



# Town Centre Monitor

April 2023

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### Please Note:

The information contained within this monitor details data from town centres in Reigate and Banstead during the period April 2022 to March 2023.

Whilst every care has been taken to ensure that the information in this monitor is accurate, the 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 gratefully received. Please send suggestions by email to: [LDF@reigate-banstead.gov.uk](mailto:LDF@reigate-banstead.gov.uk).

Data is continuously reviewed as an on-going process and new information can be discovered that impacts data within previous Town Centre Monitoring Reports. To keep our statistics up-to-date and accurate, information reported in previous versions of this monitor will be updated accordingly in the latest Town Centre Monitor.

# 1. Introduction

The borough's town 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 centres is to:

- Analyse use class and vacancy trends to assess the diversity, vitality, and viability of provision
- Monitor relevant local policies contained within the borough's Local Plan
- 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.

This Town Centre Monitoring Report covers the period from April 2022 to March 2023, with survey work undertaken in April 2023. During this monitoring period, town centres have continued to be impacted by, and have responded to, the impact of the cost of living and Russia's invasion of Ukraine. The second half of this monitoring period coincided with gradual increases in inflation, meaning businesses had to adapt to changes in the economic market.

## 1.1. Policy Context

Following the adoption of the Development Management Plan (DMP) in September 2019, the Reigate and Banstead Local Plan is comprised of the Core Strategy (adopted 2014 and reviewed 2019) and the Development Management Plan (DMP). The Core Strategy details how much growth will take place in the borough between 2012 and 2027 and sets out the overarching spatial strategy to deliver this growth. The DMP provides the detailed policies and site allocations to meet the planned level of growth.

Table 1 Relevant local plan policies and indicators

Policy/ Indicator	Monitoring Target
Core Strategy Strategic Objectives SO17 and SO18	Is the vitality and viability of town centres being maintained/ improved?
DMP Policy RET1	Seeks to ensure new development within town centre shopping frontages makes a positive contribution to the retail areas within which it is located whilst minimising the impact on other surrounding uses, and on users of the retail areas. Target: N/A
DMP Policy RET2	Seeks to ensure a healthy balance of uses is maintained in the borough's town centres

The Core Strategy recognises the different roles of the borough's four "town centres". Core Strategy Policy CS4 defines the following retail hierarchy for the town centres in the borough

- Redhill – The primary town centre and the focus for large-scale leisure, office, cultural and retail uses and development
- Reigate, Horley and Banstead – Secondary town centres, the focus of which is to maintain a balance of uses and development that promote both the vitality and viability of each individual centre.
- Local centres – Provide for more local needs and either offer now, or will be the focus for investment in, accessible local services. (The Council produces a separate Local Centre Monitor which is available on our website).

## 1.2. Use Classes

In order to protect and enhance the vitality and viability of the borough's town centres and ensure that they continue to meet resident and visitor demand, it is important that an appropriate mix of uses is maintained. A key objective of DMP Policy RET2 'Town Centre

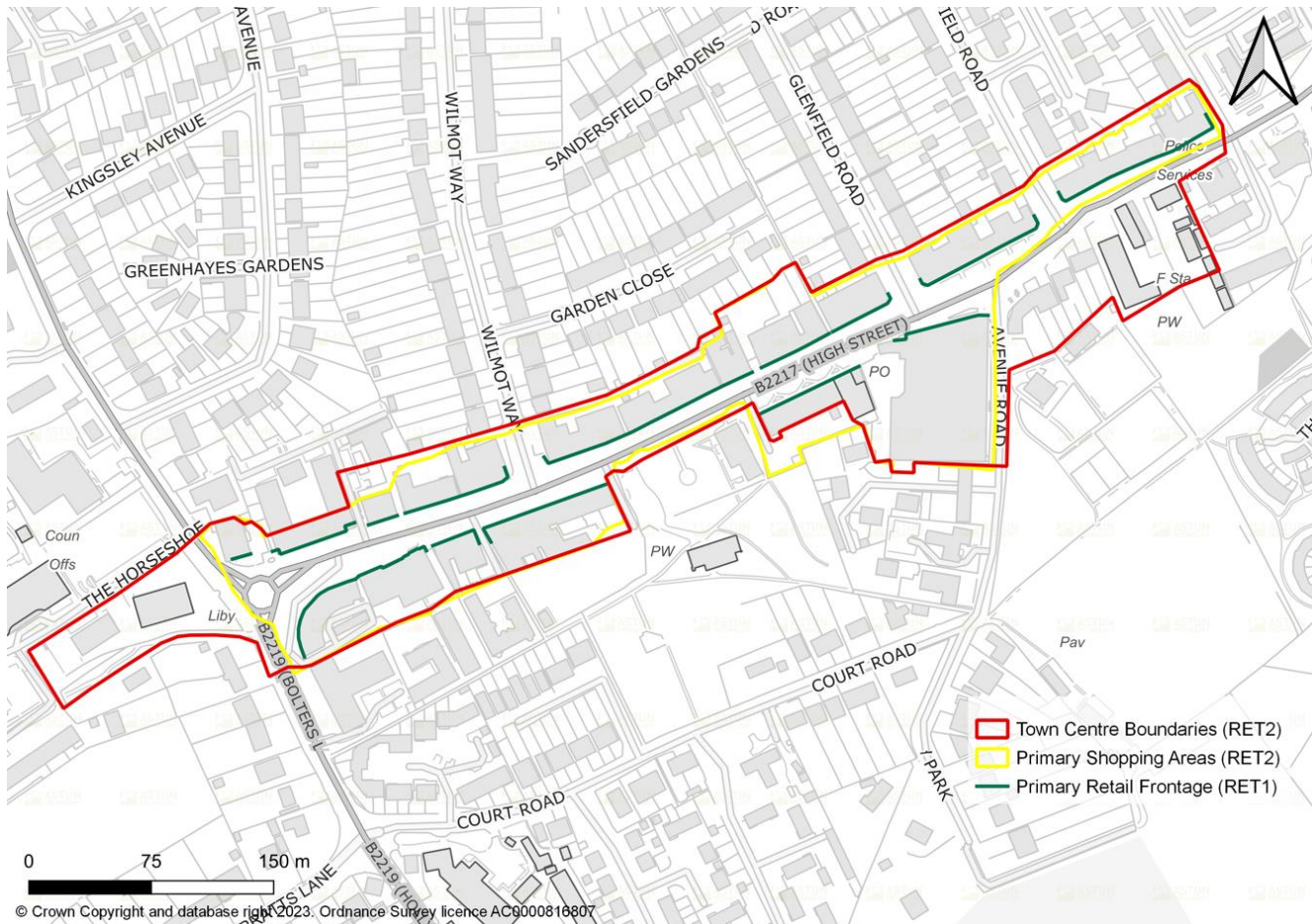
Frontages' is the promotion of retail uses and the resistance of excessive change away from core retail uses.

This monitoring period has been affected by recent changes to the Use Classes Order. The Town and Country Planning (Use Classes) (Amendment) (England) Regulations 2020 introduced from 1<sup>st</sup> September 2020 resulted in a number of fundamental changes to the Use Classes Order. Further information is provided in Appendix 1.

Please note that the 'Development and Use Classes' sections within each town centre appraisal refers to the use classes when planning permission was granted.

## 2. Town Centre Appraisals

### 2.1. Banstead Village



#### **Commentary**

Banstead Village is in the north of the borough and is the smallest town centre in the borough. It is an attractive early twentieth century centre primarily consisting of a unified parade of small retail units built in the 1920s and 1930s. The centre is popular with local residents, it includes a small area of green open space outside All Saints Church in the High Street and historically has had a strong selection of independent and specialist shops and low vacancies.

#### **Vacancies and New Occupiers**

Within this monitoring period, six new occupiers have moved into the village, whilst six occupiers have left the village.

Banstead has the lowest number of vacant units of all four town centres. There are currently four vacant units within the village. The percentage of vacant frontage and net retail floorspace have both increased compared to the previous monitoring period, whereas the percentage of vacant units has remained the same. Of all town centres in the borough, Banstead has the lowest percentage of vacant frontage.

- Percentage of vacant units: 3.4% to 3.4%
- Percentage of vacant frontage: 2.5% to 4.1%.
- Percentage of vacant net retail floorspace: 3.4% to 3.8%.

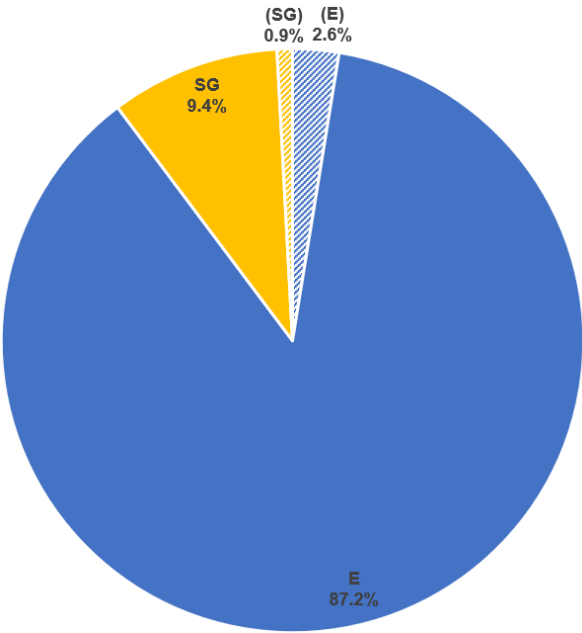
*Table 2 Vacancy rates in Banstead during the monitoring period*

Indicator	Vacancy Rate
Percentage of units	3.4%
Percentage of frontage	4.1%
Percentage of net retail floorspace	3.8%

## **Viability**

Figure 1 below shows that E Use Class accounts for 89.8% of the units within the centre. This includes units within the E Use Class that are currently vacant (E) and shown as shaded. The remaining 10.3% fall within SG uses.

Figure 1 Vitality in Banstead during the monitoring period



As can be seen in Table 3 below, services occupy the greatest proportion of units within the village and convenience retail occupies the greatest proportion of floorspace. Comparison retail occupies the second greatest proportion of units, whilst services occupy the second greatest proportion of floorspace.



*Table 3 Retail offer in Banstead during the monitoring period*

Offer	Units	Net Floorspace
Comparison	30 (25.6%)	2,543sqm (18.4%)
Convenience	16 (13.7%)	5,289sqm (38.3%)
Food and drink	23 (19.7%)	2,645sqm (19.1%)
Non-retail	1 (0.9%)	210sqm (1.5%)
Service	43 (36.8%)	2,609sqm (18.9%)
Vacant	4 (3.4%)	521sqm (3.8%)
<b>Total</b>	<b>117 (100.0%)</b>	<b>13,816sqm (100.0%)</b>

### **Development and Use Class Changes**

Within this monitoring period the following permissions were completed:

- 22/00939/F: 103B High Street: First floor rear extension to provide C3
- 22/01030/F: 50 High Street: Loss of E, gain in SG

The following permissions are under construction:

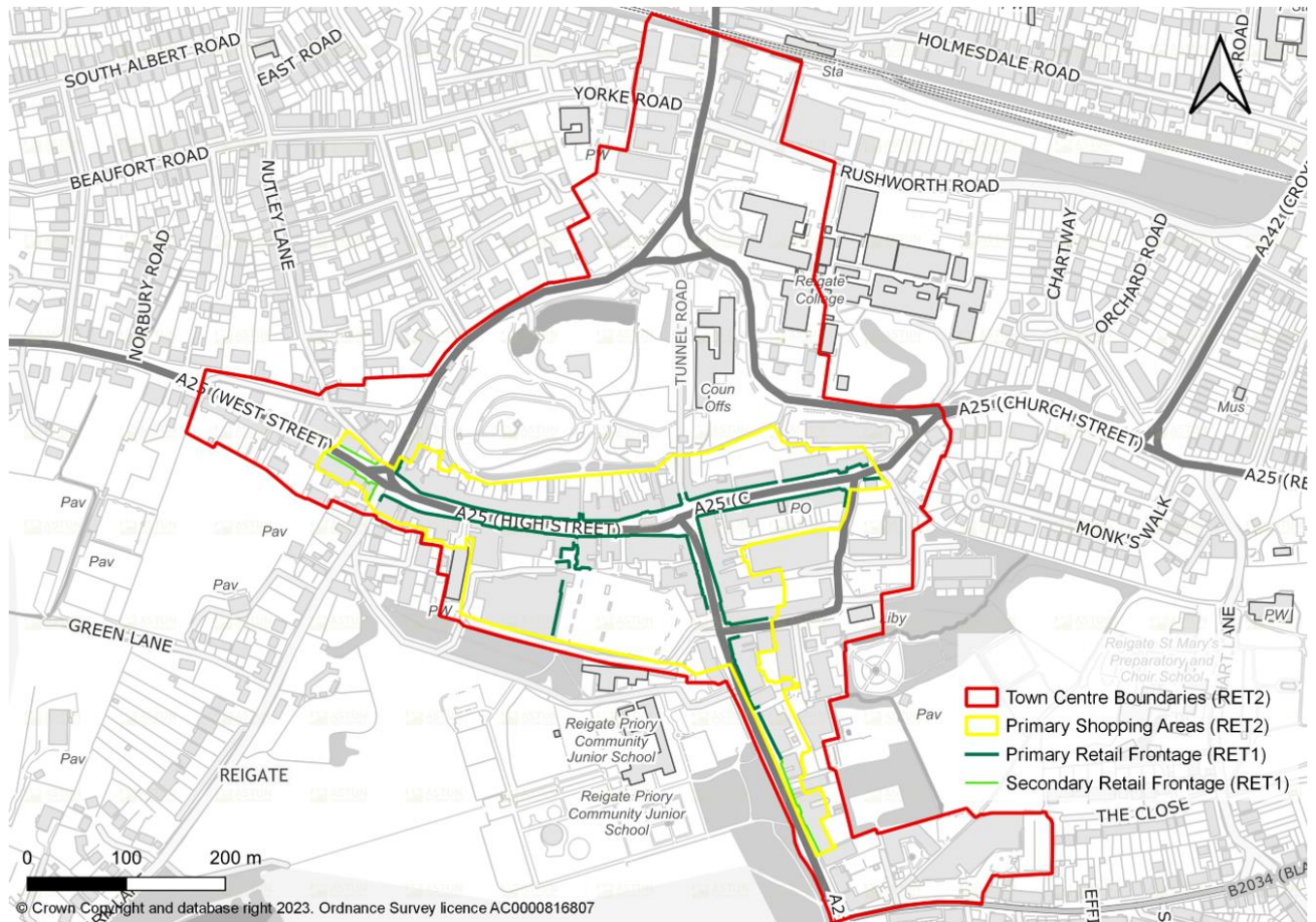
- 18/01984/F: 41 High Street: Single storey rear extension to increase A1 floorspace by 11sqm

The following planning permissions are extant:

- 21/01507/F: 133A High Street: Change of use of upper floors from D1 to C3
- 22/01563/P: 12A High Street: Conversion of first and second floors from E to C3

Note: the permissions refer to the use classes at the time of when the planning permission was granted.

## 2.2. Reigate Town Centre



### Commentary

Reigate is a historic market town centre with three main shopping streets oriented around the attractive focal point of the Old Town Hall. The general environmental quality of the town centre is high; there are benches and attractive planters dispersed throughout. The shop fronts are generally well maintained and of a high quality design standard.

Much of the town centre falls within a conservation area which has resulted in the retention of many small, narrow units and made the combination of units and frontages difficult to achieve. Many units within the town centre are therefore not suitable for national chain stores which often have more standard minimum requirements for frontage widths and floor area. Reigate's retail offer is therefore characterised by a vibrant mix of small 'boutique' and independent stores.

## **Vacancies and New Occupiers**

Within this monitoring period, nine new retailers have moved into the town centre and 14 occupiers have left the town centre. There are currently 11 vacant units within the town centre. This accounts for 5.6% of the units, 5.7% of the frontage and 4.2% of the floorspace within the town centre. Compared to the last monitoring period, there has been an increase in all the vacancy indicators in Reigate.

- Percentage of vacant units: 3.1% to 5.6%
- Percentage of vacant frontage: 3.2% to 5.7%
- Percentage of vacant net retail floorspace: 2.0% to 4.2%

*Table 4 Vacancy rates in Reigate during the monitoring period*

Indicator	Vacancy Rate
Percentage of units	5.6%
Percentage of frontage	5.7%
Percentage of net retail floorspace	4.2%

## **Viability**

Figure 2 below shows that E Use Class accounts for 90.4% of the units within the primary frontage, whilst for secondary frontage, Figure 3 shows that 83.4% of the units are E Use Class. This includes units within the E Use Class that are currently vacant (E). The SG Use Class accounts for the remaining 9.6% of units within primary frontages, whilst it accounts for 16.7% in secondary frontages.

Figure 2 Vitality (Primary Frontage) in Reigate during the monitoring period

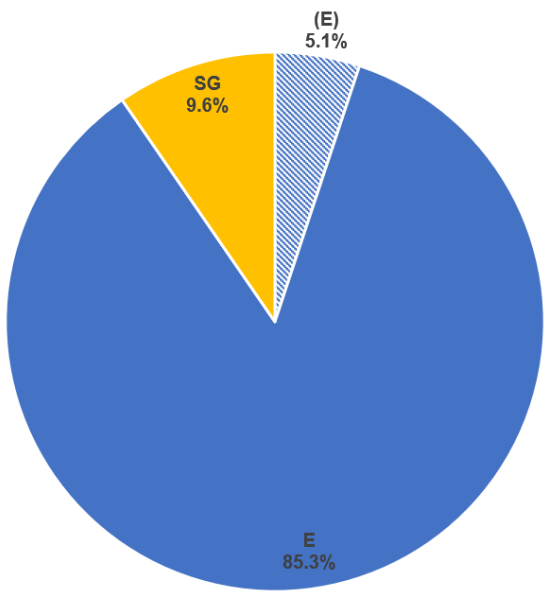
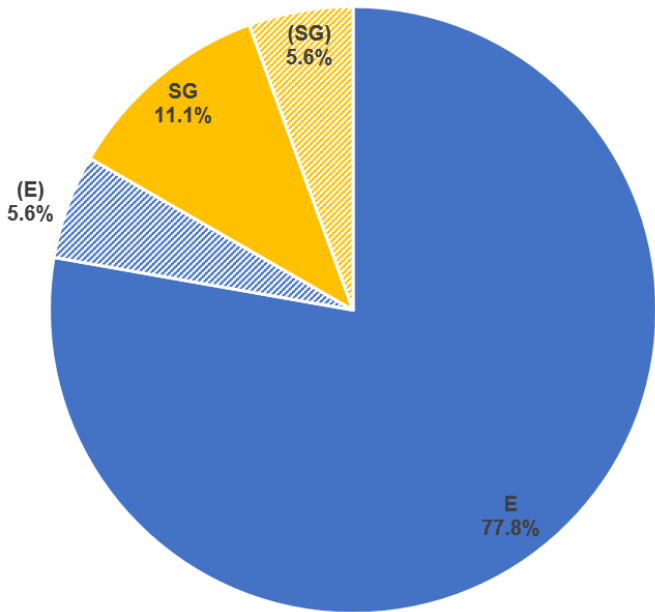


Figure 3 Vitality (Secondary Frontage) in Reigate during the monitoring period



As can be seen in Table 5 below, the greatest proportion of units and floorspace within Reigate town centre is occupied by comparison retail (37.4% and 32.3% respectively). Convenience retail accounts for only 4.6% of the units but over a quarter of the floorspace, which is predominantly due to the large Morrisons supermarket within the town centre. Food and drink uses are well represented within the town centre (21.0% units; 21.5% floorspace).

Table 5 Retail offer in Reigate during the monitoring period

Offer	Units	Net Floorspace
Comparison	73 (37.4%)	6,682sqm (32.3%)
Convenience	9 (4.6%)	5,326sqm (25.7%)
Food and drink	41 (21.0%)	4,449sqm (21.5%)
Non-retail	4 (2.%)	24sqm (0.1%)
Service	57 (29.2%)	3,350sqm (16.2%)
Vacant	11 (5.6%)	879sqm (4.2%)
<b>Total</b>	<b>195 (100.0%)</b>	<b>20,709sqm (100.0%)</b>

### **Development and Use Class Changes**

Within this monitoring period, no permissions have been completed.

The following permissions are under construction:

- 19/00715/F: Rear of 4-10 Church Street: Loss of 54sqm A2 and provision of C3 accommodation
- 21/02082/P: Just Retirement, Vale House, Roebuck Close: Change of use B1(a) to C3
- 21/02120/CU: 21-23 High Street: Change of use from A2 to A1 and development of two flats
- 21/02679/P: Integration UK Ltd, Westcroft, 16 West Street: Conversion of offices (B1(a)) to 11 apartments (C3)
- 21/02800/P: Roebuck House, Bancroft Lane: Change of use B1(a) to C3
- 22/01045/F: Chalk Hills Bakery, 75 Bell Street: Change of use B1(a) to C3 (10 dwellings)

The following permissions are extant:

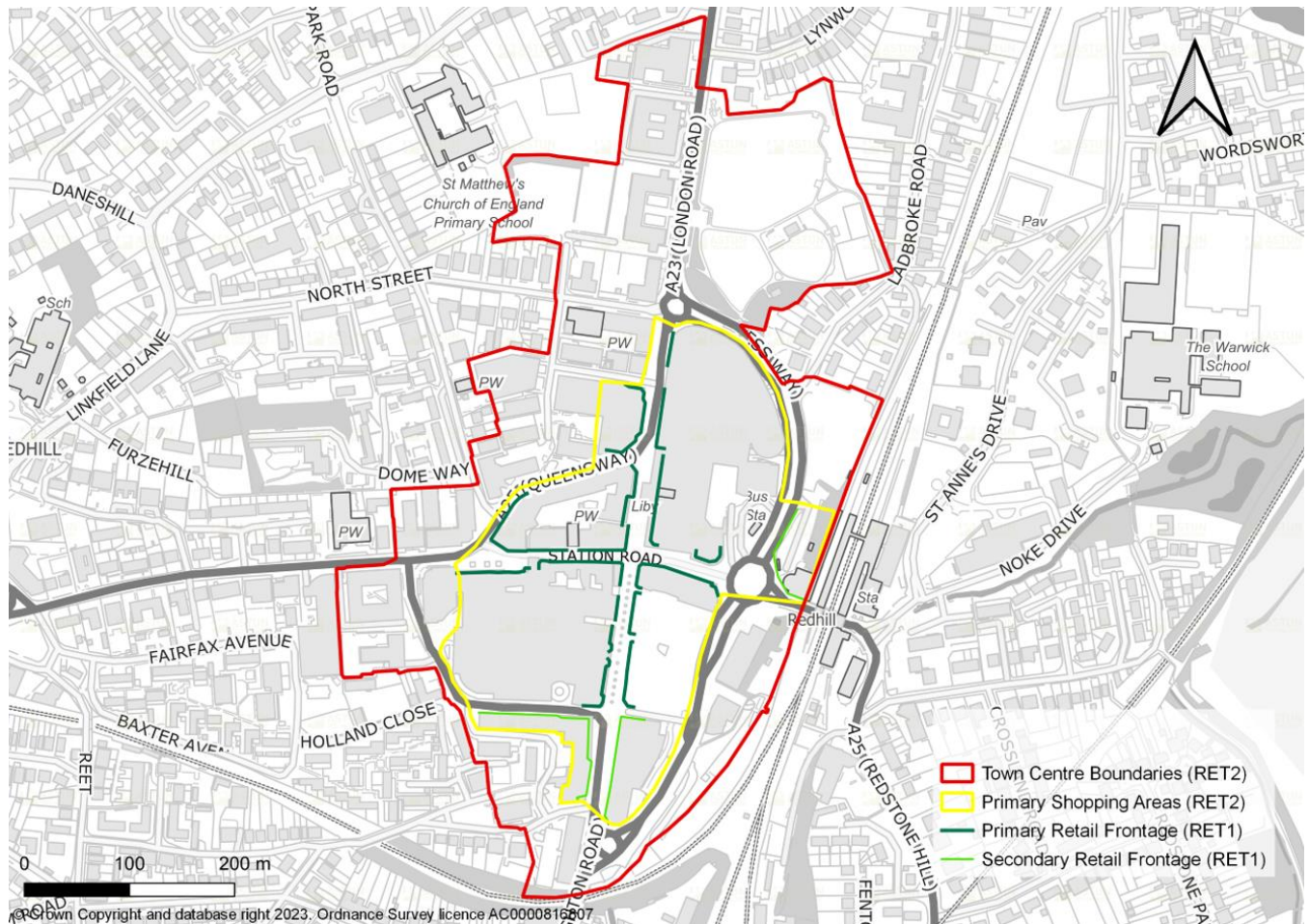
- 20/00572/F: 1 Church Street (upper floors): Conversion of existing B1(a) and D2 uses to C3
- 20/00978/P: 7-11 High Street (upper floors): Change of use B1(a) to C3
- 21/01323/P: 5a, 7a, 9a, 11a and 13a West Street: Development of 14 new flats

- 21/02974/F: Brookworth House, 99 Bell Street: Addition of third floor E uses

Note: the permissions refer to the use classes at the time of when the planning permission was granted.



### 2.3. Redhill Town Centre



#### Commentary

Core Strategy Policy CS7 'Town and Local Centres' identifies Redhill as the primary town centre for the borough and the prime focus for large-scale leisure, office, cultural and retail uses and developments.

Despite excellent transportation links – it is not only a transport interchange and gateway for movement within the borough but also to inter-regional and international destinations – Redhill does not currently fulfil its potential in terms of retail offer and range of leisure facilities. This results in the borough's residents choosing to – or having to – travel elsewhere for shopping and leisure. Given its strong locational advantages, Redhill is identified in the Core Strategy as the main centre for consolidation and growth.

A number of major regeneration projects have recently been completed, including the residential redevelopment of the Former Liquid and Envy site and the mixed-use retail and

residential redevelopment on Cromwell Road. One major regeneration project is currently nearing completion, the mixed-use retail, leisure and residential accommodation at The Rise, Marketfield Way. It is anticipated that these major regeneration projects will help to support and improve the retail, leisure and residential offer within the town centre and attract borough residents and potential employers into the town.

Redhill town centre has the largest retail frontage of the borough's four town centres and offers the greatest number of retail units and retail floorspace. Retail activity is focussed around the main pedestrianised High Street which runs north to south, with a series of smaller shopping streets running off this. The town is home to the Belfry Shopping Centre, offering a large variety of predominantly comparison retail.

### **Vacancies and New Occupiers**

Within this monitoring period, 11 new occupiers have moved into the town centre, whilst 17 occupiers have left the town centre.

There are currently 28 vacant units within the town centre, which is the greatest number of vacant units of all the town centres in the borough. However, this number includes the newly built units as part of the development at The Rise, Marketfield Way, which at the time of this monitor, only two of these units had been occupied. Most of the other new vacancies were located in the Belfry Shopping Centre. 18.3% of the frontage within the town centre and 12.3% of the retail floorspace is vacant. When comparing the vacancy rates to the previous monitoring period, the percentage of vacant units, frontage and net retail floorspace have all increased. The vacancy rate in Redhill in comparison to the last monitoring period is as follows:

- Percentage of units: 8.2% to 16.7%
- Percentage of frontage: 7.8% to 18.3%
- Percentage of net retail floorspace: 4.9% to 12.3%



Table 6 Vacancy rates in Redhill during the monitoring period

Indicator	Vacancy Rate
Percentage of units	16.7%
Percentage of frontage	18.3%
Percentage of net retail floorspace	12.3%

## **Viability**

Figure 4 below shows that the E Use Class accounts for 89.9% of the units within the primary frontage. Figure 5 shows that the E Use Class accounts for 88.9% of the units within the secondary frontage. This includes units within the E Use Class that are currently vacant (E). 9.3% of units within the primary frontage and 11.1% of units within the secondary frontage are Sui Generis uses. This includes units within the Sui Generis use class that are currently vacant (SG). The remaining 0.7% of primary frontages are within the F.1 Use Class.

Figure 4 Vitality (Primary Frontage) in Redhill during the monitoring period

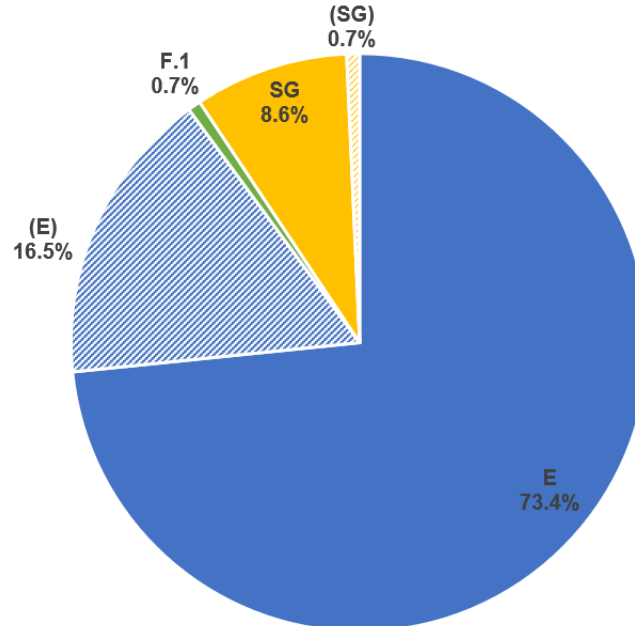
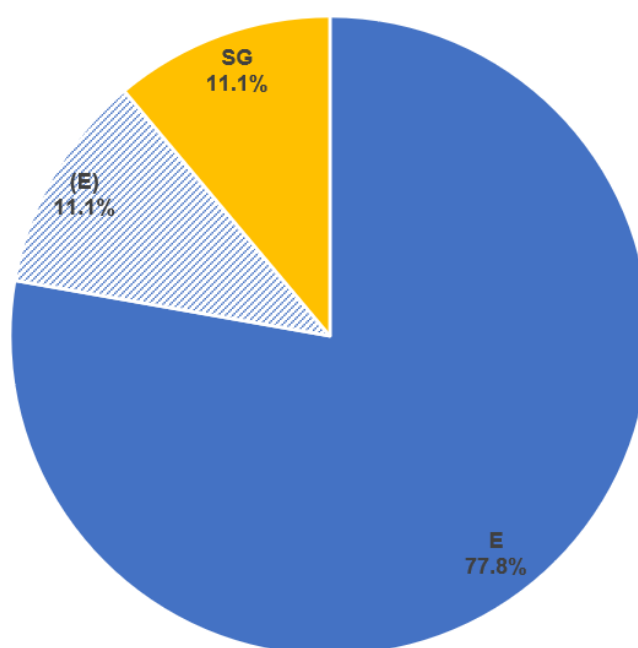


Figure 5 Vitality (Secondary Frontage) in Redhill during the monitoring period



The table below shows that the greatest proportion of units and floorspace within Redhill town centre are occupied by comparison retail. Convenience retail occupies the second greatest proportion of retail floorspace, however it occupies only 7.1% of the units. Services occupy the second greatest proportion of retail units.

Table 7 Retail offer in Redhill during the monitoring period

Offer	Units	Net Floorspace
Community	1 (0.6%)	587sqm (1.2%)
Comparison	51 (30.4%)	19,206sqm (38.2%)
Convenience	12 (7.1%)	15,595sqm (31.0%)
Food and drink	22 (13.1%)	3,992sqm (7.9%)
Non-retail	7 (4.2%)	224sqm (0.4%)
Service	47 (28.0%)	4,476sqm (8.9%)
Vacant	28 (16.7%)	6,196sqm (12.3%)
<b>Total</b>	<b>168 (100.0%)</b>	<b>50,274sqm (100.0%)</b>

## **Development and Use Class Changes**

Within this monitoring period the following permissions were completed:

- 20/02733/P: Aquila Group Holdings Ltd, First Floor, Aquila House, 35 London Road: Change of use from B1(a) to C3 for 45 residential units

The following permissions are under construction:

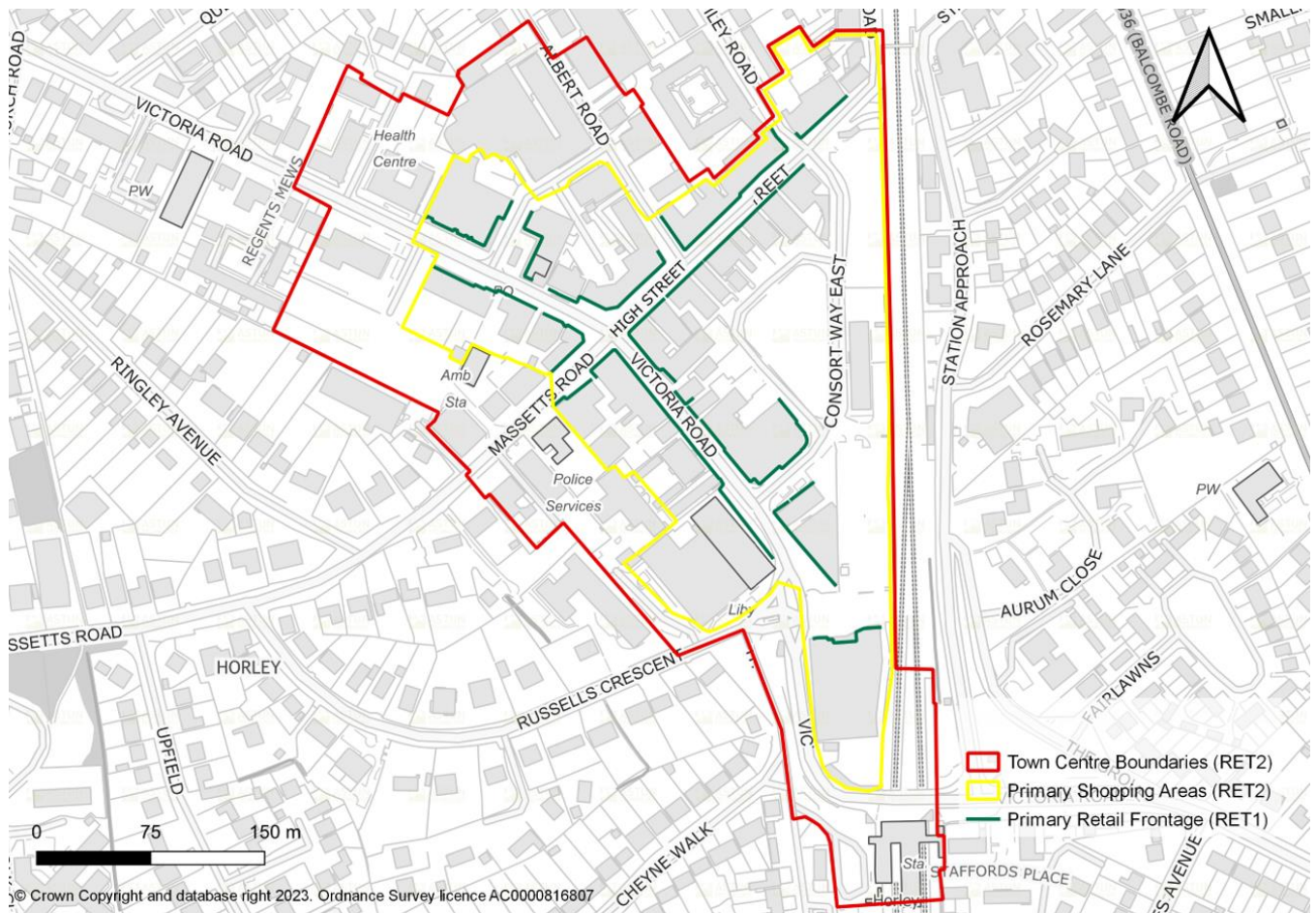
- 16/01066/F: Marketfield Public Car Park, Marketfield Way: Redevelopment to form new residential and retail accommodation
- 17/02273/P: 36-38 Station Road: Change of use from A2 to C3
- 17/03013/F: 36-38 Station Road (upper floors): Change of use from A1 and A2 to C3
- 22/01930/F: 24 Station Road: Conversion and extension to provide 7 C3 dwellings

The following permissions are extant:

- 20/02458/CU: 33 Station Road: Change of use from E to E and SG
- 21/01159/P: Abbey House, 25 Clarendon Road: Change of use B1(a) to C3 for 23 residential units
- 21/03049/F: 2-4 High Street: Conversion of rear of first floor into two flats
- 22/00072/P: 2-4 High Street: Conversion of A2 to C3
- 23/00280/P: 33-35 Station Road: Conversion of first and second floors to C3

Note: the permissions refer to the use classes at the time of when the planning permission was granted.

## 2.4. Horley Town Centre



### **Commentary**

Situated within the south of the borough, Horley town centre is comprised of several shopping streets oriented around the junction of Victoria Road and High Street. The main High Street is pedestrianised and to the south there is a large Waitrose supermarket and an independent department store (Collingwood Batchelor's). Horley Railway Station lies just to the south of the town centre.

Within recent years the town centre has undergone some redevelopment; as a result, the centre has a mix of modern and historic buildings, providing a selection of smaller and larger units for retail occupiers. The pedestrianised High Street has been refurbished and now includes a pleasant area of public realm with outdoor seating and planters. A number of other public realm improvements have been made within recent years, including the creation of an informal square outside the Jack Fairman Public House.

Horley town centre was impacted significantly during the 2010 economic recession and in 2012, was awarded £100,000 of government funding from the High Street Innovation Fund to help reverse this trend and boost vitality. The Core Strategy spatial strategy includes restoration of the vitality and vibrancy of Horley through regeneration in the town centre and completion of two new neighbourhoods (Horley North East (completed) and Horley North West (nearing completion) Sectors).

### **Vacancies and New Occupiers**

Within this monitoring period, 13 occupiers have moved into units within the town centre. 11 occupiers have left the town centre over the course of the monitoring period.

There are currently nine vacant units within the town centre. When comparing the vacancy rates to the previous monitoring period, the percentage of vacant units, vacant frontage and net retail floorspace have all decreased. The vacancy rate in Horley in comparison to the last monitoring period is as follows:

- Percentage of vacant units: 9.6% to 7.8%
- Percentage of vacant frontage: 12.3% to 10.8%
- Percentage of vacant net retail floorspace: 7.1% to 5.4%

*Table 8 Vacancy rates in Horley during the monitoring period*

Indicator	Vacancy Rate
Percentage of units	7.8%
Percentage of frontage	10.8%
Percentage of net retail floorspace	5.4%

### **Viability**

The diagram below shows that 82.6% of units are within the E Use Class, whilst 14.8% of the units are classed as a sui generis use. This includes units within the E and sui generis Use Class that are currently vacant ((E) and (SG)). The remainder of the units are a mix of Use Class E and sui generis use, and F.1 uses.

Figure 6: Vitality in Horley during the monitoring period

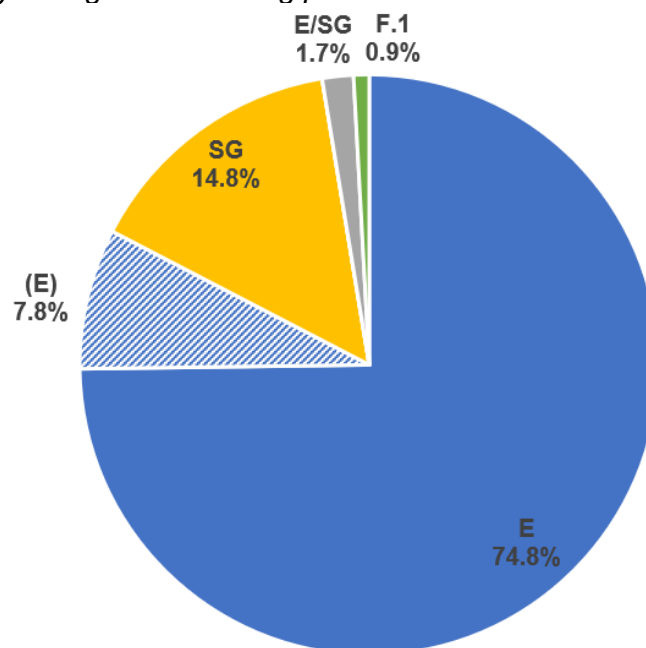


Table 9 below shows that the greatest proportion of units are occupied by services (37.4%). Although comparison retail only accounts for the third highest percentage of units, it accounts for the greatest proportion of net retail floorspace in Horley (28.5%).

Table 9 Retail offer in Horley during the monitoring period

Offer	Units	Net Floorspace
Comparison	20 (17.4%)	5,473sqm (28.5%)
Convenience	9 (7.8%)	5,189sqm (27.0%)
Food and drink	26 (22.6%)	3,462sqm (18.0%)
Non-retail	8 (7.0%)	947sqm (4.9%)
Service	43 (37.4%)	3,124sqm (16.2%)
Vacant	9 (7.8%)	1,042sqm (5.4%)
<b>Total</b>	<b>115 (100.0%)</b>	<b>19,236sqm (100.0%)</b>

## **Development and Use Class Changes**

The following planning permissions have been completed within this monitoring period:

- 14/00317/F: Saxley Court, 121-129 Victoria Road: Partial demolition of existing building, conversion of existing floors to residential and additional residential floor of accommodation. (Note: The conversion of the existing building to residential has been completed and the new built part of the development has been replaced with 22/02450/F for the same number of units (29), which is extant)
- 20/00867/P: Rear of 11-15 High Street: Change of use A2 to C3
- 21/00695/F: Lloyds, 96 Victoria Road: Division of existing two residential flats to four residential flats
- 21/00501/F: Middleton House, 43-49 High Street: Three storey rear extension to provide ten flats
- 21/01915/P: Rear of The Horley Laundrette, 45 High Street: Change of use SG to C3
- 21/01916/P: Rear of Cooks Electrical, 47 High Street: Change of use E (formerly A1) to C3
- 21/01917/P: Rear of Furnishing Flair, 49 High Street: Change of use E (formerly A1) to C3
- 22/00892/CU: 69A Victoria Road: Change of use from C3 to E (formerly B1(a))

The following permissions are under construction:

- 20/02823/P: Victoria House, Consort Way: Change of use from B1(a) to C3

The following permissions are extant:

- 20/00414/F: 14-16 Massetts Road: First and new second floor extension to provide eight residential units
- 20/02095/P: Hereford House, 7-9 Massetts Road: Change of use from B1(a) to C3
- 21/01760/F: 77-81 Victoria Road: Conversion of first floor and addition of second storey to C3
- 21/01784/CU: The Stapley Building, 24B High Street: Change of use from A1 to SG (Hot-food takeaway)
- 22/02101/P: 86 Victoria Road: Change of use from E (formerly A1) to C3
- 22/02450/F: Saxley Court, 121-129 Victoria Road: Construction of a 6-storey building for C3 use

Note: the permissions refer to the use classes at the time of when the planning permission was granted.



### 3. Overview and Summary

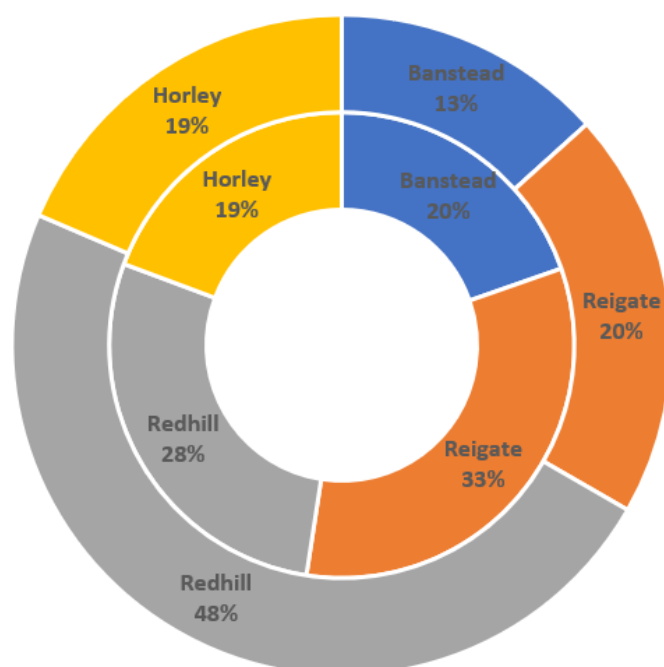
This chapter brings together the individual analysis of the town centres.

#### 3.1. Town Centre Composition

Cumulatively, the borough's town centres provide 595 units, 103,646sqm retail floorspace and 5,730m of retail frontage.

The diagram below shows that almost half of the floorspace of all the borough's town centre units is located within Redhill (48%); though Reigate has the highest proportion of the town centre units (33%) followed by Redhill (28%). This is due to the characteristics of Redhill and Reigate town centres. The whole of Reigate town centre is designated as a conservation area and is comprised of smaller more boutique units whilst only part of Redhill town centre is designated as a conservation area which allows the formation of larger format stores outside of the conservation area. Redhill also has the Belfry Shopping Centre which provides larger format stores, including department stores such as Marks and Spencer's.

Figure 7 – Distribution of town centre retail units and floorspace (units inner, floorspace outer)



#### 3.2. Vacancy Trend

Table 10 below shows that overall, there are 52 vacant units. This is an increase of 18 units from the previous monitoring period. The greatest number of vacant units are in Redhill,

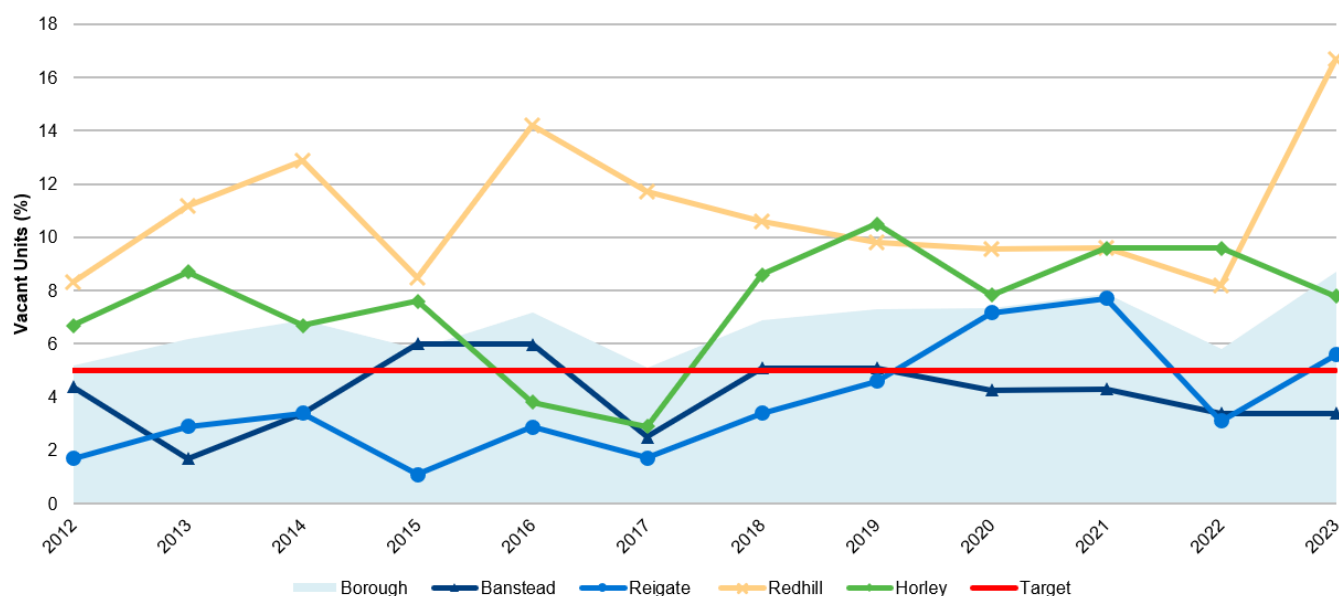
followed by Reigate. As already stated, the increase in vacant units in Redhill is largely due to the newly developed units as part of the The Rise, Marketfield Way, development. Compared to the previous monitoring period, Redhill and Reigate have both seen increases in the number of vacant units, whilst Horley has seen a decrease in the number of vacant units. Banstead has the same number of vacant units from the previous monitoring period.

*Table 10 Number of vacant units in each of the town centres during the monitoring period*

Type	Number of Vacant Units
Banstead	4
Reigate	11
Redhill	28
Horley	9

The graph in Figure 8 below shows that only Banstead has a vacancy rate below the Core Strategy Monitoring Framework target of 5.0% (3.4%). Redhill has the highest vacancy rates in the borough (16.7%), followed by Horley (7.8%). Despite the increase in the number of vacant units, Reigate still has a lower vacancy rate than both Redhill and Horley (5.6%). Apart from Redhill, these vacancy rates still compare favourably to the national vacancy rate for high streets from the first quarter of 2023 of 13.8%, according to the British Retail Consortium and Local Data Company. Compared to the previous monitoring period, the vacancy rate of units in Reigate and Redhill has both increased, whilst Banstead has stayed the same, and Horley has decreased. The overall borough-wide percentage of vacant units has also increased from the previous monitoring period, from 5.8% to 8.7%.

Figure 8: Trend of vacant unit percentage in RBBC from 2012-2023 (this includes additional units within town centre frontages from 2020)



The length of vacant frontage and the distribution of vacant frontage are also important considerations as both vacant units with large frontages and a concentration of vacant frontages will have a disproportionate vitality and visual impact.

Table 11 below shows that Redhill has the greatest proportion of vacant frontage (18.3%), whilst Banstead has the least (4.1%). All vacant units within the town centres are scattered throughout the centres. Overall, 11.0% of all of the town centres frontage is vacant, which is higher compared to the previous monitoring period (6.4%).

Table 11 Vacant frontage of each of the town centres during the monitoring period

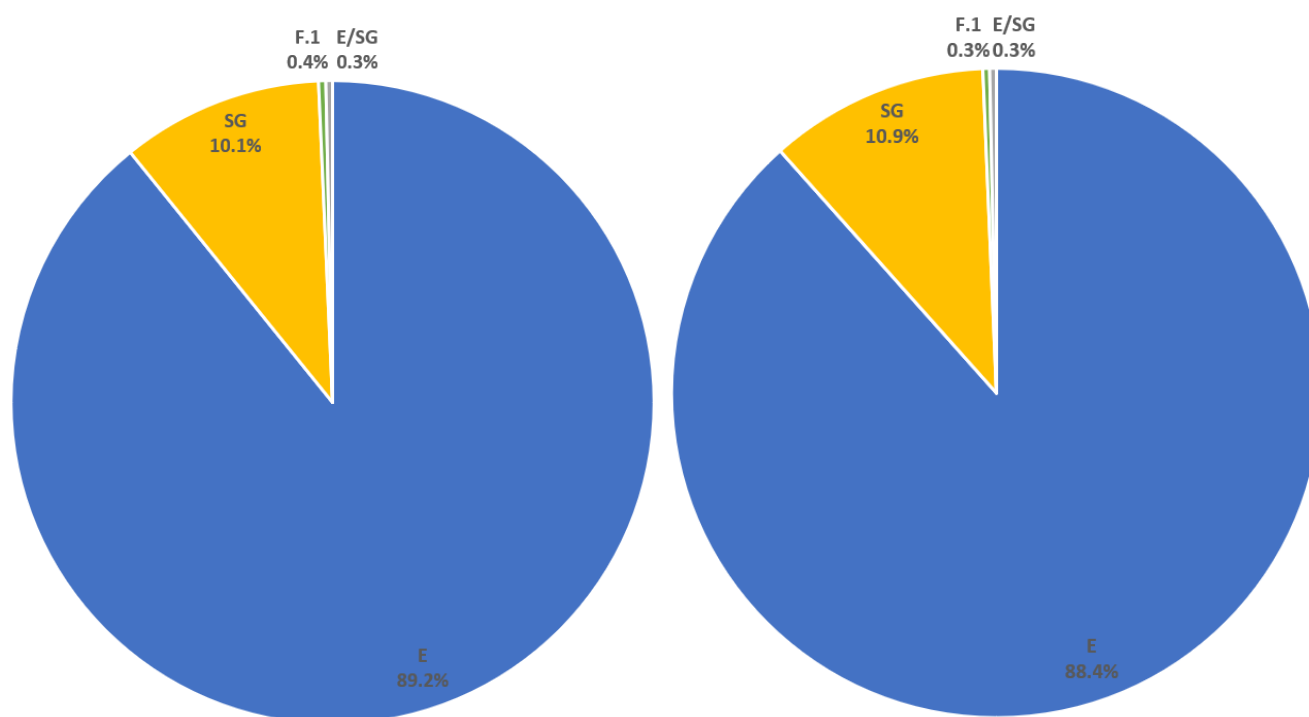
Type	Vacancy Rate
Banstead	4.1%
Reigate	5.7%
Redhill	18.3%
Horley	10.8%

### 3.3. Use Classes

In order to protect and enhance the vitality and viability of the borough's town centres and ensure that they continue to meet resident and visitor demand, it is important that an appropriate mix of uses is maintained. A key objective of DMP Policy RET2 'Town Centre Frontages' is the promotion of retail uses and the resistance of excessive change away from core retail uses.

The diagrams below shows that approximately 89.2% and 88.4% of both the frontage length and number of units respectively within the town centres fall within E Use Class. SG units account for around 10-11% of both frontage length and number of units. The remaining percentages are completed by a mix of E and Sui Generis use classes and F.1 use classes.

*Figure 9: Use Class composition of all town centres during the monitoring period, with frontage length of each use class on the left and number of units of each use class on the right*



### 3.4. Retail Offer

The 'offer' within the town centre provides an indication of the types of shops and services in the town centre. Table 12 below shows that services occupy the greatest number of units (31.9%) in all four town centres, whilst comparison retail occupies the most floorspace in all four town centres in the borough (32.6%). Comparison retail offers the second greatest number of units within all four town centres (29.2%). Convenience retail occupies the second

greatest amount of floorspace in all the town centres (30.2%), although only 7.7% of the units due to a number of large supermarkets within the borough's town centres, such as the Waitrose stores in Horley and Banstead and the Morrisons in Reigate. Community uses occupy the least number of units and floorspace (0.2% and 0.6% respectively).

Please refer to Tables 13-17 for which uses are in which category.

*Table 12 Breakdown of retail offer in all town centres*

Type of Retail Offer	Units	Floorspace
Community	1 (0.2%)	587sqm (0.6%)
Comparison	174 (29.2%)	33,904sqm (32.6%)
Convenience	46 (7.7%)	31,398sqm (30.2%)
Food and drink	112 (18.8%)	14,548sqm (14.0%)
Non-retail	20 (3.4%)	1,404sqm (1.3%)
Service	190 (31.9%)	13,559sqm (13.0%)
Vacant	52 (8.7%)	8,637sqm (8.3%)
Total	595	104,036sqm

Figure 10 below details the composition of retail floorspace across the town centres. It shows that comparison and convenience retail, services, and food and drink are the main occupiers in all town centres, whilst non-retail, community and vacant premises occupy smaller percentages. The largest percentage of retail floorspace on offer in Horley, Redhill and Reigate is comparison retail (28.5%, 38.2% and 32.3% respectively), whilst the highest percentage of retail floorspace in Banstead is convenience retail (38.3%).

Figure 10 Percentage of floorspace for each retail offer in all four town centres

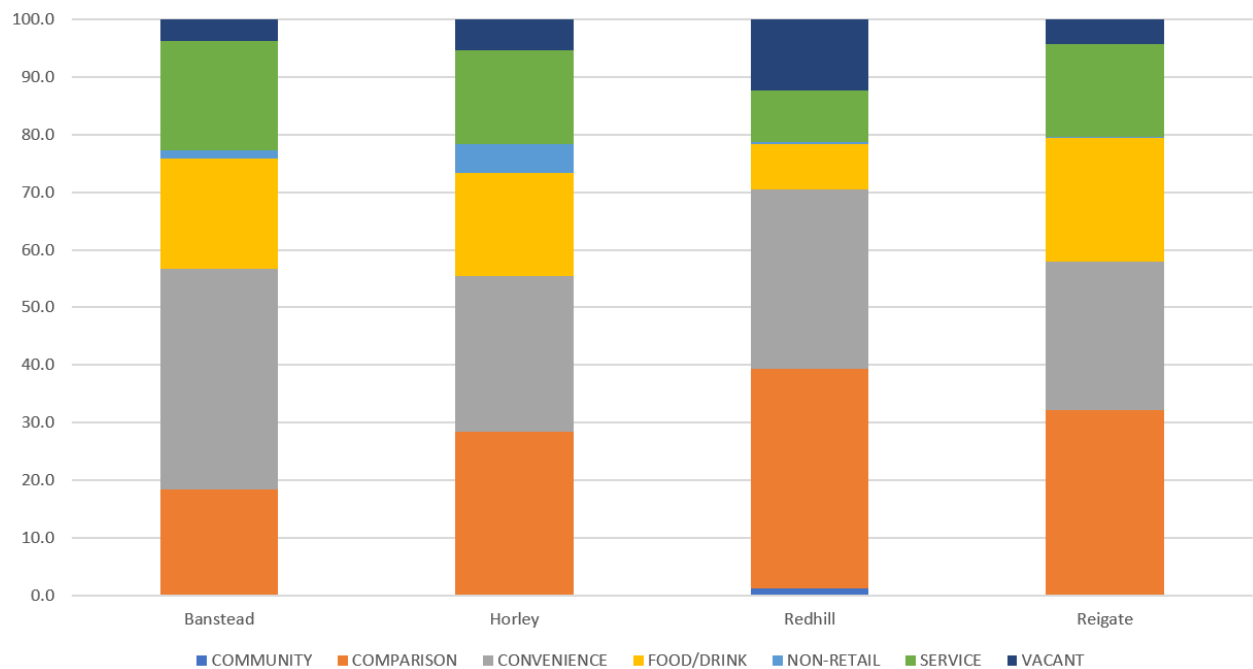
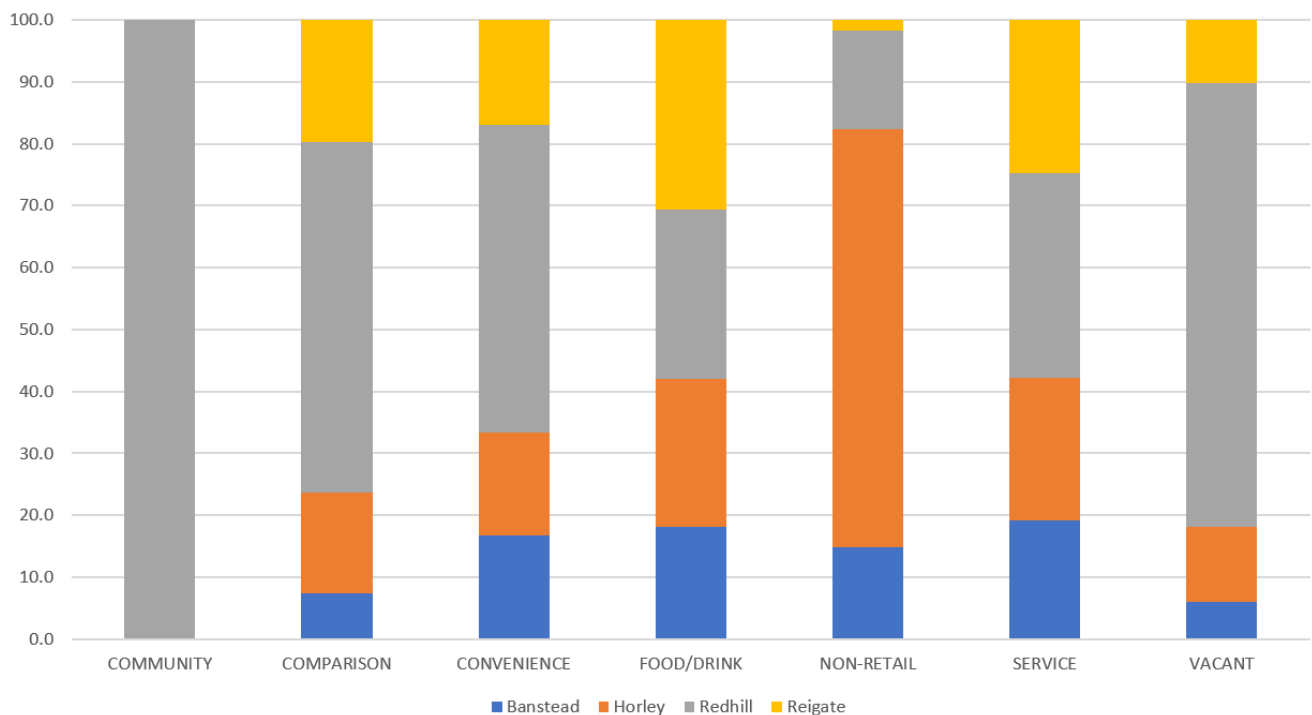


Figure 11 below shows the retail offer of floorspace within the town centres. It shows that Redhill town centre has the greatest proportion of comparison, convenience, community, service accommodation and vacant floorspace. Reigate town centre has the greatest proportion of floorspace for food and drink offer. Horley town centre has the greatest proportion of non-retail floorspace of all town centres within the borough.

Figure 11: Percentage offer by retail category in floorspace in each town centre



### 3.5. Categorised Town Centre Offer

The following tables categorise the offer within the town centres. They show that the greatest proportion of comparison retail uses, food and drink establishments and services are within Reigate town centre, whilst the greatest proportion of convenience retail are located within Banstead.

Clothing, footwear and accessories are the most common type of comparison retail overall, and this is also the case in Banstead, Reigate and Horley (9, 26 and 5 units respectively). The most common comparison retail offer in Redhill is other comparison retail, such as florists and gift shops (18 units). Food and supermarkets are the most common convenience retail offer overall, and this is also the case in all four town centres. Café and sandwich bars are the most common food and drink establishments overall with 39 units. Restaurants are the most common food and drink establishments in Banstead and Reigate (11 and 15 units respectively), whilst café and sandwich bars are the most common food and drink establishments in Redhill and Horley (13 and 9 units respectively). Hair and beauty services are the most common service offer overall with 54 units, and this is also the case in all town centres, except Horley. The most common services in Horley are the other services, such as DIY and discount stores (13 units). Horley has the most non-retail units (8), whilst Redhill is the only town centre that has a community offer. Redhill has the greatest number of vacant units (28). Clothing, footwear and accessories, other comparison retail, and hair and beauty are the most common retail type of all types of retail on offer.

Table 13 Detailed breakdown of comparison retail (units)

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Bookshops and stationers	1 (0.9%)	4 (2.1%)	5 (3.0%)	0 (0.0%)	10 (1.7%)
Charity/Second hand	8 (6.8%)	6 (3.1%)	6 (3.6%)	5 (4.3%)	25 (4.2%)
Clothing, footwear and accessories	9 (7.7%)	26 (13.3%)	15 (8.9%)	5 (4.3%)	55 (9.2%)
Electronics and technology	0 (0.0%)	3 (1.5%)	6 (3.6%)	1 (0.9%)	10 (1.7%)
Home and DIY	8 (6.8%)	9 (4.6%)	1 (0.6%)	4 (3.5%)	22 (3.7%)
Other comparison retail (e.g. gifts, florists etc.)	4 (3.4%)	25 (12.8%)	18 (10.7%)	5 (4.3%)	52 (8.7%)
<b>Total Comparison</b>	<b>30 (25.6%)</b>	<b>73 (37.4%)</b>	<b>51 (30.4%)</b>	<b>20 (17.4%)</b>	<b>174 (29.2%)</b>



Table 14 Detailed breakdown of convenience retail (units)

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Chemist/Pharmacy	4 (3.4%)	2 (1.0%)	3 (1.8%)	2 (1.7%)	11 (1.9%)
Food/Supermarket	11 (9.4%)	6 (3.1%)	8 (4.8%)	5 (4.3%)	30 (5.0%)
Newsagents	1 (0.9%)	1 (0.5%)	1 (0.6%)	2 (1.7%)	5 (0.8%)
<b>Total Convenience</b>	<b>16 (13.7%)</b>	<b>9 (4.6%)</b>	<b>12 (7.1%)</b>	<b>9 (7.8%)</b>	<b>46 (7.7%)</b>

Table 15 Detailed breakdown of food and drink establishments (units)

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Café/Sandwich bar	7 (6.0%)	14 (7.2%)	13 (7.7%)	9 (7.8%)	39 (6.6%)
Pub/Bars	0 (0.0%)	7 (3.6%)	3 (1.8%)	4 (3.5%)	15 (2.5%)
Restaurant	11 (9.4%)	15 (7.7%)	5 (3.0%)	6 (5.2%)	38 (6.4%)
Take-away	5 (4.3%)	5 (2.6%)	1 (0.6%)	7 (6.1%)	17 (2.9%)
<b>Total Food and Drink Establishment</b>	<b>23 (19.7%)</b>	<b>41 (21.0%)</b>	<b>22 (13.1%)</b>	<b>26 (22.6%)</b>	<b>109 (18.3%)</b>

Table 16 Detailed breakdown of services (units)

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Banking	1 (1.7%)	3 (1.5%)	9 (5.4%)	1 (0.9%)	15 (2.5%)
Bookmakers	2 (1.7%)	1 (0.5%)	2 (1.2%)	2 (1.7%)	7 (1.2%)
Dentist	3 (1.7%)	1 (0.5%)	0 (0.0%)	1 (0.9%)	3 (0.5%)
Dry cleaning	2 (1.7%)	3 (1.5%)	2 (1.2%)	2 (1.7%)	10 (1.7%)
Estate agents	8 (6.0%)	12 (6.2%)	9 (5.4%)	10 (8.7%)	39 (6.6%)
Hair and beauty	14 (12.0%)	20 (10.3%)	13 (7.7%)	11 (9.6%)	54 (9.1%)
Opticians	5 (4.3%)	5 (2.6%)	5 (3.0%)	3 (2.6%)	18 (3.0%)
Other services (e.g. employment, repairs etc.)	8 (7.7%)	10 (5.1%)	7 (4.2%)	13 (11.3%)	38 (6.4%)
Travel agents	0 (0.0%)	2 (1.0%)	0 (0.0%)	0 (0.0%)	3 (0.5%)
<b>Total Services</b>	<b>43 (36.8%)</b>	<b>57 (29.2%)</b>	<b>47 (28.0%)</b>	<b>43 (37.4%)</b>	<b>187 (31.4%)</b>

Table 17 Detailed breakdown of other (units)

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Non-Retail	1 (0.9%)	4 (2.1%)	7 (4.2%)	8 (7.0%)	20 (3.4%)
Community	0 (0.0%)	0 (0.0%)	1 (0.6%)	0 (0.0%)	1 (0.2%)
Vacant	4 (3.4%)	11 (5.6%)	28 (16.7%)	9 (7.8%)	52 (8.7%)
<b>Total Other</b>	<b>5 (4.3%)</b>	<b>15 (7.7%)</b>	<b>36 (21.4%)</b>	<b>17 (14.8%)</b>	<b>73 (12.3%)</b>

### 3.6. Future Trends

The retail industry has continued to change significantly from the previous year, largely due to the impact of rising inflation, increasing mortgage rates and the growing cost-of-living contributed to by the Russian invasion of Ukraine. The war in Ukraine has continued to increase gas, oil, energy and certain food prices due to inflation, which has affected businesses and consumers worldwide, and has resulted in them increasing their prices for their customers. This rise in inflation has continued to lead to large-scale strikes that has disrupted the economy within the UK. However, the [Centre for Retail Research](#) expects energy prices to weaken during Summer 2023 as demand falls and the inflationary effect of rising energy prices will be reduced due to the increased cost of electricity and gas already being included in the 2022 price indexes, meaning it should have little impact on inflation in 2023. For the remainder of 2023, retail sales volumes are expected to increase, with these increases expected to continue to increase into 2024. The retail industry is also expected to have fully recovered from the impacts of the Covid-19 pandemic.

Although the volume of retail sales are expected to continue to decrease slightly in the first half of 2023, it is also predicted by the [British Retail Consortium](#) that retail sales will grow between 2.3% and 3.5% in 2023, with most of the growth to occur in the second half of 2023 as inflation slows and consumer confidence grows, where it is forecasted that retail sales will grow between 3.6% to 4.7%.

Retail sales volumes had increased by around 0.6% in the first quarter of 2023. When looking at certain sectors in particular, compared to the previous month the [Office for National Statistics](#) found that non-food stores sales volumes, food store sales volumes and non-store retailing (predominantly online retailers) sales volumes all fell slightly in March 2023, by 1.3%, 0.7% and 0.8% respectively. However, automotive fuel sales volumes had increased in March 2023 from the previous month, but only very slightly (0.2%). However, these sales still remain 8.5% below the pre-Covid-19 pandemic levels in February 2020.

It is predicted for the next twelve months that consumer spending habits will be distinctly split, where there will be some that will be less willing to spend due to the increased pressure of living costs, whilst there will be others that would be more confident in spending. In April 2023, the [Centre for Retail Research](#) found that volume sales in April 2023 fell by -2.6%, which was mainly due to the combination of inflation, rising energy costs and consumer pessimism, and this would likely continue as long as these issues persisted. In May 2023, the GfK Consumer Confidence Index was at -27, and according to [GlobalData](#), around 38% of shoppers are buying cheaper products from their usual retailers, whilst 13.8% are switching to cheaper chains. However, according to the [Foresight Factory](#), they believe that shoppers will tire from the restricted spending of the past year, and will instead spend more spontaneously. One example of this can be seen in the fashion industry, where [Mckinsey's State of Fashion Report](#) predicts that the global luxury fashion sales would grow by around 10% in 2023.

An article produced by [Lightspeed](#) found that the top retail trends and predictions for the coming year are:

- Consumers will continue to shop offline
- Physical retail stores need to support sales and fulfilment
- Omnichannel marketing will continue to have added importance
- Consumers will increasingly expect payment flexibility

- Retailers will continue to grapple with labour shortages
- The demand for experiential retail will grow
- Expect a bigger focus on sustainability and corporate social responsibility
- Livestream shopping will continue making inroads
- Retail will permeate other industries and vice versa
- Nimble and flexible retailers will flourish

How Reigate and Banstead Borough Council handles these changes in future trends of town centres remains to be seen. Further influences outside of the borough, such as the impact on town centres from developments at Gatwick Airport, also adds to the uncertainty of how town centres will react to any changes. The Council will continue to monitor these changes on the town centres.

## Appendix 1

Use Class before 1 <sup>st</sup> September 2020	Uses	Use Class from 1 September 2020
A1 (part)	<b>Shops, retail warehouses, post offices, ticket and travel agencies, sale of cold food for consumption off premises, hairdressers, funeral directors, hire shops, dry cleaners and internet cafés.</b>	<b>E</b>
A1 (part)	<b>Shops not more than 280sqm mostly selling essential goods, including food and at least 1km from another similar shop.</b>	<b>F.2</b>
A2	<b>Banks, building societies, estate and employment agencies, professional services (not health or medical services)</b>	<b>E</b>
A3	<b>Restaurants and cafés.</b>	<b>E</b>
B1(a), B1(b) and B1(c)	<b>Offices other than a use within former A2 Use Class, research and development of products or processes and business premises for any industrial process (which can be carried out in any residential area without causing detriment to the amenity of the area).</b>	<b>E</b>

Use Class before 1 <sup>st</sup> September 2020	Uses	Use Class from 1 September 2020
D1 (part)	<b>Clinics, health centres, creches, day nurseries, day centre.</b>	<b>E</b>
D1 (part)	<b>Schools, non-residential education and training centres, museums, public libraries, public halls, exhibition halls, places of worship, law court.</b>	<b>F.1</b>
D2 (part)	<b>Gymnasiums, indoor recreations not involving motorised vehicles or firearms.</b>	<b>E</b>
D2 (part)	<b>Indoor or outdoor swimming baths, skating rinks, and outdoor sports or recreations not involving motorised vehicles or firearms.</b>	<b>F.2</b>
D2 (part)	<b>Cinemas, concert halls, bingo halls and dance halls</b>	<b>Use which no longer falls within a specified use class (Sui Generis (SG) uses)</b>
A4	<b>Pub or drinking establishment</b>	<b>Use which no longer falls within a specified use class (Sui Generis (SG) uses)</b>
A5	<b>Hot food takeaway</b>	<b>Use which no longer falls within a specified use class (Sui Generis (SG) uses)</b>