



Town Centre Monitor

April 2025

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Please Note:

The information contained within this monitor details data from town centres in Reigate & Banstead during the period April 2024 to March 2025.

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.

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

Reigate & Banstead 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 2024 to March 2025, with survey work undertaken in April 2025. 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.

1.1. Policy Context

Following the adoption of the Development Management Plan (DMP) in September 2019, the Reigate & Banstead Local Plan is comprised of the Core Strategy (adopted 2014 and reviewed 2019 and 2024 and found not needing updating) and the Development Management Plan (DMP) (adopted 2019 and reviewed in 2024 with most policies found not to require updating). 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. Recent national policy seeks increased flexibility to town centre uses (see Appendix 1).

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

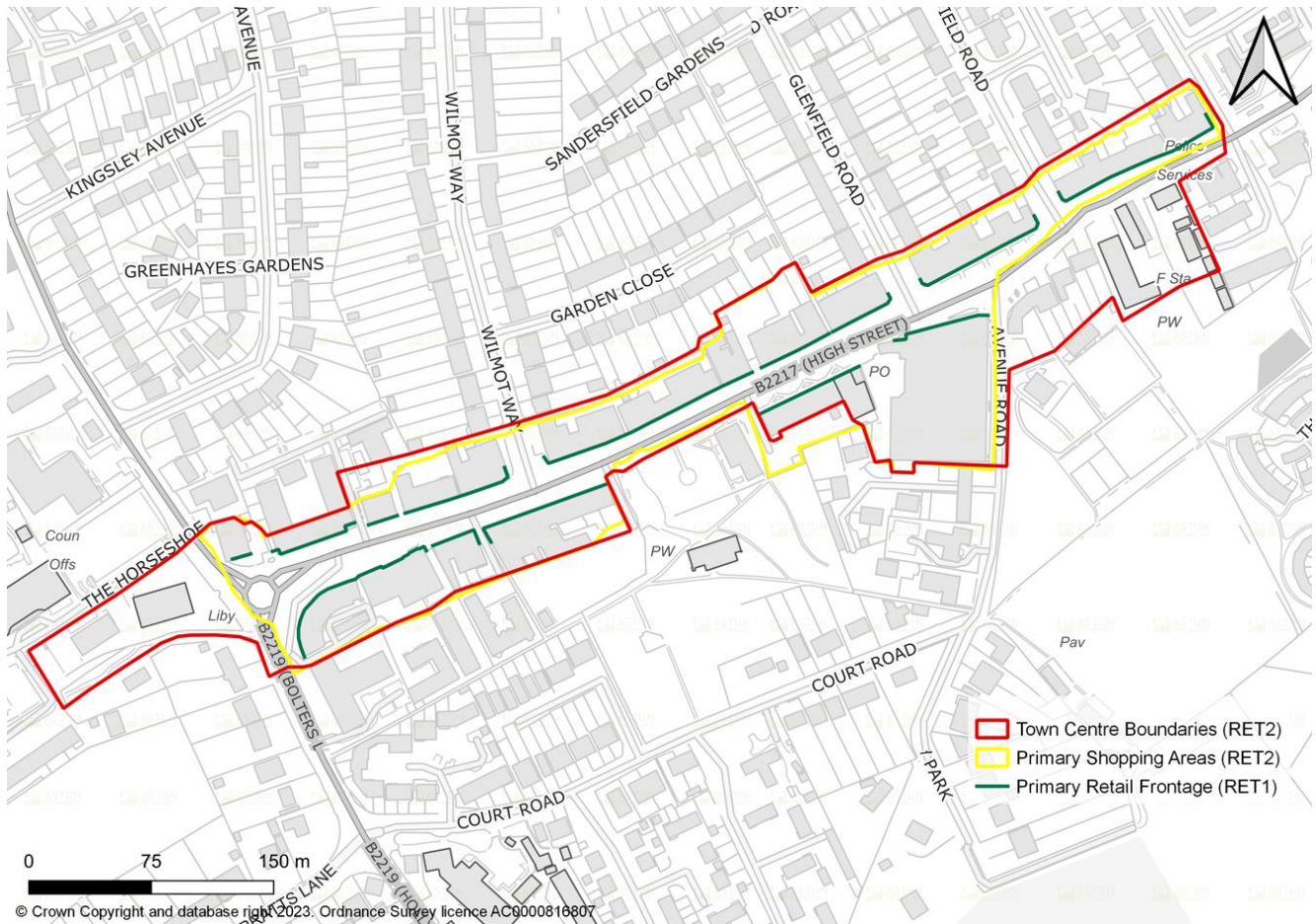
In order to protect and enhance the vitality and viability of the borough's town centres and ensure that they continue to meet resident and visitor demand, it is important that an appropriate mix of uses is maintained. A key objective of DMP Policy RET2 'Town Centre

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

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, ten new occupiers have moved into the village, whilst eight occupiers have left the village. Although one occupier, Robert Fuller, who previously occupied two units, has vacated one of the units.

Banstead has the lowest number of vacant units of all four town centres. There are currently five vacant units within the village. The percentages of vacant units, vacant frontage and vacant net retail floorspace have all decreased compared to the previous monitoring period.

- Percentage of vacant units: 5.1% to 4.2%
- Percentage of vacant frontage: 5.2% to 4.5%
- Percentage of vacant net retail floorspace: 5.1% to 3.8%

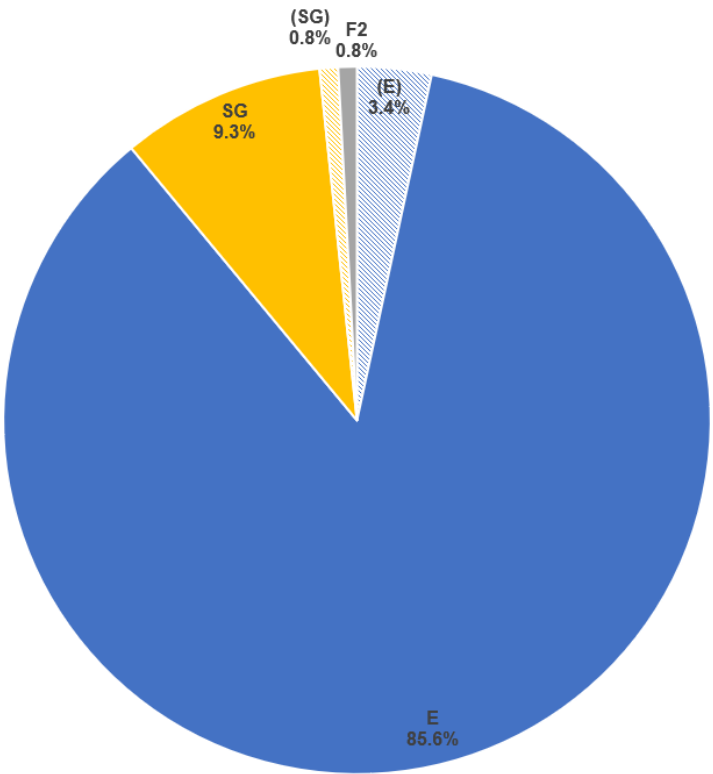
Table 2 Vacancy rates in Banstead during the monitoring period

Indicator	Vacancy Rate
Percentage of units	4.2%
Percentage of frontage	4.5%
Percentage of net retail floorspace	3.8%

Viability

Figure 1 below shows that E Use Class accounts for 89.0% 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 11.0% of uses all fall within either SG (10.3%) or F2 (0.8%) 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	28 (23.7%)	2,466sqm (17.6%)
Convenience	16 (13.6%)	5,404sqm (38.6%)
Food and drink	23 (19.5%)	2,645sqm (18.9%)
Non-retail	1 (0.8%)	210sqm (1.5%)
Service	45 (38.1%)	2,739sqm (19.6%)
Vacant	5 (4.2%)	535sqm (3.8%)
Total	118 (100.0%)	13,997sqm (100.0%)

Development and Use Class Changes

Within this monitoring period, the following permissions were completed:

- Planning permission 18/01984/F: 41 High Street: Single storey rear extension to increase A1 floorspace by 11sqm
- Planning permission 21/01507/F: 133A High Street: Change of use of upper floors from D1 to C3
- Planning permission 22/02614/F: 170 High Street: Conversion of one C3 dwelling to two C3 dwellings

The following permissions are under construction:

- Planning permission 23/01712/CU: 138 High Street: Change of use of ground floor from C3 to E
- Prior approval 23/02632/PAP3MA: 38 High Street: Change of use of first and second floors from E to C3

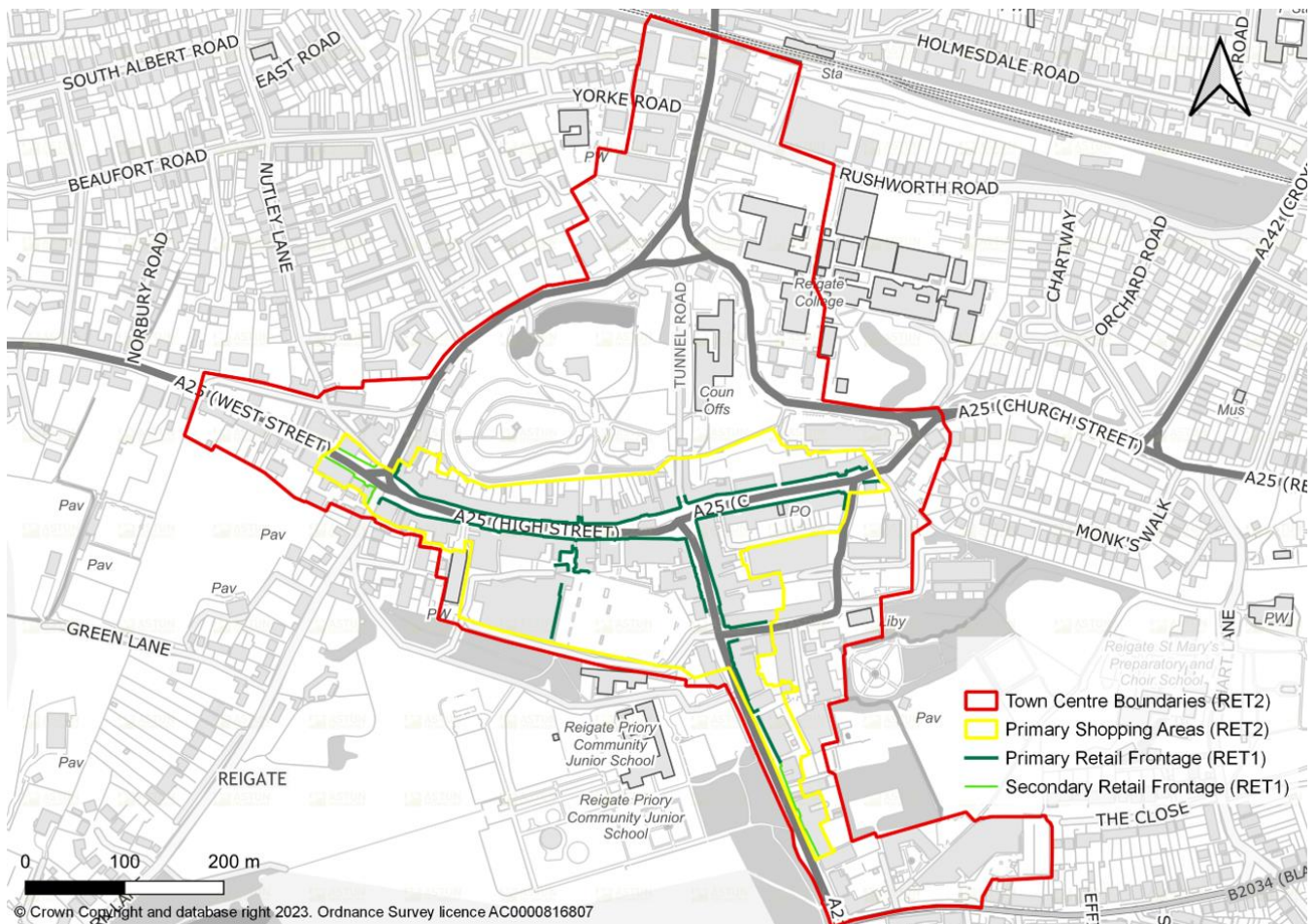
The following permissions are extant:

- Planning permission 23/00533/F: The Children's Trust Tadworth, 101 High Street: Extension to retail unit on ground floor and change of use of first and second floors from E to C3
- Planning permission 24/01815/F: 38-40 High Street: Two storey rear extension to

provide five C3 units

Note: the permissions refer to the use classes at the time of when the 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, 14 new retailers have moved into the town centre and nine occupiers have left the town centre. One unit, The Ivory Lounge, has been corrected from previous monitors to a SG use, rather than the original E use. There are currently six vacant units within the town centre. This accounts for 3.1% of the units, 2.1% of the frontage and 2.1% of the floorspace within the town centre. All three of these indicators have seen a decrease compared to the previous monitoring period. Of all town centres in the borough, Reigate has the lowest percentage of vacant frontage.

- Percentage of vacant units: 5.6% to 3.1%
- Percentage of vacant frontage: 5.2% to 2.1%
- Percentage of vacant net retail floorspace: 4.4% to 2.1%

Table 4 Vacancy rates in Reigate during the monitoring period

Indicator	Vacancy Rate
Percentage of units	3.1%
Percentage of frontage	2.1%
Percentage of net retail floorspace	2.1%

Viability

Figure 2 below shows that E Use Class accounts for 91.0% of the units within the primary frontage, whilst for secondary frontage, Figure 3 shows that 82.4% 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 9.0% of units within primary frontages, whilst it accounts for 17.6% in secondary frontages.

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

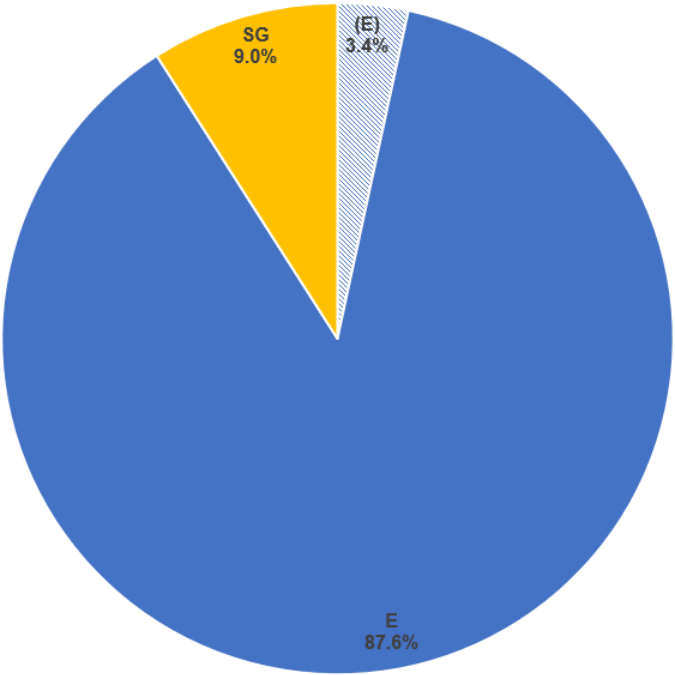
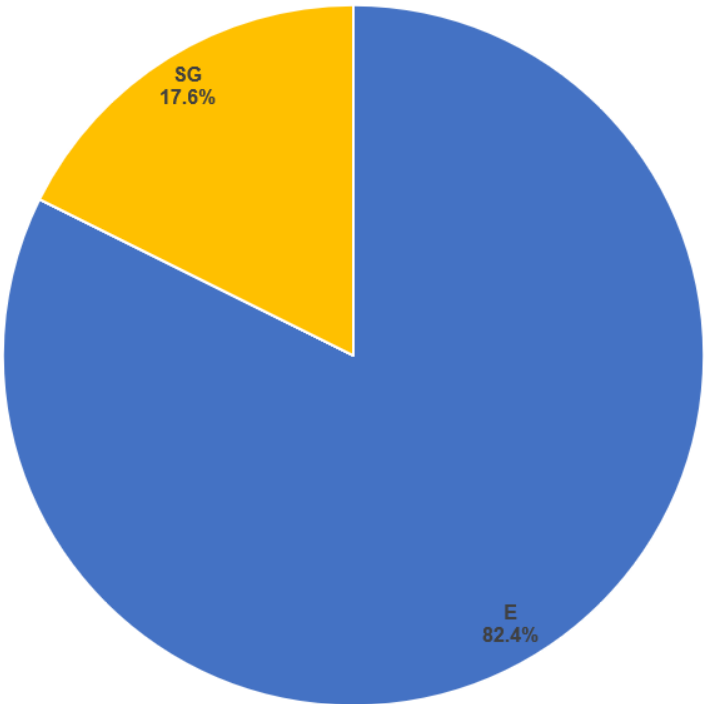


Figure 3 Vitality (Secondary Frontage) in Reigate during the monitoring period



As can be seen in Table 5 below, the greatest proportion of units and floorspace within Reigate town centre is occupied by comparison retail (38.1% and 33.5% 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 (24.7% of the units; 24.1% of the floorspace).

Table 5 Retail offer in Reigate during the monitoring period

Offer	Units	Net Floorspace
Comparison	74 (38.1%)	6,942sqm (33.5%)
Convenience	9 (4.6%)	5,326sqm (25.7%)
Food and drink	48 (24.7%)	4,991sqm (24.1%)
Non-retail	3 (1.5%)	24sqm (0.1%)
Service	54 (27.8%)	2,997sqm (14.5%)
Vacant	6 (3.1%)	430sqm (2.1%)
Total	194 (100.0%)	20,709sqm (100.0%)

Development and Use Class Changes

Within this monitoring period, the following permissions were completed:

- Prior approval 21/02800/PAP3O: Roebuck House, Bancroft Lane: Change of use B1(a) to C3
- Planning permission 22/02391/F: Roebuck House, 9 Bancroft Lane: Development of five C3 units
- Planning permission 24/01937/CU: Rear of 8-10 Bell Street: Change of use from gym (E use class) to dog care (Sui Generis use)

The following permissions are under construction:

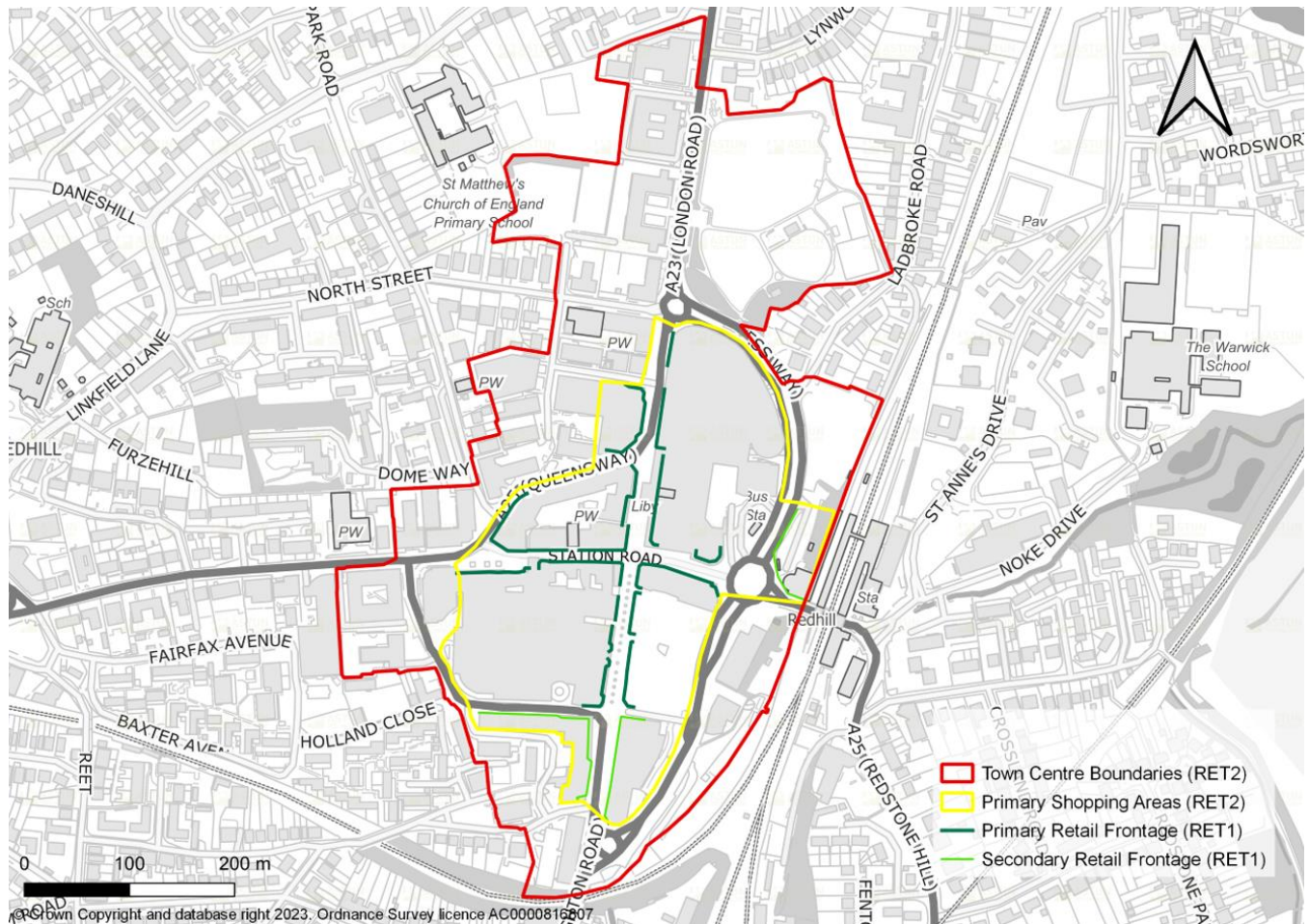
- Planning permission 19/00715/F: Rear of 4-10 Church Street: Loss of 54sqm A2 and provision of C3 accommodation
- Planning permission 24/01069/F: Madison House, 1 Church Street: Conversion of existing E uses on the first and second floor to C3 units

The following permissions are extant:

- Planning permission 23/02155/F: Pilgrim Brewery, Rear of 11 West Street: Demolition of existing brewery (Sui Generis use) and the erection of a replacement brewery
- Planning permission 24/01861/F: Park View, 105 Bell Street: Extension to existing building to provide three C3 units
- Prior approval 24/02163/PAP3MA: Foundation House, 42-48 London Road: Conversion of existing office (E use class) uses to 21 C3 units
- Prior approval 25/00204/PAP3MA: Jellyfish House, 31 London Road: Change of use from offices (E use class) to 20 C3 units

Note: the permissions refer to the use classes at the time of when the 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, the

residential redevelopment on Cromwell Road and 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.

During this monitoring period, The Harlequin Theatre had closed due to the majority of the reinforced autoclaved concrete (RAAC) being classified as critical risk. The Council however has agreed to allocate up to £10 million for work to bring The Harlequin back into its original use.

Vacancies and New Occupiers

Within this monitoring period, ten new occupiers have moved into the town centre, whilst 11 occupiers have left the town centre. One of the new occupiers, Redhill Library, has occupied two units on a temporary basis, whilst two other occupiers now occupy different units within the town centre. One of the occupiers that has left the town centre is Marks & Spencer, who had previously occupied a large unit in the Belfry Shopping Centre.

There are currently 26 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 that are still vacant as part of the development at The Rise, Marketfield Way, which at the time of this monitor, only four of these units had been occupied. 15.8% of the frontage within the town centre and 9.1% of the retail floorspace is vacant. When comparing the vacancy rates to the previous monitoring period, the percentage of vacant units has stayed the same, the percentage of vacant frontage has increased and percentage of net retail floorspace has decreased. The vacancy rate in Redhill in comparison to the last monitoring period is as follows:

- Percentage of units: 15.5% to 15.5%
- Percentage of frontage: 14.1% to 15.8%

- Percentage of net retail floorspace: 9.6% to 9.1%

Table 6 Vacancy rates in Redhill during the monitoring period

Indicator	Vacancy Rate
Percentage of units	15.5%
Percentage of frontage	15.8%
Percentage of net retail floorspace	9.1%

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

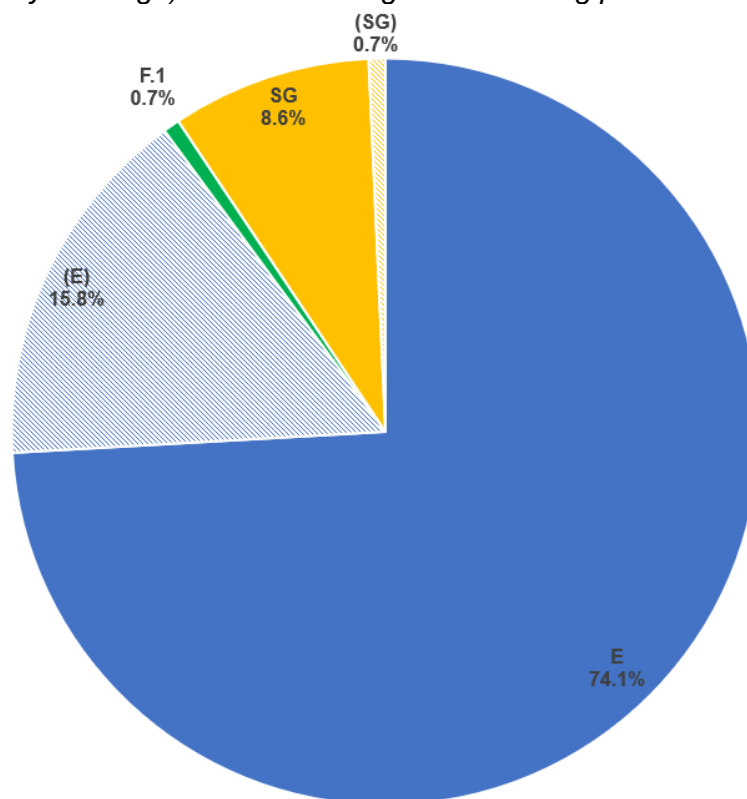
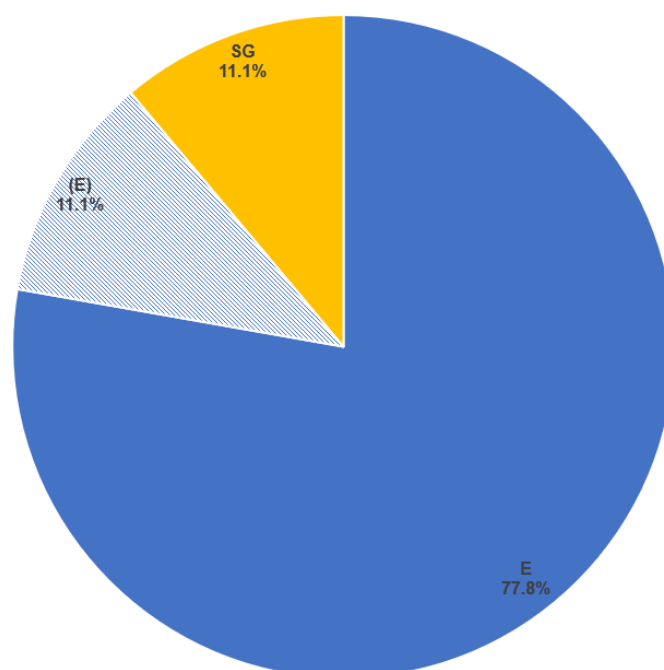


Figure 5 Vitality (Secondary Frontage) in Redhill during the monitoring period



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%)	19,603sqm (38.9%)
Convenience	12 (7.1%)	15,595sqm (30.9%)
Food and drink	23 (13.7%)	4,203sqm (8.3%)
Non-retail	7 (4.2%)	127sqm (0.3%)
Service	48 (28.6%)	5,739sqm (11.4%)
Vacant	26 (15.5%)	4,592sqm (9.1%)
Total	168 (100.0%)	50,446sqm (100.0%)

Development and Use Class Changes

Within this monitoring period, no permissions were completed.

- Planning permission 24/00953/RET: 24 and 24A Station Road: Conversion of offices (E use class) to a 6 bed HMO (C4 use class)

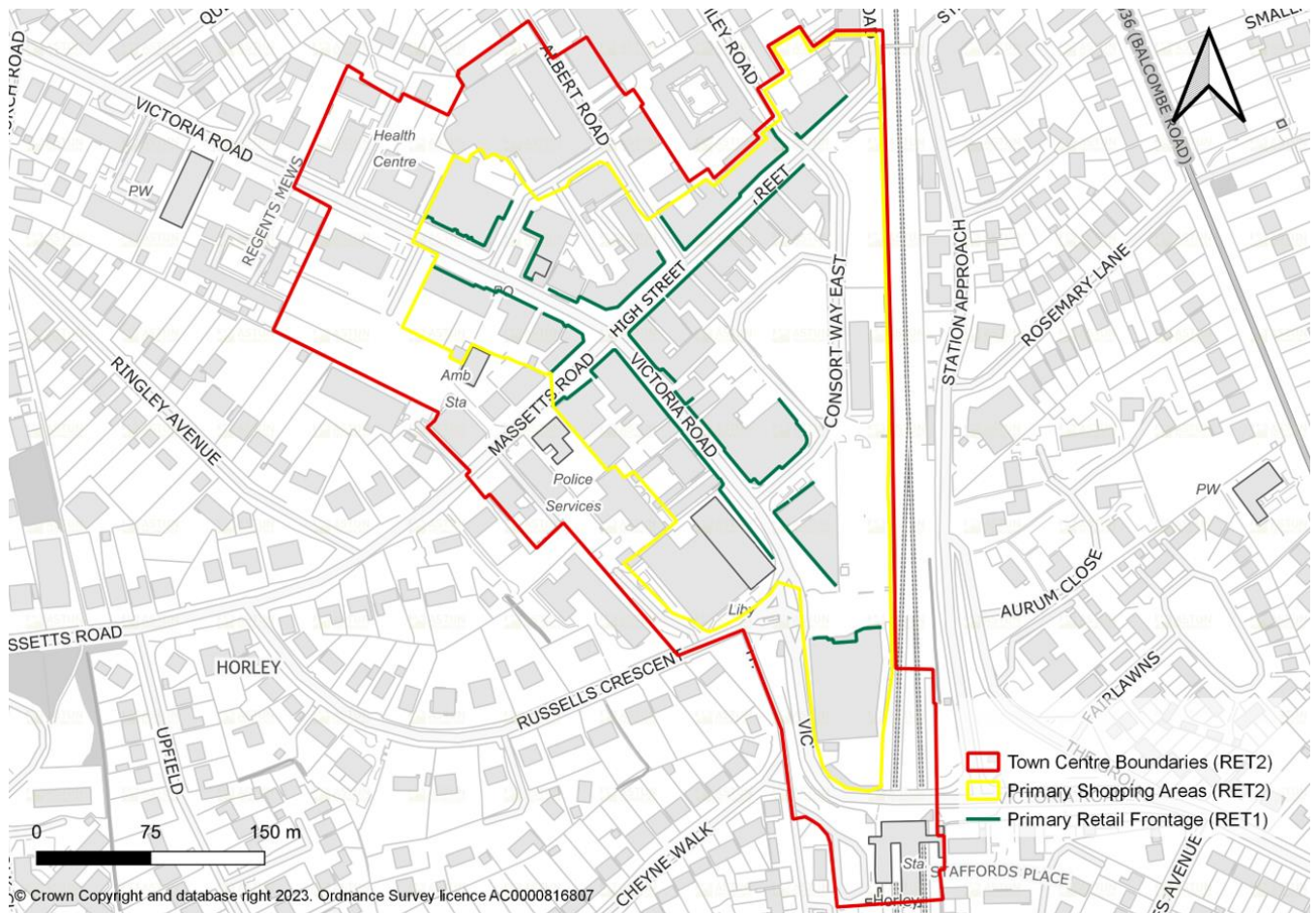
No permissions were under construction within this monitoring period.

The following permissions are extant:

- Planning permission 23/02056/F: 33-35 Station Road: Conversion of first, second and loft floors from E to 4 C3 dwellings
- Prior approval 23/02318/PAP3MA: Queensway House, 15 London Road: Change of use from E to 21 C3 dwellings
- Prior approval 24/00225/PAP3G: 46 Station Road: Change of use of upper floors from retail (E use class) to one C3 unit
- Planning permission 24/00289/F: The Abbot Public House, 14 Station Road: Conversion of existing public house (Sui generis use) to restaurant (E use class) and seven C3 units
- Planning permission 24/00775/F: Queensway House, 15 London Road: Single storey roof extension to provide six C3 units
- Prior approval 24/01134/PAP3MA: 60 High Street: Change of use from offices (E use class) to 95 C3 units
- Prior approval 25/00104/PAP3MA: Berkeley House, 51 High Street: Change of use from offices (E use class) to 18 C3 units

Note: the permissions refer to the use classes at the time of when the 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 – The Acorns (completed) and Horley North West – Westvale Park (nearing completion)).

Vacancies and New Occupiers

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

There are currently seven vacant units within the town centre. When comparing the vacancy rates to the previous monitoring period, the percentage of vacant units, the percentages for 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: 7.8% to 6.1%
- Percentage of vacant frontage: 8.6% to 7.6%
- Percentage of vacant net retail floorspace: 4.6% to 3.2%

Table 8 Vacancy rates in Horley during the monitoring period

Indicator	Vacancy Rate
Percentage of units	6.1%
Percentage of frontage	7.6%
Percentage of net retail floorspace	3.2%

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

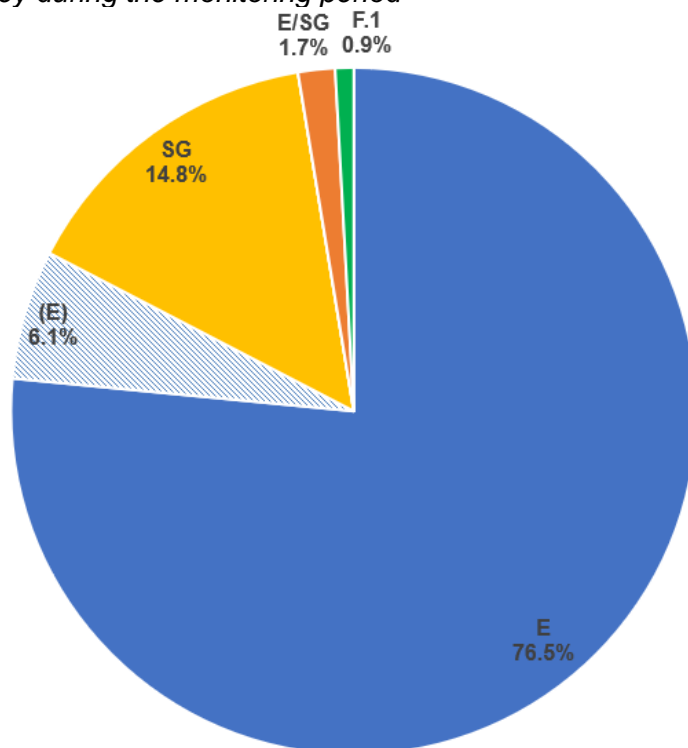


Table 9 below shows that the greatest proportion of units are occupied by services (36.5%). Although comparison retail only accounts for the third highest percentage of units, it accounts for the greatest proportion of net retail floorspace in Horley (29.2%).

Table 9 Retail offer in Horley during the monitoring period

Offer	Units	Net Floorspace
Comparison	21 (18.3%)	5,585sqm (29.5%)
Convenience	9 (7.8%)	5,189sqm (27.4%)
Food and drink	28 (24.3%)	3,581sqm (18.9%)
Non-retail	8 (7.0%)	947sqm (5.0%)
Service	42 (36.5%)	3,014sqm (15.9%)
Vacant	7 (6.1%)	606sqm (3.2%)
Total	115 (100.0%)	18,922sqm (100.0%)

Development and Use Class Changes

The following permissions were completed during this monitoring period:

- Prior approval 22/02101/PAP3MA: 86 Victoria Road: Change of use from E (formerly A1) to C3
- Planning permission 22/02650/F: Land to the rear of 43-49 High Street: Erection of three C3 units

The following permission is under construction during this monitoring period:

- Planning permission RE22/01956/CON: Former Horley Library, 102 Victoria Road: Erection of 6 one-bedroom C3 flats and two townhouses

The following permissions are extant:

- Planning permission 21/01760/F: 77-81 Victoria Road: Conversion of first floor and addition of second storey to C3
- Planning permission 22/02450/F: Saxley Court, 121-129 Victoria Road: Construction of a 6-storey building for C3 use
- Prior approval 23/02037/PAP3MA: Barclays Bank Plc, 105 Victoria Road: Change of use from E to 9 C3 dwellings
- Prior approval 24/00658/PAP3MA: Eton Chambers, 95 Victoria Road: Change of use from the first and second floors from offices (E use class) to four C3 units
- Prior approval 24/00660/PAP3MA: Orchid, 93 Victoria Road: Change of use from ground floor shopfront retail unit (E use class) to one C3 unit
- Prior approval 24/00659/PAP3MA: Orchid, 93 Victoria Road: Change of use from ground floor rear retail unit (E use class) to one C3 unit

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

3. Overview and Summary

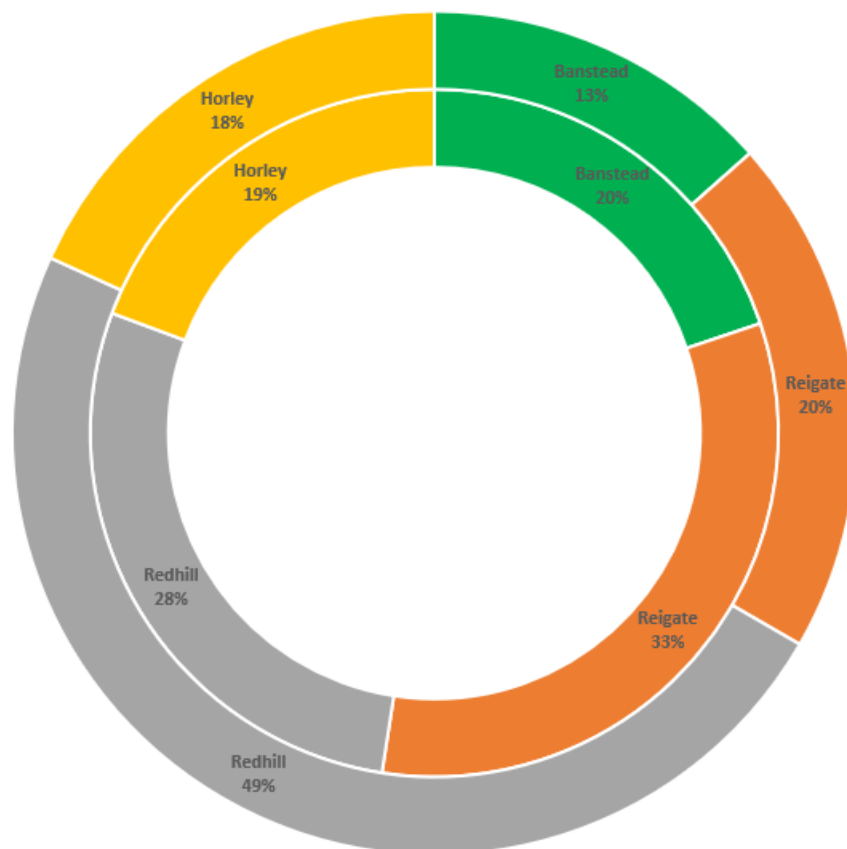
This chapter brings together the individual analysis of the town centres.

3.1. Town Centre Composition

Cumulatively, the borough's town centres provide 595 units, 104,086sqm of retail floorspace and 5,734m 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 (49%); 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.

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



3.2. Vacancy Trend

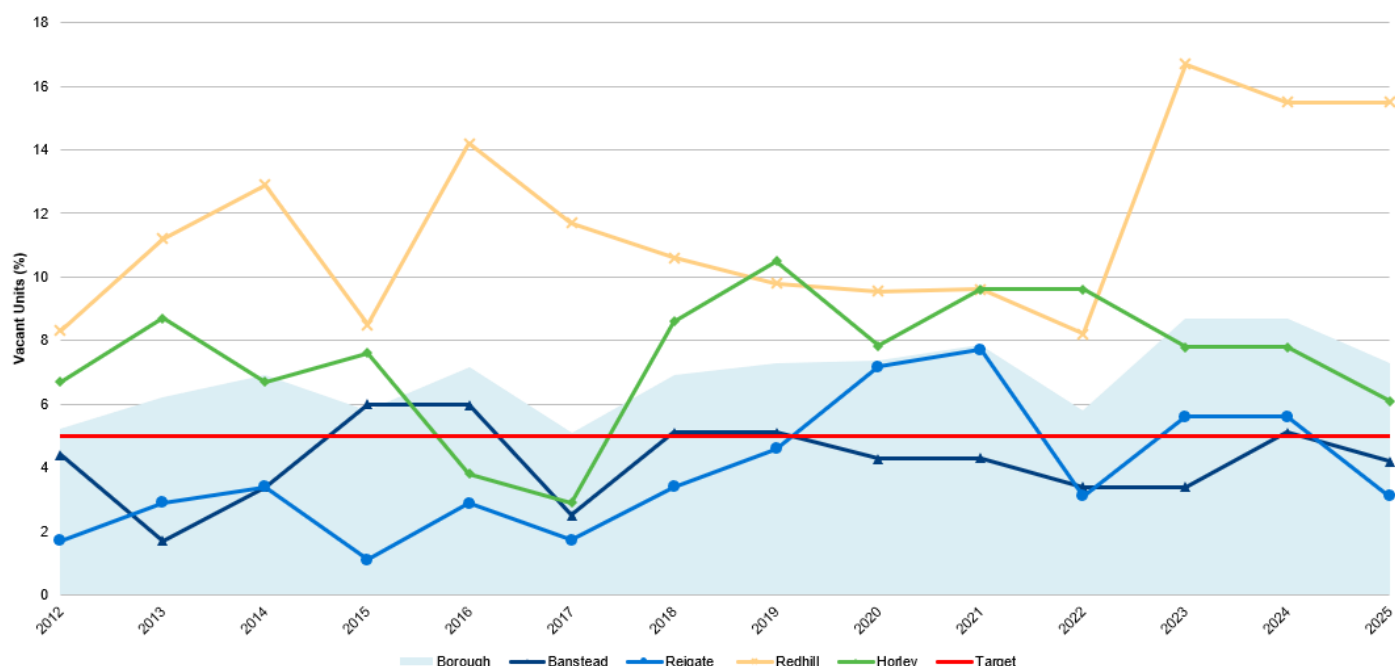
Table 10 below shows that overall, there are 44 vacant units, which is lower than the previous monitoring period. The greatest number of vacant units are in Redhill, followed by Reigate. As already stated, the high number of vacant units in Redhill is largely due to the newly developed units as part of The Rise, Marketfield Way, development. Compared to the previous monitoring period, Banstead, Reigate and Horley have all seen a decrease in the number of vacant units, whilst Redhill 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	5
Reigate	6
Redhill	26
Horley	7

The graph in Figure 8 below shows that Banstead and Reigate town centres have vacancy rates below the Core Strategy Monitoring Framework target of 5.0% (4.2% and 3.1% respectively). Redhill has the highest vacancy rates in the borough (15.5%, same as the previous monitoring period), followed by Horley (6.1%). Apart from Redhill, these vacancy rates still compare favourably to the national vacancy rate for high streets from the final quarter of 2024 of 13.8%, according to Savills. Compared to the previous monitoring period, the vacancy rate of units in Banstead, Reigate and Horley have all decreased, whilst Redhill has stayed the same. The overall borough-wide percentage of vacant units has also decreased from the previous monitoring period, from 8.7% to 7.3%.

Figure 8: Trend of vacant unit percentage in RBBC from 2012-2025 (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 (15.8%), whilst Reigate has the least (2.1%). Apart from Redhill, all town centres have seen a decrease in percentage of vacant frontage compared to the previous monitoring period. Most vacant units within the town centres are generally scattered throughout the centres, apart from at The Rise development in Redhill. Overall, 9.1% of all of the town centres frontage is vacant, which is lower compared to the previous monitoring period (11.0%).

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

Type	Vacancy Rate
Banstead	4.5%
Reigate	2.1%
Redhill	15.8%

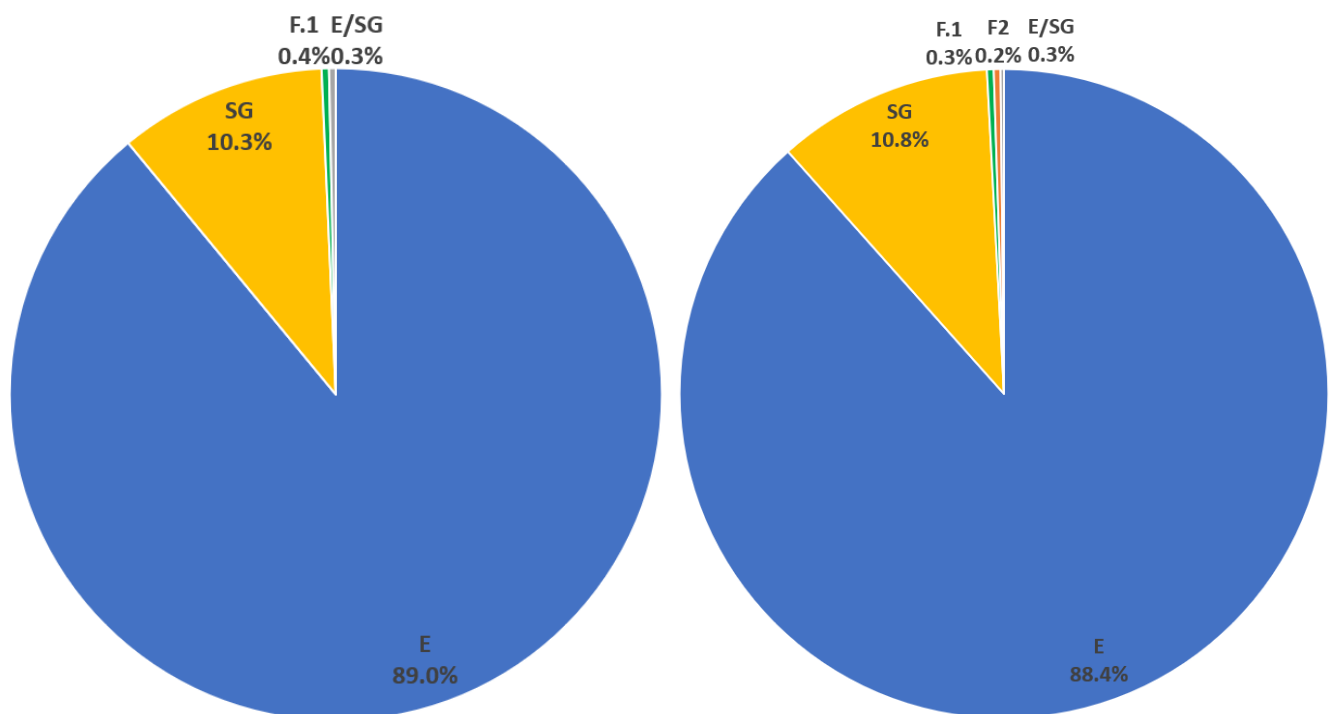
Type	Vacancy Rate
Horley	7.6%

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 89.0% 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, F.1 and F.2 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 (31.6%) in all four town centres, whilst comparison retail occupies the most floorspace in all four town centres in the borough (33.2%). 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 (30.3%), although only 7.9% 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	173 (29.1%)	34,544sqm (33.2%)
Convenience	48 (8.1%)	31,639sqm (30.4%)
Food and drink	122 (20.5%)	15,420sqm (14.8%)
Non-retail	19 (3.2%)	1,308sqm (1.3%)
Service	188 (31.6%)	14,425sqm (13.9%)
Vacant	44 (7.4%)	6,162sqm (5.9%)
Total	595	104,086sqm

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 are comparison retail (29.5%, 38.9% and 33.5% respectively), whilst the highest percentage of retail floorspace in Banstead is convenience retail (39.0%).

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

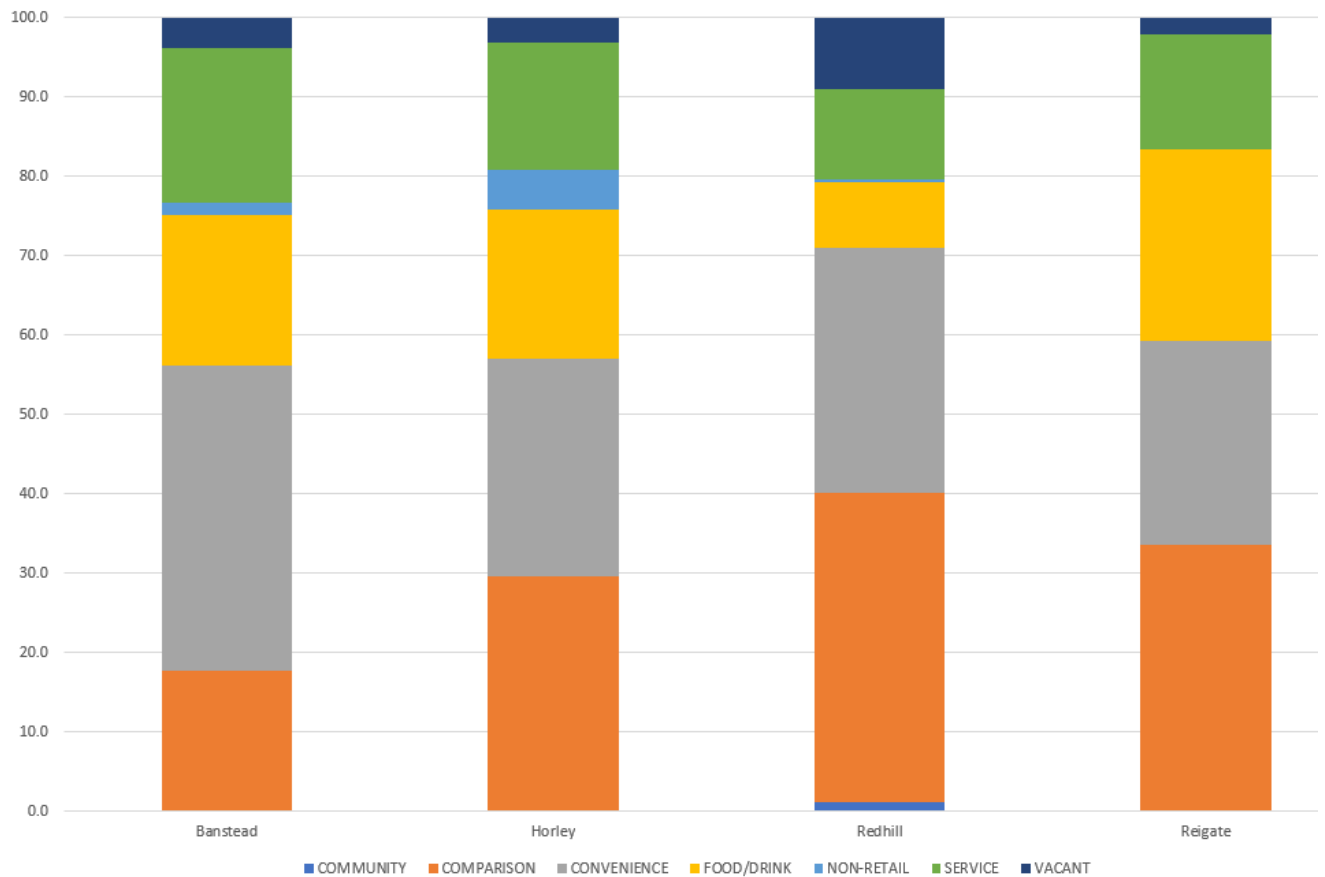
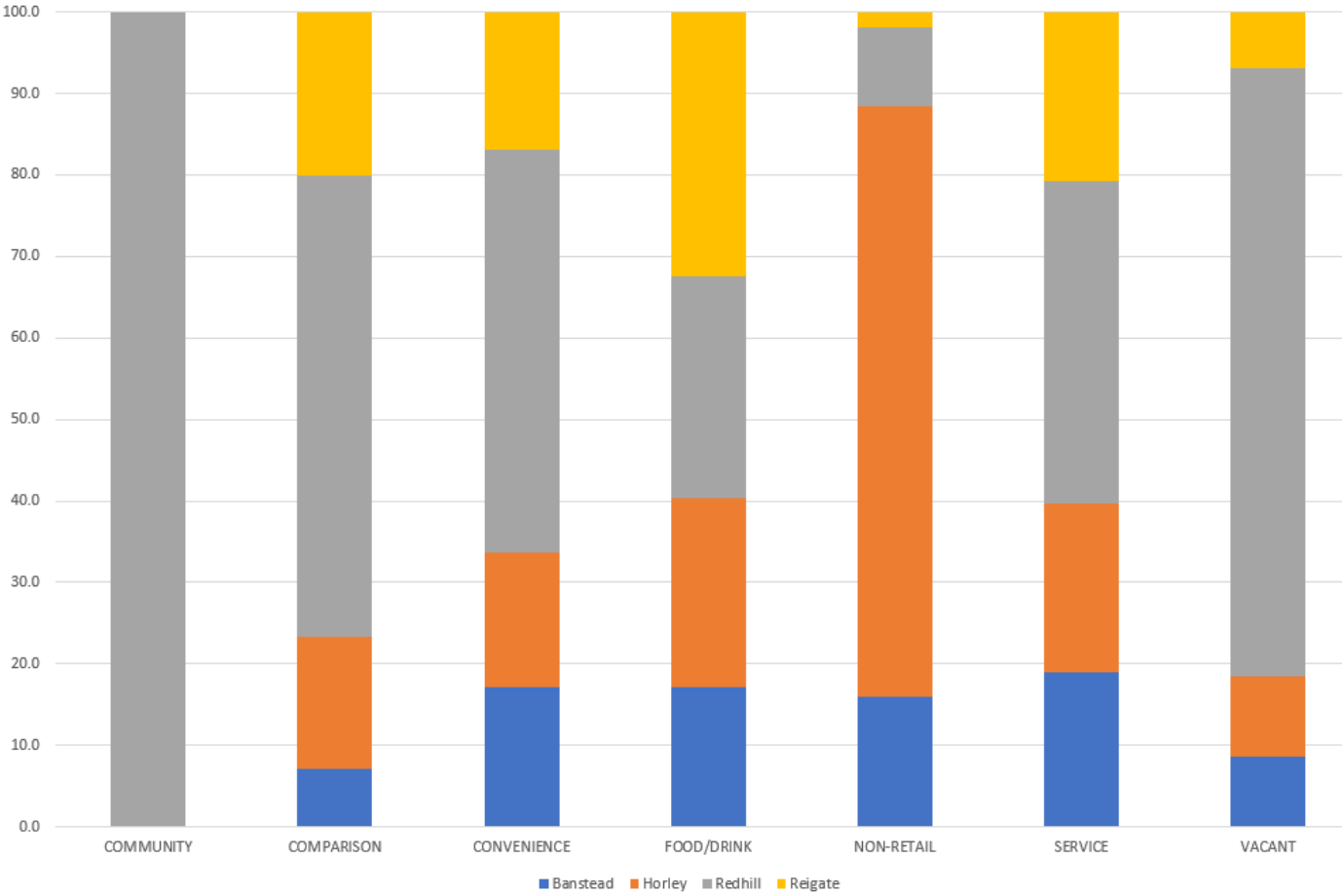


Figure 11 below shows the retail offer of floorspace within the town centres. It shows that Redhill town centre has the greatest proportion of comparison, convenience, community, and service accommodation and vacant floorspace. Reigate town centre has the greatest proportion of floorspace for food and 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. Categoricalised 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. Other comparison retail is the most common type of comparison retail in Redhill and Horley (19 and 7 units respectively), whilst clothing, footwear and accessories is the most common type of comparison retail in Reigate and Banstead (27 and 8 units respectively). 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 and restaurants are the most common food and drink establishments overall with 44 units. Restaurants are the most common food and drink establishments in Banstead and Reigate (12 and 20 units respectively), whilst café and sandwich bars are the most common food and drink establishments in Redhill and Horley (13 and 10 units respectively). Hair and beauty services are the most common service offer overall with 58 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 employment and repair stores (13 units). Horley has the most non-retail units (8), and Redhill is the only town centre that has a community offer. Redhill has the greatest number of vacant units (26). Hair and beauty, clothing, footwear and accessories, and other comparison retail 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	7 (6.0%)	6 (3.1%)	6 (3.6%)	5 (4.3%)	24 (4.0%)
Clothing, footwear and accessories	8 (6.8%)	27 (13.9%)	15 (8.9%)	4 (3.4%)	54 (9.0%)
Electronics and technology	0 (0.0%)	3 (1.5%)	5 (3.0%)	1 (0.9%)	9 (1.6%)
Home and DIY	7 (6.0%)	11 (5.7%)	1 (0.6%)	4 (3.4%)	23 (3.9%)
Other comparison retail (e.g. gifts, florists etc.)	4 (3.3%)	23 (11.9%)	19 (11.3%)	7 (6.0%)	53 (9.0%)
Total Comparison	27 (22.9%)	74 (38.1%)	51 (30.4%)	21 (18.2%)	173 (29.0%)

Table 14 Detailed breakdown of convenience retail (units)

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Chemist/Pharmacy	4 (3.3%)	2 (1.0%)	3 (1.8%)	2 (1.8%)	11 (1.9%)
Food/Supermarket	12 (10.1%)	6 (3.1%)	8 (4.8%)	6 (5.2%)	32 (5.3%)
Newsagents	1 (0.9%)	1 (0.5%)	1 (0.6%)	1 (0.9%)	4 (0.7%)
Total Convenience	17 (14.4%)	9 (4.6%)	12 (7.1%)	9 (7.9%)	47 (7.9%)

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

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Café/Sandwich bar	6 (5.0%)	15 (7.7%)	13 (7.7%)	10 (8.7%)	44 (7.3%)
Pub/Bars	0 (0.0%)	9 (4.6%)	3 (1.8%)	4 (3.4%)	16 (2.7%)
Restaurant	12 (10.1%)	20 (10.3%)	6 (3.6%)	6 (5.2%)	44 (7.3%)
Take-away	5 (4.2%)	4 (2.1%)	1 (0.6%)	8 (7.0%)	18 (3.0%)
Total Food and Drink Establishment	23 (19.4%)	48 (24.7%)	23 (13.7%)	28 (24.3%)	122 (20.6%)

Table 16 Detailed breakdown of services (units)

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Banking	1 (0.9%)	2 (1.0%)	8 (4.8%)	1 (0.9%)	12 (2.0%)
Bookmakers	2 (1.7%)	1 (0.5%)	2 (1.1%)	2 (1.8%)	7 (1.1%)
Dentist	3 (2.6%)	1 (0.5%)	0 (0.0%)	1 (0.9%)	5 (0.9%)
Dry cleaning	2 (1.7%)	2 (1.0%)	2 (1.1%)	2 (1.8%)	8 (1.3%)
Estate agents	8 (6.8%)	12 (6.2%)	9 (5.4%)	10 (8.7%)	39 (6.6%)
Hair and beauty	14 (11.9%)	21 (10.8%)	12 (7.1%)	11 (9.6%)	58 (9.8%)
Opticians	5 (4.2%)	4 (2.1%)	5 (3.0%)	2 (1.8%)	16 (2.7%)
Other services (e.g. employment, repairs etc.)	10 (8.4%)	9 (4.6%)	9 (5.4%)	13 (11.3%)	41 (6.9%)
Travel agents	0 (0.0%)	2 (1.0%)	0 (0.0%)	0 (0.0%)	2 (0.3%)
Total Services	45 (38.1%)	54 (27.8%)	47 (28.0%)	42 (36.6%)	188 (31.6%)

Table 17 Detailed breakdown of other (units)

Type of Retail Offer	Banstead	Reigate	Redhill	Horley	Total
Non-Retail	1 (0.9%)	3 (1.5%)	7 (4.2%)	8 (7.0%)	19 (3.1%)
Community	0 (0.0%)	0 (0.0%)	1 (0.6%)	0 (0.0%)	1 (0.1%)
Vacant	5 (4.2%)	6 (3.1%)	26 (15.4%)	7 (6.0%)	44 (7.3%)
Total Other	6 (5.0%)	9 (4.6%)	34 (20.2%)	15 (13.0%)	64 (10.8%)

3.6. Future Trends

2024 was an overall positive year for the retail industry, with the retail sector's economic output reported at £111.6 billion in 2024, which was a 1.2% increase from 2023 and accounted for 4.5% of the UK's total economic output ([House of Commons](#)). However, the retail industry still faces ongoing and growing pressures, including the continuing effects of the Russian invasion of Ukraine, higher energy and raw material costs, the growing influence of e-commerce, changing consumer behaviour and national economic factors. Consumers also still tended to remain careful with luxury purchases, with a strong focus on essential goods and value-driven transactions ([RSM](#)). Because of this however, household finances were understood to be the best they've been in three years, with [PwC](#) stating that almost two in five households had money left at the end of the month. Overall, according to the [British Retail Consortium](#), UK total retail sales increased by 1.1% year on year in March 2025, which was below the three month average growth rate of 2.1% but above the 12 month average growth rate of 0.6%.

Within the final quarter of the 2024-2025 financial year, [The Office For National Statistics](#) reports that retail sales volumes grew by 1.6% compared to the previous three months. There was an overall increase of 1.7% of retail sales volumes compared to with the same quarter in the previous financial year but was still 0.3% below the pre-Covid pandemic level in February 2020.

When focusing on certain sectors specifically, [The Office For National Statistics](#) found that sales were predominantly positive compared to the same period in 2023-24, with only automotive fuel showing a decrease in sales from the previous year (-6.4%). Non-specialised stores had the largest increase in sales from the same period the previous year at 6.6%, followed by 'other stores' (4.6%) and non-food stores (4.5%). Food stores saw a slight increase from the same period the previous year at 1.1%.

E-commerce continued to grow modestly during this period. [CBRE](#) found that 27.7% of all retail sales occurred online in November 2024, up from 25.8% in January that year. Although online sales continue to be popular, this has generally settled post-pandemic, with many retailers now looking at enhancing, or reintegrating, their physical presence, with many retailers now trying to combine the convenience of online shopping with experiences offered

in store ([RSM](#)). The [British Retail Consortium](#) found that online non-food sales specifically saw an increase of 1.8% in March 2025, compared to a loss of 1.4% in March 2024.

Although the UK had a generally positive outcome during 2024, some issues still persisted. 2024 saw 34 retail companies with multiple stores cease trading, which affected 7,537 stores and 55,914 employees. The number of stores affected was the highest number recorded since the Centre for Retail Research started recording the data ([House of Commons](#)). Vacancy rates in shopping centres, retail parks and high streets have continued to improve in Q1 2025, with these all decreasing from the previous months recorded (16.8%, 6.1% and 13.0% respectively). Although lower vacancy rates among retail stores is seen as a positive for a town's prosperity, issues have begun to arise from this through increasing competition for prime retail floorspace, with not enough development being proposed. Developers will need to be innovative in how space can be developed, including through sub-dividing oversized units or installing mezzanines ([Cushman and Wakefield](#)).

How the retail sector will look for the remainder of 2025 remains to be seen. The UK economy is expected to grow between 1% and 2%, and inflation is expected to increase to around 2.75% in Q2 2025, and then gradually decrease. Therefore, consumer spending is expected to increase, with consumers prioritising experiences and affordable luxuries. However, shoppers will still remain cost-conscious, with households intending to balance savings with debt reduction. [Retail Economics](#) finds that businesses are looking at investing in six key areas digitally to help with achieving revenue growth, cost reductions and increased customer engagement, with these being:

- Cybersecurity and data privacy
- Enhanced customer experience and customer-centric innovation
- Digital transformation and omnichannel platforms
- AI, automation and data-driven decision making
- Sustainable and resilient supply chains
- Digital skills in workforce

Key areas where spending may be increased are in travel and leisure, home furnishings, technology and electronics, automotive and luxury goods. [Retail Economics](#) has also identified four megatrends that will shape the retail sector in 2025, with these being:

- Customer journey evolution
- Leveraging technology
- Automation and workforce management
- Sustainability-driven consumer choices

How Reigate & 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. However, there will also be opportunities to continuously improve the prosperity and the vibrancy of all town centres in the borough. The Council will continue to monitor these changes on the town centres.

Appendix 1

Use Class before 1 st September 2020	Uses	Use Class from 1 September 2020
A1 (part)	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.	E
A1 (part)	Shops not more than 280sqm mostly selling essential goods, including food and at least 1km from another similar shop.	F.2
A2	Banks, building societies, estate and employment agencies, professional services (not health or medical services)	E
A3	Restaurants and cafés.	E
B1(a), B1(b) and B1(c)	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).	E

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