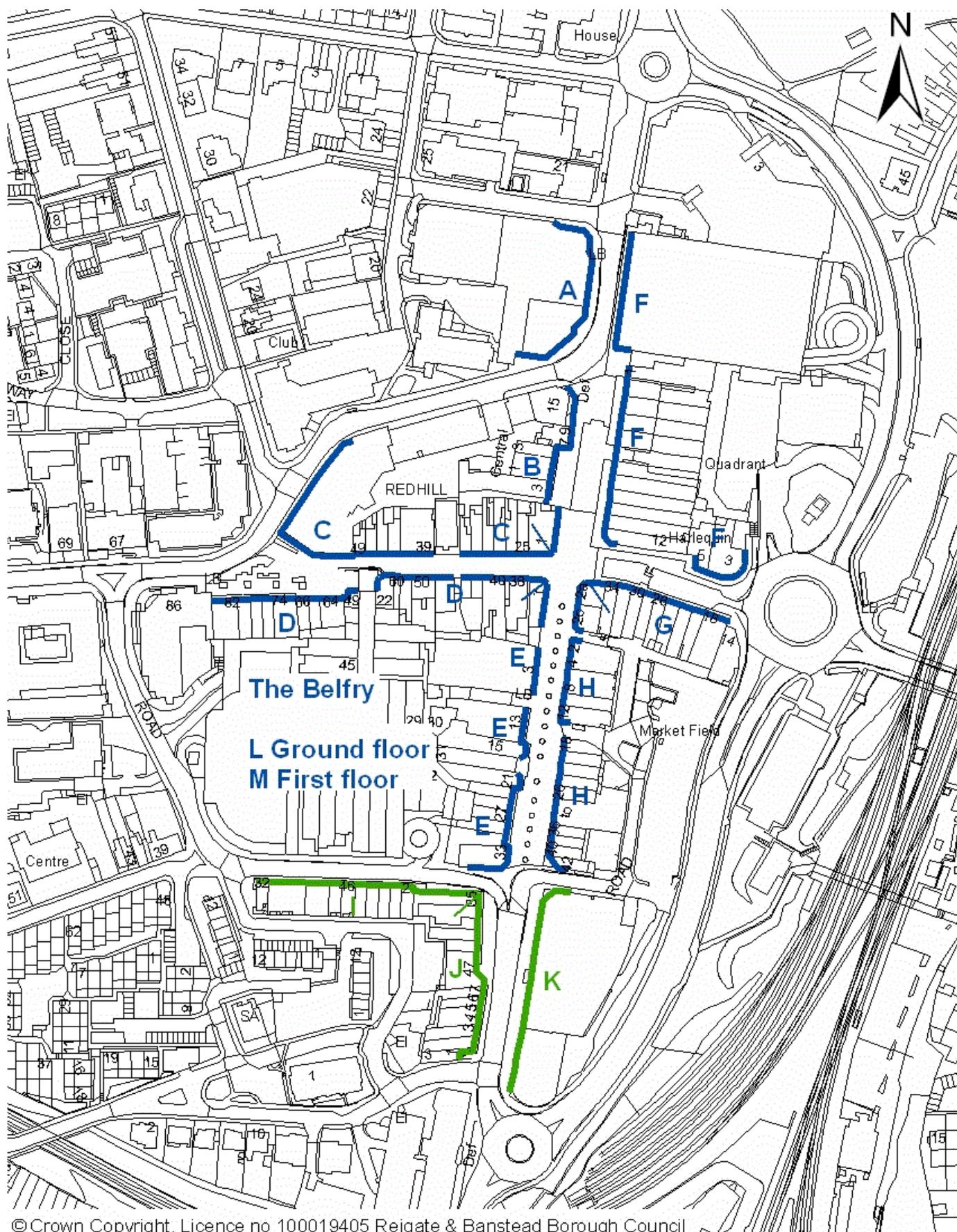
On the whole the composition of secondary frontages in A1 has stayed the same, with the exception of Frontage G which has increased to 76%. Subsequently, the proportion of A1 retail within frontage I has dropped to 66%.

There has been little change to the composition of secondary frontages in the last year, with all five secondary frontages in A1 broadly staying the same. Once again frontages G & I exceed the 66% A1 threshold requirement and have done so for the past decade. Conversely, frontages E, F & H still fall below the target and have done so for the last few years.

Figure 12 Reigate Secondary Frontage A1 Retail Trend



# Redhill Town Centre



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## Commentary

Redhill Town Centre is the largest of the borough's town centres in terms of retail frontage and is recognised as a major town centre by the Surrey retail hierarchy. Retail activity is focussed around the main pedestrianized High Street which runs from north to south, with a series of smaller shopping streets running off of this. However, it is recognised that the public realm and townscape within the centre is in need of attention. Redhill Town Centre is also home to the Belfry Shopping Centre and the Harlequin Theatre.

The regeneration of Redhill continues to gather pace following on from the redevelopment of Nobel House. Planning permission has been granted for a multi-million pound redevelopment of Warwick Quadrant, which will include a larger Sainsbury's supermarket, a new gym, a 70 bedroom hotel and town centre car park. Additional work will also be carried out to improve the public open spaces and realm within Redhill Town Centre, including Memorial Park Improvement Project. Work is due to start Spring 2014. Permission was recently granted for the redevelopment of Redhill train station for a mixed use scheme plans. Work is currently underway to alter the town centre's road network to create a new traffic management system (Balanced Transport Network).

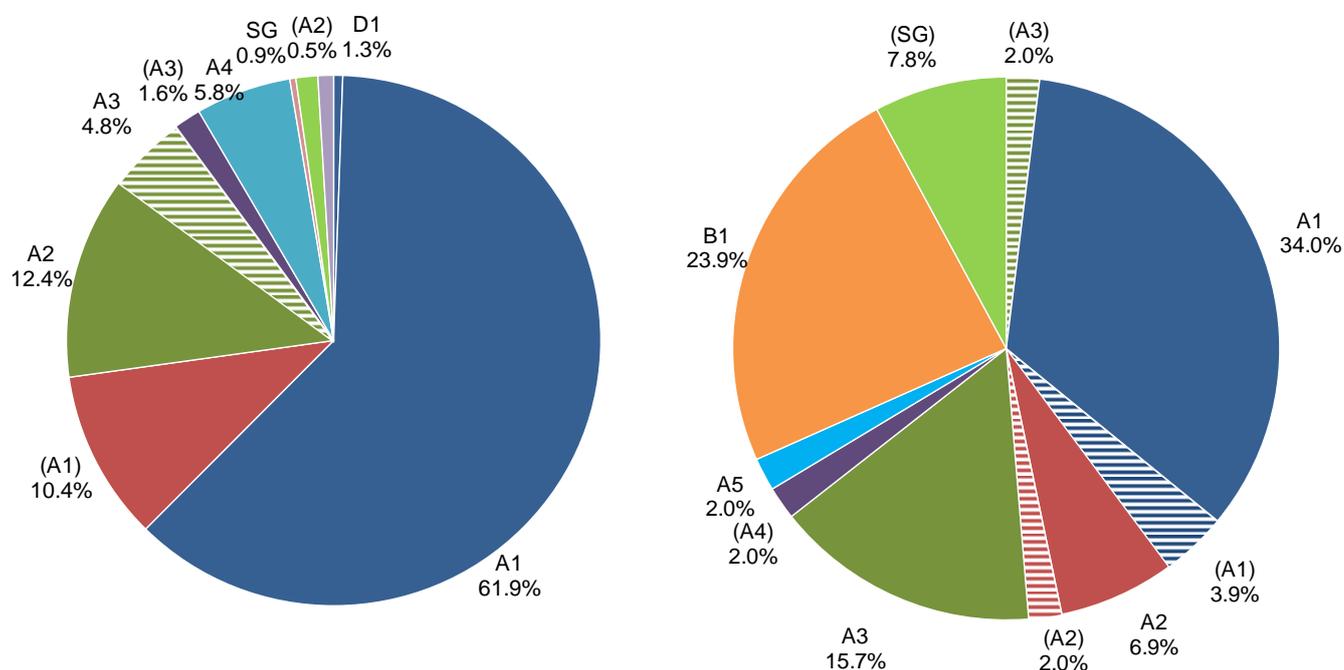
## Vitality

Retail (A1 to A5) uses constitute around 93% of the total frontage in Redhill Town Centre, the lowest of the four town centres. However, this varies significantly across the primary and secondary frontages with the former having almost 98% of its frontage in retail use, whilst the latter only has around 69%, a large proportion of which is made up of almost one quarter of offices.

Redhill's primary and secondary frontages both miss the A1 requirement, with primary frontage having 73% (against 80% target) and the secondary only 38% (against 66% target). The town's secondary frontage is predominately made up of office frontage and includes; Kingsgate, which was previously retail frontage.

Of all of the town centres, Redhill has the largest representation of multiple retailers, particularly within the Belfry Shopping Centre which is home to stores such as M & S, Waterstones and Clarks Shoes. In the last six months there has been a slight increase in vacant primary A1 retail frontage to 13% as a result of three A1 retail units becoming vacant, two of which are located in the Belfry Shopping Centre.

Figure 13 Breakdown of Frontage by Use (Primary – Left; Secondary – Right)



Comparison retail remains the dominant retail offer in Redhill, as would be expected for a primary centre and sub-regional destination. At 50%, Redhill has a considerably higher proportion of floorspace offering comparison goods than any of the other centres. On the other hand the proportion of food & drink leisure floorspace is considerably lower than the borough's other three centres. This makes up around 8% of the total; compared to Reigate which has double the amount of food & drink leisure floorspace.

It is also recognised that the quality of offer in the town centre could be improved. This is an area which will need to be addressed if Redhill is to become a competitive and successful shopping and leisure destination. A high degree of diversity exists within Redhill's secondary frontages that could be a positive asset to the town centre.

**Table 6 Retail Offer**

	Units	Net Floorspace (sqm)
Comparison	61 (35.9%)	19,826 (49.9%)
Convenience	14 (8.2%)	8,486 (21.4%)
Service	46 (27.1%)	4,812 (12.1%)
Food & Drink Leisure	19 (11.2%)	3,206 (8.1%)
Non-Retail	8 (4.7%)	929 (2.3%)
Vacant	22 (12.9%)	2,481 (6.2%)
<b>Total</b>	<b>170</b>	<b>39,740</b>

## Vacancies & New Occupiers

In the last six months the number of vacant retail units increased from 18 to 22 units. Subsequently, total vacant (net) retail floorspace fell to 6.2% as a result of smaller retailer units with large frontages becoming vacant. Despite this; Redhill continues to have the highest vacancy rate out of all the town centres in the borough.

	Vacancy Rate
% of units	12.9%
% of frontage	13.4%
% of net retail floorspace	6.2%

'Live Smart' (travel smart) was the only new occupier to move into Redhill town centre in the last six months, as part of the multi partnership project led by YMCA to improve people's health and well being. A further two existing occupiers have relocated to other premises within Redhill town centre, and include first floor office premises above 50-52 Station Road. Against this 22 units stand vacant, 17 of which have been vacant for more than 6 months. This further emphasises the need to monitor retail performance in the town centre to ensure it maintains its vitality and main function, as a primary town centre.

## Developments & Use Class Changes

Since the last monitoring period there have been no changes of use or new developments within Redhill Town Centre.

There are a number of planning permissions proposing extensions and a change of use in Redhill town centre as follows: development has not yet started on any of the sites.

- 12/01851/F- Single storey office extension at 42 Station Road providing additional A2/SG floorspace
- 11/02132/F -Extension at 7-9 London Road providing 3,059 sqm of additional A1 floorspace
- 11/01586/F- Proposing a change of use from A2 (bank) to A3 (restaurant) at 1 London Road

There is a number of extant, large scale mixed development proposals within Redhill Town Centre. The first is for the redevelopment of the existing Sainsbury's store (12/01852/F) on London Road providing an additional 13,968sqm of A1 retail space to the existing foodstore, a new gym and a 70 bedroom hotel, along with improvements to the public realm and townscape in the town centre. This development will contribute to the overall regeneration of Redhill.

The second revised application (13/00420/F) is to redevelop the former Liquid & Envy Nightclub for mixed use. The proposal will provide 355 sqm of A1 ground floor retail space, 61 residential dwellings and associated parking, landscaping, etc.

The council has recently approved another large scale mixed use redevelopment scheme at Redhill Railway Station (13/00848/F), proposing 150 new residential units, a new Waitrose foodstore and several smaller retail units (A1, A2 or A3 use) along with improvements to the public realm.

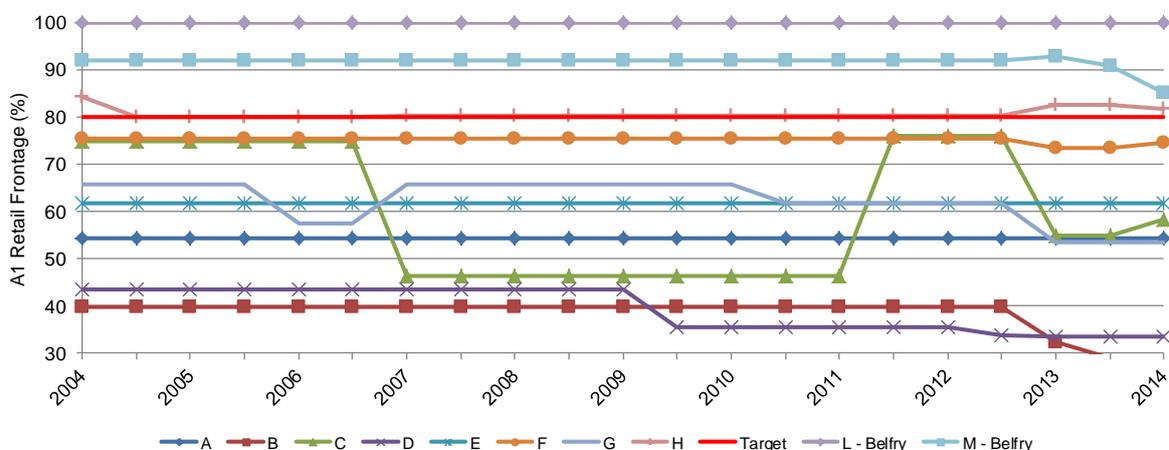
## Frontages

### Primary

There is considerable variation in the proportion of A1 retail falling within Redhill's primary retail frontages. The highest being 100% in Frontage L which is located in the Belfry Shopping Centre whilst frontage B has the lowest representation of retail frontage at 29%. In the last six months there has been some change in the percentage of A1 retail found within the town centre's frontage, most noticeably in Frontage M where A1 retail fell to 85%, as a result of a change of use from A1 to D1 which is now occupied by 'Live Smart.' Frontages H, L & M all continue to exceed the 80% primary A1 retail threshold which has been the case for the last six years. While frontage F continues to fall just below the A1 retail requirement, accounting for almost 75% of the total.

The remaining primary frontages all still continue to fall considerably below the target. Yet again frontages B & D are of particular cause for concern, these both consist of less than 50% A1 retail frontage. Frontage B suffers from a high proportion of A2 financial and professional services premises, whilst Frontage D has an extremely diverse mix comprising; A1, A2, A3, A4 and Sui Generis uses.

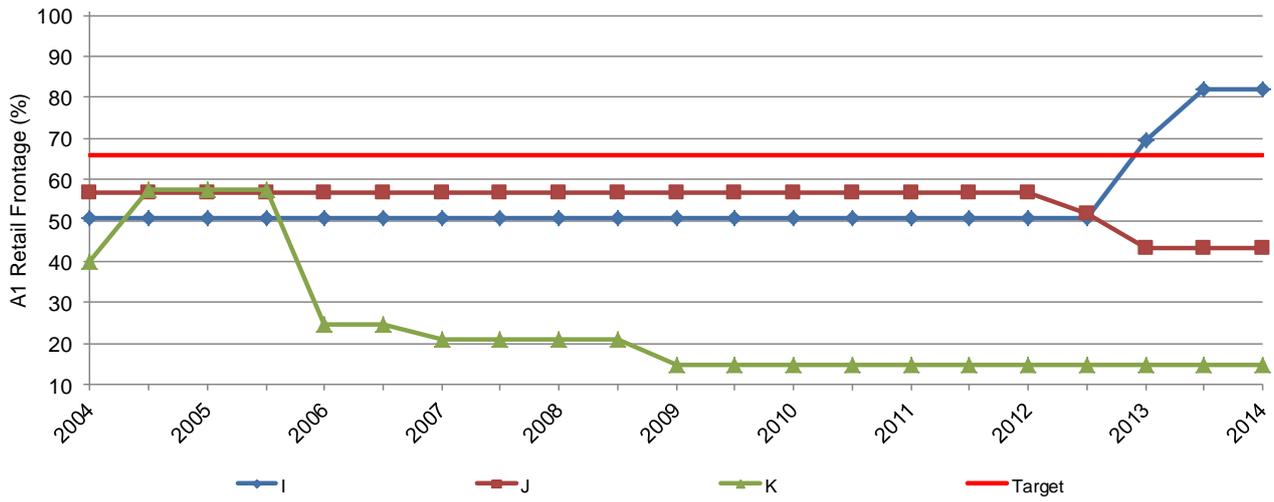
Figure 14 Redhill Primary Frontage A1 Retail Trend



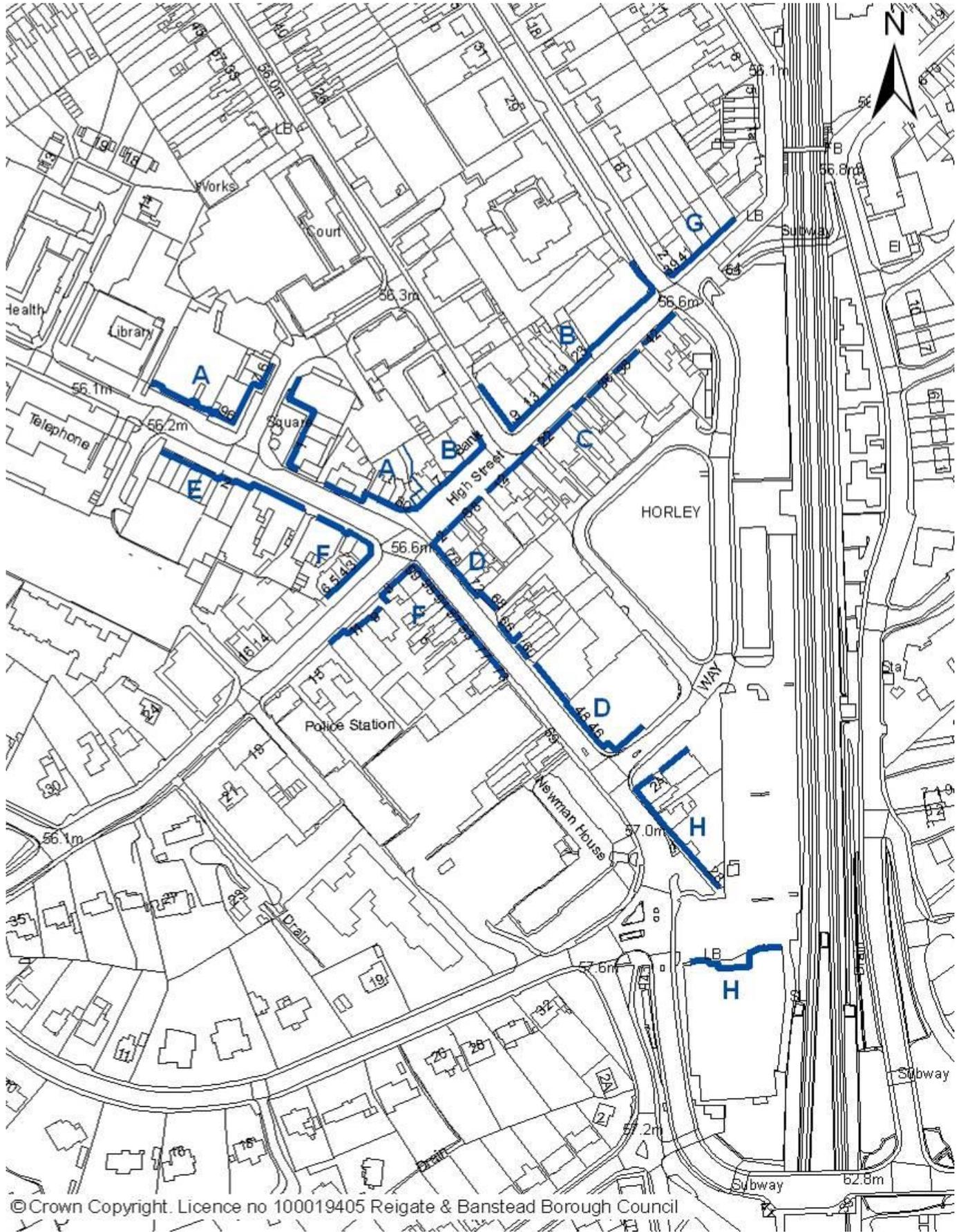
### Secondary

Frontages J & K both continue to fall below the borough's 66% A1 retail requirement, accounting for 43% and 15% respectively. The low proportion of A1 retail in frontage K is largely as a result of the Kingsgate and Red Central office developments, replacing previous retail frontages with offices. As part of the Development Management Policies (DMP), retail frontages will be reviewed including whether it remains appropriate to consider area K as part of the retail frontage. Conversely, Frontage I continues to exceed the 66% A1 retail requirement at 82%. This is largely due to a number of A1 retail units with long A1 frontages located in this area.

Figure 15 Redhill Secondary Frontage A1 Retail Trend



# Horley Town Centre



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## Commentary

Horley Town Centre is a compact district centre at the southern end of the Borough. The centre benefits from Horley railway station which lies just beyond the shopping area to the south. The centre consists of several shopping areas orientated around the junction of Victoria Road and High Street. The main parade on High Street is pedestrianized with other areas of the town centre undergoing significant public realm improvements as part of the Horley Town Centre regeneration. The town centre is also home to a large Waitrose store to the south and a large independent department store (Batchelors).

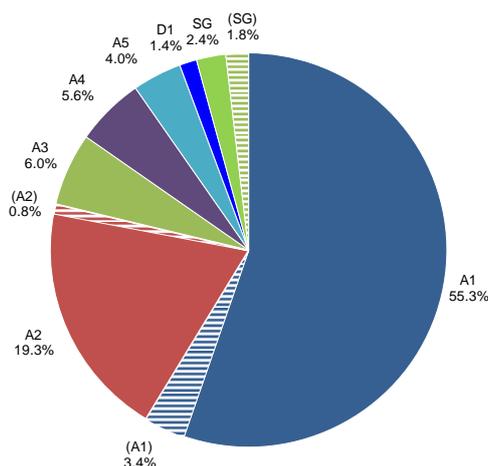
The town centre was awarded government funding from the 'High Street Innovation Fund' to help boost and improve the vitality of Horley Town Centre which has been hit by the recent economic downturn. This has seen a number of local businesses disappearing from the town and increased vacancies.

## Vitality

The majority of Horley's retail frontage is in A1- A5 use accounting for 94% of the total, with over half being in A1 use (59%). In the last 6 months there has been an increase in A1 frontage to 55% of the total, as a result of 3 new A1 retailers moving into the centre including; Morrisons Local which took over a large previously vacant unit. This has further increased the proportion of A1 frontage which continues to be the dominant frontage found within Horley town centre.

Horley Town Centre has the highest percentage of retail frontage made up of service based premises, at almost 30% of the total; compared with the borough's other three town centres. A large proportion of the town centre's retail frontage is also made up of food & drink retail uses (A3-A5), at almost 16%.

Figure 16 Breakdown of Frontage by Use Class



Horley town centre has the highest proportion of convenience floorspace at 37% compared to the other three town centres in the borough. This is not surprising given Horley's primary role as a district centre serving the needs of the local population. Despite a drop in comparison retail floorspace in the last six months; comparison still makes up a significant proportion of Horley's retail floorspace at almost 30%.

Horley continues to have the highest proportion of takeaways and charity shops compared with the other three town centres, which could affect the long term viability of Horley town centre in terms of an appropriate mix. In the last 6 months a new convenience store (Morrisons Local Supermarket) opened in one of the large previously vacant retail units in the town centre. It is therefore essential that key retail services in the town centre are protected to ensure that there is sufficient provision to accommodate the increasing demand from on going residential developments in the north of the town.

Table 7 Retail Offer

	Units	Net Floorspace (sqm)
Comparison	26 (25.0%)	5,059 (29.7%)
Convenience	14 (13.5%)	6,356 (37.3%)
Service	32 (30.8%)	2,769 (16.3%)
Food & Drink Leisure	19 (18.2%)	1,905 (11.2%)
Non-Retail	6 (5.8%)	365 (2.2%)
Vacant	7 (6.7%)	570 (3.3%)
<b>Total</b>	<b>104</b>	<b>17,024</b>

## Vacancies & New Occupiers

In the last six months there has been a decrease in the total number of vacant retail units in Horley Town Centre. There are currently seven vacant units down from eight units recorded in the previous monitor. Despite a fall in vacancy rates, Horley continues to have the second highest vacancy rate behind Redhill.

There has however been a significant decrease in vacant floorspace (3.3%) largely as a result of Morrisons Local (supermarket) moving into a large, previously vacant unit on the High Street. Vacant retail frontage has also decreased slightly and now accounts for 6% of the total.

	Vacancy Rate
% of units	6.7%
% of frontage	6.0%
% of net retail floorspace	3.3%

In this monitoring period five new occupiers moved into previously vacant retail units, showing some encouraging signs of recovery in Horley town centre. In total, three units were vacated in the last 6 months as a result of two occupiers (including the Horley Help Shop) relocating to new premises outside the town centre boundary.

## Developments & Use Class Changes

There has been one change of use to Horley town centre in the last 6 months from A1 to A3 use 12/01652/CU) which is now occupied by Morrisons Local.

Work has started on the following sites proposing change of use and new development in Horley:

- 13/00175/CU – change of use from A1/A2 uses to A3/A4 use as a restaurant/ café on two vacant retail units at 6/7 Consort Way.
- 12/01881/F – Mixed use redevelopment on the cleared Newman House site proposing a net gain of 3,330 sq/ft of A1, A2 & A3 mixed use.

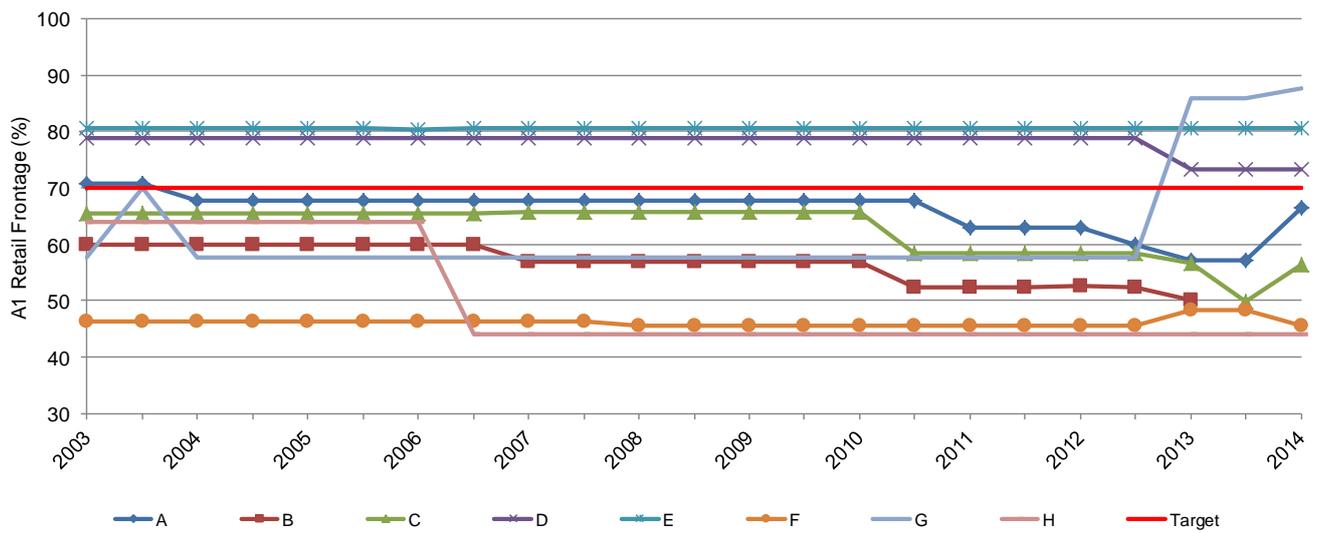
There is also an extant permission for a change of use from B1(a) to D1 use (place of worship) to the first and second floors at 43-49 High Street (11/01959/CU).

## Frontages

Frontage E and G are predominately made up of A1 retail, accounting for over 80% of the total frontage. In the last six months the biggest change in A1 retail was in Frontage A and C with A1 retail falling within these frontages increasing to 66% and 57%, respectively. The increase in A1 retail in Frontage C is largely due to Morrisons Local (supermarket) moving into a large, vacant retail unit with substantial frontage. The percentage of A1 retail within Frontages D, E and H has not changed in the last year. Once again Frontages D, E and G all continue to exceed the 70% A1 retail requirements and have done for a number of years, whilst frontage A falls just below the 70% A1 retail requirement. Frontages B, C, F and H all fall below the required retail target (70%), the lowest

being 44% found at Frontage H and has done for a number of years. This is due to fewer retail units falling within this frontage, the majority of which are A5 (take-away) premises.

Figure 17 Horley Frontage A1 Retail Trend



# Appendix

## Survey Notes

The survey of occupiers and primary activity is carried out annually at the beginning of October. Frontage length is not measured annually and changes are only made where a planning permission is known to alter the frontage.

Measurements of shop frontages are obtained using the following rules:

- A shop front is taken as the distance between the extreme left hand side and the extreme right hand side of the shop, along the street frontage
- Measurements are taken as a straight line across irregular or indented frontages
- Splays are included as part of the frontage measurement
- Measurements include all window and supporting frames, columns and pillars
- Doorways leading to shops are included in frontages
- Doorways leading to upstairs offices or residential units are excluded, but may be shown as nil frontage
- Returns are included in the frontage lengths and are identified in the schedules
- Returns are measured to the end of the last door or window leading directly into the shop or office. Separating walls and columns are included up to that point
- Returns in alleyways are included but alleyways themselves are excluded
- Certain buildings may be included in the listing but excluded from frontage length analysis and calculations

## Definitions

<b>Shop</b>	Specifically a premises of A1 use but can sometimes be used to refer to any unit within the shopping frontage of a town centre
<b>Retail</b>	Umbrella terms for uses falling within any A class (A1, A2, A3, A4 or A5)
<b>Vacancy</b>	An unoccupied unit - a unit is not considered to be vacant if it is part of an ongoing redevelopment scheme, has been demolished or is undergoing refurbishment/fit out.
<b>Comparison</b>	Non-food items such as clothing, furniture and electrical goods which are not purchased on regularly and for which some comparison is normally made before purchase
<b>Convenience</b>	Everyday items such as food, newspapers and drinks, which tend to be purchased regularly.
<b>Service</b>	Businesses offering some form of service to the public excluding those offering food and drink
<b>Food &amp; Drink Leisure</b>	Retailers selling prepared food and drink for consumption on or off the premises including cafes & restaurants, bars, pubs and takeaways.
<b>Frontage Length</b>	The length in metres of the shop frontage (see measurement rules above)

## Use Classes Order

Use Class	Description of Use/Development	Permitted Change
<b>A1</b>	Shops, retail warehouses, hairdressers, travel agents, post offices, sandwich bars, Internet cafes, showrooms, domestic hire shops, undertakers and dry cleaners.	No permitted change
<b>A2</b>	Banks, building societies, estate agents, professional and financial services.	A1
<b>A3</b>	Restaurants and cafés.	A1 or A2
<b>A4</b>	Drinking Establishments.	A1, A2 or A3
<b>A5</b>	Hot Food Takeaways.	
<b>B1(A)</b>	Use as an office other than a use within Class A2 (financial and professional services).	B8 (where no more than 235 sq.m.)
<b>B1(B)</b>	Use for research and development, studios, laboratories, high technology.	
<b>B1(C)</b>	Use for any industrial process that can be carried out in a residential area without detriment to amenity.	
<b>B2</b>	Use for the carrying on of an industrial process other than one falling in B1(C) above.	B1 or B8 (B8 limited to 235 sq.m.)
<b>B8</b>	Use for Storage or Distribution.	B1 (where no more than 235 sq.m.)
<b>C1</b>	Use as a hotel, boarding house or guesthouse where no significant element of care is provided	No permitted change
<b>C2</b>	Residential institution such as a nursing home or residential school.	No permitted change
<b>C3</b>	Use as a dwelling house, whether or not as a sole or main residence.	No permitted change
<b>D1</b>	Non-Residential Institutions.	No permitted change
<b>D2</b>	Use for Assembly and Leisure.	No permitted change
<b>SG</b>	Sui Generis - falls outside all other categories. Permission is required to change to or from such a use.	No permitted change

# Monitoring Publications

## Regular Monitors:

### Areas for Small Businesses

Provides a list of all uses in the Borough's seven Areas for Small Businesses (Annual)

### Commercial Commitments

Contains the amounts, types and location of all commercial commitments i.e. premises with outstanding planning permissions or vacant floorspace (Annual)

### Housing Delivery

Provides information on general housing market trends and the delivery of the amount, type and location of housing commitments in the Borough (Annual)

### Industrial Estates

Contains an analysis of occupational trends in the Borough's nine main Industrial Estates including a schedule of occupiers (Annual)

### Local Centres

Provides information on retail provision in the Borough's eighteen local shopping centres (Annual)

### Town Centres

Provides information on the occupiers, together with vacancies and shop type of all premises within the Borough's four Town and Village Centres (Bi-annual)

## Population and Demographic Information

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These publications are available on the Council website:

<http://www.reigate-banstead.gov.uk>

Search for: "*monitors*":

For further information on the content or other planning policy monitoring, please contact:

**Planning Policy Team**

Tel: 01737 276000

Email: [LDF@reigate-banstead.gov.uk](mailto:LDF@reigate-banstead.gov.uk)