

CINDERFORD TOWN CENTRE AUDIT REPORT

2016

Regeneration Services
Forest of Dean District Council



1. Introduction

Town and City centres are complex places that serve a wide range of people and purposes. The importance of healthy vibrant town centres has been highlighted in recent years. In certain locations, due to the effect of vacant shops and a perception among some that their towns are not providing them with all the services they need or want, there has been found to be a negative impact on people's quality of life.

Town centres, and those who operate in and manage them, have to adapt to changing circumstances as global issues impact on local conditions. Similarly, local authorities are also having to adapt to rapid changes in the fiscal climate and increasingly challenging budgetary constraints.

As with any change process, it is important to be able to measure where we are, monitor progress, learn from others and realistically compare and measure performance. This report aims to record key sets of data/evidence that can be used by those with an active interest in improving the experience and vitality of town centres, so that they in turn provide a healthy sustainable environment for the businesses and communities that depend on them.

1.1 Successful Town Centres

1.1.1 This report follows the guidelines/suggestions laid out in the 'Successful Town Centres – Developing Effective Strategies: Indicators Toolkit'. The document was launched by the Gloucestershire Local Enterprise Partnership in March 2013.

1.1.2 This report presents key findings which can be used to evaluate the effectiveness of Cinderford town centre. It focuses on key themes such as footfall, vitality and economic characteristics to highlight emerging trends so that strategic actions can be taken to enhance the town centre performance.

1.1.3 The indicators toolkit advises that a numbers of indicators are assessed. This report monitors the following indicators:

Footfall

Car Parking

Retail Offer

Culture and Leisure Offer

Events

Reported Crime

Markets

Charity Shops

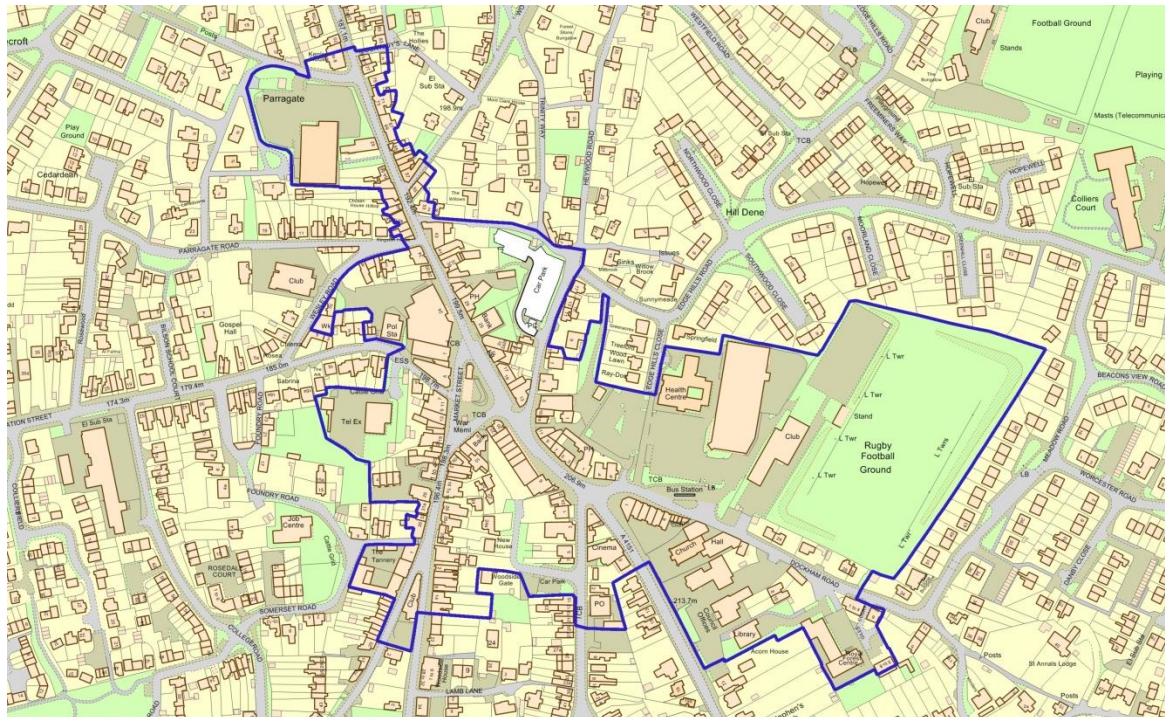
Vacant Shops

Evening/Night Time Economy

1.1.4 The town centre performance toolkit aims to monitor the performance of the town centre by collecting data on various themes which are reviewed annually, enabling a comparison of town centre performance.

1.1.5 It is suggested that this report be updated on a yearly basis to provide a year on year indication of the health and viability of Cinderford town centre.

1.2 Cinderford Town Centre



2. People & Footfall

The overall aim of obtaining this data is to provide an assessment of who comes to visit the town centre.

The town centre's car parking (in and around the town centre) is included to account for the fact that a large proportion of visitors to many town centres still travel to them using their own means of private transport in a similar way to how they would visit out-of-town shopping centres.

2.1 Footfall

Footfall refers to the number of people walking up and down a given town centre (or single street) regardless of their reasons for doing so. Typical reasons may include shopping, a pleasant stroll, going to work or school/college, to the cinema or for a meal, accessing public services, visiting friends or simply passing through.

Footfall is often linked to the level of attractiveness of a location and its ability to satisfy customer and visitor needs and expectations successfully.

The information below provides a summary of the 10 minute footfall counts for 2015, 2014, 2013, 2009, 2008 and 1999. The 10 minute average has been calculated across the whole week (weekday and weekend counts).

It should be noted that different methodology was used to collect data for footfall counts in 1999 and 2008/2009.

The methodology used in 2013 is as per the guidance stated in the 'Successful Town Centres – Developing Effective Strategies: Indicators Toolkit'. The methodology stated in this document should be used to repeat the data collection on an annual basis. Data was collected in one location on a Wednesday, Friday and Saturday for 1 hour starting at 10.30. Footfall was recorded for both sides of the street.

2.1.1 Summary Comparison

2.1.1.1 10 Minute Average Summary Comparison

2016	2015	2014	2013	2009	2008	1999
75	79	81	78	91	85	212

2.1.1.2 The following information indicates the breakdown of the footfall counts for each recorded year. The 2015, 2014 & 2013 footfall counts were recorded on Wednesday, Friday and Saturday. The 2009 footfall counts were recorded on Monday and Saturday. The 2008 footfall counts were recorded on Wednesday and Saturday.

The 1999 counts were recorded on a Friday and Saturday.

2.1.2 Footfall Count Breakdown 2016

DATE/TIME	13.7.16 (Weds)	DATE/TIME	15.7.16 (Fri)	DATE/TIME	16.7.16 (Sat)
10.30 – 10.40	45	10.30 – 10.40	78	10.30 – 10.40	97
10.40 – 10.50	60	10.40 – 10.50	90	10.40 – 10.50	96
10.50 – 11.00	49	10.50 – 11.00	62	10.50 – 11.00	92
11.00 – 11.10	62	11.00 – 11.10	76	11.00 – 11.10	101
11.10 – 11.20	44	11.10 – 11.20	79	11.10 – 11.20	109
11.20 – 11.30	61	11.20 – 11.30	79	11.20 – 11.30	77
TOTAL	321	TOTAL	464	TOTAL	572
10 min ave	54	10 min ave	77	10 min ave	95
WEEKLY AVERAGE: (per 10 minutes): 75.3					

2.1.2.1 The weather conditions and other influencing factors were noted when gathering footfall data. They are as follows:

13.7.16	Cloudy skies, showers of rain and some sunshine.
15.7.16	Cloudy skies, spots of rain and cool temperature.
16.7.16	Warm temperature and skies sunny but with cloud.

2.1.2.2 Counts were conducted for an hour and footfall was recorded at 10 minute intervals. Counts were taken outside McColls (formally Spar); both sides of the street were counted.

2.2 Car Parking

2.2.1 This indicator refers to the total public car parking usage in and around the town centre.

2.2.2 For many people, the possibility of driving into town and parking their car in a safe car park remains a considerable element of convenience-based attractiveness as it grants them a higher sense of perceived comfort and independence. Many retailers and high street businesses would tend to agree with this and, in some cases, would prefer for their customers to be able to park near their shop or outlet for ease of access.

2.2.3 Measuring and monitoring the level of car park usage, along with footfall contribute to a dynamic picture of activity levels in the town centre. Over time, this data can provide the basis of a comparison between actual perceived variances of activity and the impact of initiatives like events, special offers and the arrival or

departure of high profile businesses.

2.2.4 The Forest of Dean District Council Cabinet made the decision to implement car parking charges in September 2011, with charging commencing on 1 July 2012.

Haywood Road:

MONTH	NO. OF TICKETS OF PURCHASED
October 2015	4171
November 2015	4433
December 2015	5566
January 2016	3958
February 2016	4269
March 2016	4559
April 2016	3688
May 2016	3314
June 2016	4267
July 2016	3654
August 2016	3450
September 2016	3965

3. Diversity & Vitality of Place

The overall aim in this theme is to provide an assessment of the actual offer of the town centre and its diversity taking an all-inclusive approach that includes daytime, evening and night time economies.

The approach does not differentiate here between the public and private sectors as it is interpreted that both contribute to the provision of services, products and an overall experience for town centre visitors to enjoy and keep coming back to. This theme does not monitor consumer demand, expectations or their perceptions of the offer provided by the town centre. This should be covered by a separate theme.

The 'Diversity and Vitality of Place' section covers the following key items; Retail Offer, Culture and Leisure Offer, Events, Reported Crime and Markets.

3.1 Retail Offer

3.1.1 This indicator keeps track of the range and variety of retail goods and services offered in the town centre, measured as the change in the number of businesses in each category over a 12 month period.

3.1.2 In order to remain competitive, town centres need to ensure they provide a level of offer that matches the demand of their current (or intended) visitors and consumers.

3.1.3 This indicator is often linked to footfall and levels of business as well as visitor satisfaction. It can also be used (in conjunction with other indicators) to monitor the balance and relationship between the area's daytime and night time/evening economies.

3.1.4 The retail offer is broken down into Use Class Orders. A summary of the Use Class Order can be found below:

A1 – Shops

A2 – Financial and Professional Services

A3 – Restaurants and Cafes

A4 – Drinking Establishments

A5 – Hot Food Takeaways

B1 – Business

D1 – Non-residential Institutions

D2 – Assembly and Leisure

Sui Generis – Theatres, Amusement Arcades, Funfair, Launderette, Sale of

Fuel, Sale or Display of Motor Vehicles, Taxis, Scrapyard, Hostel, Waste Disposal, Retail Warehouse, Night Club, Casino
Vacant – As described

3.1.5 It should be noted that the number of units recorded differs between each year. This may be as a result of the division of shop units, or variation on the area assessed.

3.1.6 The retail offer within Cinderford was recorded for 2015, 2014, 2013, 2009, 2008 and 1999.

Cinderford Use Class Order 2016:

USE CLASS	NO. OF UNITS	% WITHIN EACH CLASS
A1	52	46%
A2	11	10%
A3	9	8%
A4	3	3%
A5	8	7%
B1	3	3%
D1	13	11%
D2	1	1%
Sui Generis	2	2%
Vacant	10	9%
TOTAL	112	100%

3.2 Culture & Leisure Offer

3.2.1 This indicator captures the variety of leisure related services offered in the town centre, including publicly supported services such as swimming pools and theatres.

3.2.2 Interaction with other people, cultural activities and a bit of enjoyment not related to a 'to do/buy' lists are some of the many reasons why people come to town centres.

This indicator captures this characteristic of town centre activity.

3.2.4 The following provides an indication of the cultural and leisure offer within Cinderford town centre for 2016.

FACILITY	2016
Museum's	0
Art Galleries	1
Art Centre	1
Take Away	8

Restaurants and Cafés	9
Swimming Pools	0
Gyms	0
Cinemas	1
Theatres	0
Community Halls	2
Parks/Gardens	0
Games Arcade	0
Other Specialist Outlets	1 (Rugby Club)

3.3 Events

3.3.1 This indicator keeps track of the number of events held in the town centre public realm, measured using local authority's data of event licenses awarded over a 12-month period and those held in town centre venues that have a significant impact on footfall.

3.3.2 Events and festivals are a major reason for people to come to town centres. A diverse event offer can be a major source of attraction for visitors as well as local residents, particularly if these events take place throughout the year and are aimed at different audiences (e.g. cultural tourists, business tourists, young people, children, families, ethnic minorities).

3.3.3 Events can make a significant contribution to the local economy and foster a stronger sense of community among residents, pride of place, and inclusiveness.

3.3.4 Typically, events may range from small carnivals or fairs, to major cultural festivals, conferences.

3.3.5 Licensed events in Cinderford over the past year are as follows:

Temporary Event Notices -

Date Received	Event
03-Dec-15	Extension of hours
23-Nov-15	extension of hours Lidl Uk
15-Jul-15	Fern Ticket

Road Closure Orders -

Christmas Lights Event

Premises Licences -

Date Received	Event
02-Jul-15	'The Fern Ticket'

3.4 Reported Crime

3.4.1 This indicator monitors the number of reported incidents of crimes in a range of categories in the town centre.

3.4.2 In some cases, fear of crime can act as a deterrent for people not to visit a town centre, particularly in the evenings and at night. Yet, as powerful as perceptions can be in influencing people's behaviour, they are not always directly related to reality.

3.4.3 This indicator will allow its users to contrast these perceptions (captured in the "crime and safety perceptions" indicator) with actual reported crime statistics.

3.4.4 The data provides information on reported crime within Cinderford Town Centre from August 2015 - July 2016.

	Aug 15	Sept 15	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	June 16	July 16
Violence and Sexual Offences	2	4	1	1	3	3	1	-	5	4	5	1
Anti-Social Behaviour	4	8	14	8	6	9	8	8	8	10	5	8
Criminal Damage and Arson	1	-	1	2	-	4	5	1	1	1	2	-
Vehicle Crime	-	1	-	-	-	-	-	-	-	1	-	-
Burglary	-	1	-	-	-	-	-	-	1	1	-	1
Other Theft	3	1	-	1	1	1	1	1	2	-	2	1
Drugs	-	-	-	-	-	1	-	1	1	-	-	-
Robbery	-	-	-	-	-	1	-	-	-	-	-	-
Shoplifting	2	1	1	-	1	2	-	1	1	5	1	1

Other Crime	-	-	-	-	-	-	-	-	-	1	-	-
Public Disorder	-	-	-	-	-	-	-	1	-	2	2	1
Theft from a Person	-	-	1	-	-	-	-	-	-	-	-	-
Possession of a Weapon	-	1	-	-	1	-	-	-	-	-	-	-
TOTAL	12	17	18	12	12	21	15	13	19	25	17	13

3.5 Markets

3.5.1 This indicator monitors the existence of regular markets in the town centre.

3.5.2 Markets, like events, can be a major motivating factor for people to come to a town centre. The presence of a regular (albeit temporary) traditional market can add diversity to the retail offer of a town centre and can act as a catalyst for other more specialist markets to come to the area, including farmers' markets, artisan markets, continental markets, Christmas markets, night markets, etc.

3.5.3 All of this can contribute to the area's diversity of offer, satisfy a wider range of needs and attract local residents as well as visitors from a growing catchment area.

3.5.4 The National Market Trade Federation has no record of any Markets being held in Cinderford. It should however be noted that there is a Farmers Market on a Friday morning in the Triangle area.

The NMFT does not recognise any markets in Cinderford.

4. Economic Characteristics

The overall aim in this theme is to provide users with an assessment of static and dynamic elements linked to the economic performance of a town centre. Some of the more 'static' elements, which in turn may influence perceptions, too, will include changes in the number of charity shops or vacant retail units.

4.1 Charity Shops

4.1.1 This indicator monitors yearly changes in the number of charity shops in a town centre.

4.1.2 Over the last fifteen years, the proliferation of charity shops in town centres may have been interpreted in certain circles as a sign of decline. On the other hand, charity shops fill an important gap in the retail offer of any town centre, not just in towns and cities with more modest income catchment areas and/ or ageing demographics.

4.1.3 Charity shops provide a valuable re-use and re-cycling function, reducing the volume of waste going to landfill and bring in valuable income for worthy causes.

4.1.4 Regardless of how the existence of charity shops is interpreted, their growth or decline impacts on perceptions and forms an important element in the monitoring of the economic performance of any town centre.

4.1.5 This indicator alone can act as a barometer for the impact of strategic decisions on the daytime economy of a town centre.

4.1.6 The information below details the number of charity shops within the town centre for 2016.

2016:

Dean Forest Hospice, 5 Heywood Road

Sue Ryder Care, 3 Heywood Road

Dial-a-Ride, 2a High Street

Age Concern, 6 High Street

2015:

Dean Forest Hospice, 5 Heywood Road

Sue Ryder Care, 3 Heywood Road

Dial-a-Ride, 2a High Street

2014:

Dean Forest Hospice, 5 Heywood Road

Sue Ryder Care, 3 Heywood Road

Dial-a-Ride, 2a High Street

Maggie's Charity Shop, 23 Market Street

2013:

Great Oaks Hospice, 6 High Street

Sue Ryder Care, 3 Heywood Road

Age Concern, 23 Market Street

Dial-a-Ride, 2a High Street

2008:

Great Oaks Hospice, 6 High Street

Sue Ryder Care, 3 Heywood Road

Age Concern, 23 Market Street

Dial-a-Ride, 2a High Street

4.1.7 Some traders report concerns about the proportion of new goods on sale in charity shops. As charities are able to claim up to 80% discount on their business rates, this could be interpreted as unfair competition.

4.2 Vacancy

4.2.1 This indicator monitors changes in a town centre's vacant retail units. An increase in vacant retail units in town centres has traditionally been linked to

economic decline both locally and nationally.

4.2.2 On the other hand, this could also be interpreted as a temporary opportunity for the town centre to strategically re-balance its visitor offer, and for culture and leisure-related outlets and community services to gain more of a foothold in the town centre.

4.2.3 Regardless of how vacant retail units are interpreted, their growth or decline forms an important element in the monitoring of the economic performance of any town centre.

Vacant unit amount	% of units that are Vacant
10	9
Units surveyed: 112	
81 High Street 67a High Street 48 High Street 45 High Street 12 Wesley Road 33a High Street 23 Market Street 29 Market Street 1a Victoria Street 2 Commercial Street 22 High Street 9 High Street 81 High Street	

4.3 Evening & Night Time Economy

4.3.1 This indicator monitors evidence of active management of the evening and night time economies in the town centre.

4.3.2 The majority of town and city centres (or at least parts of them) do not go to sleep after the last shop closes for the day. They often have evening and night time economies too, which may vary in size and character from one location to another.

4.3.3 In some areas, this part of the economy forms a crucial part of the service offer.

4.3.4 In many cases, the town centre attracts a completely different demographic of customer in the evening to those who visit the high street during the day time.

4.3.5 It is also worth distinguishing between the evening consumer (5-8 pm often referred to as the 'shoulder period') and the late night consumer, as each can have

quite different demographics.

4.3.6 Evidence is building to support the collective and active management of town centres after dark to increase visitor confidence, improve perceptions, prevent crime and disorder, and provide a healthy trading environment for a range of businesses and providers who operate at night.

4.3.7 This indicator enables users to monitor how effectively the evening and night time economies are managed (if they are managed at all) in a town centre.

4.3.8 The retail pathfinder toolkit advises that the Purple Flag recognition system is used. Purple flag is the accreditation scheme that recognises excellence in the management of town and city centres at night. Entertainment areas that achieve the standard will be those that can offer a better night out to visitors. Purple flag aims to raise the standards and improve the quality of towns and cities at night.

4.3.9 Cinderford town centre is not accredited as a purple flag location.

5. Conclusion

5.1 The report demonstrates that town centre performance is not just a reflection of retail performance.

5.2 Although the footfall figures show a marked decrease from the 1999 levels, there is evidence that the makeup of Cinderford town centre has already changed considerably over this period with a move away from traditional A1 & A2 uses to an increase in A3, A5 and D1. These figures have remained fairly consistent over the past 3 years although it is noted this year that there has been an increase in A1 use.

5.3 Cinderford town centre's retail offer has changed since 1999 and this seems to be consistent with national trends and the ways people are now choosing to shop. For example, the make up of the town centre appears to have changed considerably since the 1999 study completed by Drivers Jonas, and this appears to be providing a level of resilience for Cinderford.

5.4 The high vacancy rates of 1999 have fallen back from 21% to 10% in Cinderford, which is now below the UK vacancy rate of 11.5% (Local Data Company).

5.5 There has been a shift away from A2 uses within Cinderford town centre with the 1999 figure of 23 units falling to 11 units in 2016. This trend is in line with National trends where stores offering services have sharply contracted, particularly finance and travel services largely due to the internet effect. There has been an increase in A3 units from 3 to 9 and the number of hot food takeaways (A5) is an indicator of how the town centre is used outside the normal shopping hours.

5.6 The report details data and information on the cultural and leisure offer within Cinderford for 2016. Information and data will continue to be collected on a yearly basis to monitor how this contributes to local vitality. This has stayed consistent with last year's data collection.

5.7 There are signs that this evolving picture will help to build resilience locally to the threat of long term decline on the town centre share of retail spending.

6. Use Class Lists

6.1 2016

ADDRESS	SERVICE	USE CLASS
81 High Street	Vacant	Vacant
79-79a High Street	Electrical Services	A1
67-69a High Street	Residential	C3
65 High Street	Residential	C3
67a High Street	Vacant	Vacant
Lidl, Paragate Road	Lidl Foodstore	A1
61-63 High Street	Ashton and Daniels Optometrist	D1
59 High Street	Residential	C3
56 High Street	Exodus Hair Salon	A1
54 High Street	Jolly Forest Fryer - Fish and Chips	A5
55 High Street	Residential	C3
48 High Street	Vacant	Vacant
46 High Street	Fusion (Signage and Printing)	A1
44 & 44a High Street	Ark Property Management	A2
53 High Street	Clothes Shop	A1
38a High Street	Printers	A1
38 High Street	The Powder Puff	A1

36 High Street	Greengrocer	A1
43 High Street	The Forester	B1
41 High Street	Altered Images Hair Salon	A1
34 High Street	The IBIZA Sun Tanning Studio	A1
12 Wesley Road	Vacant	Vacant
37-39 High Street	Curry Leaf Indian Takeaway	A5
35 High Street	Mark Harper MP Office	B1
33a High Street	Vacant	Vacant
31 High Street	Norma Little Hair and Beauty Salon	A1
29 High Street	Nails and Beauty	A1
27 High Street	Golden Lion Pub	A4
27a High Street	Forest Sweets	A1
25 High Street	Lloyds Bank	A2
Westgate Stores	The Original Factory Shop	A1
Police Station	Police Station	Sui Generis
23 High Street	Scoops Cards	A1
21a High Street	Bidmead Cook	A2
21b High Street	Monmouthshire Building Society	A2
17-19 High Street	TSB Bank	A2
15a High Street	KJT Residential - Estate Agents	A2
13 High Street	Costcutter	A1
11 High Street	Jasmine Café	A3

5 Heywood Road	Dean Forest Hospice Charity Shop	A1
3 Heywood Road	Sue Ryder Cook Charity Shop	A1
1a Heywood Road	SAJ Indian Takeaway	A5
1b Heywood Road	Fork 'n' Spoon Chinese Takeaway	A5
1 Market Street	Real Deal	A1
3 Market Store	Mel's Top Cutz	A1
5-7 Market Street	DIY Store	A1
9-11 Market Street	Boots Pharmacy	A1
13 Market Street	Wyedean Healthfoods	A1
15 Market Street	The Sewing Room	A1
17 Market Street	Taylor's Jewellers	A1
19 Market Street	AB FAB Flooring	A1
Lower Ground Kiosk, Market Street	Truly Scrumptious Baguette Shop	A3
Upper Kiosk, Market Street	The Barber Shop	A1
21 Market Street	C+J's Bakery	A3
23 Market Street	Vacant	Vacant
25 Market Street	Elsa's Pet Shop	A1
29 Market Street	Vacant	Vacant
31a Market Street	Candi	A1
35 Market Street	Residential	C3
37a Market Street	Reptiles and Aquatics Angling	A1
1a Victoria Street	Vacant	Vacant

1 Commercial Street	Soldiers and Sailors Club	D1
16 Commercial Street	Bowketts Off License	A1
14 Commercial Street	Gwyn Jones + Co. Solicitors	A2
6 Commercial Street	The Chippy, Cinderford	A5
4 Commercial Street	CoCo	A1
3 Commercial Street	RMD Computer Repairs	A1
2 Commercial Street	Vacant	Vacant
26a Market Street	Ensors Butchers	A1
26 Market Street	My Dentist Dental Care	D1
16-18 Market Street	Premier	A1
14 Market Street	Addictive Tattoos	Sui Generis
12 Market Street	Kayla's Gifts	A1
10a Market Street	Vintage Rose	A1
8 Market Street	The Doghouse	A4
8c Market Street	Forest Bumps Café	A3
6 Market Street	HSBC	A2
22 High Street	Vacant	Vacant
20 High Street	Lotus Restaurant	A3
18 High Street	The Crusty Loaf Bakery	A3
16 High Street	Forest Discounts	A1
14 High Street	Dave and Jean Jackson Butchers	A1
12 High Street	Pick-a-Pizza	A5

10 High Street	Cinderford Kebab and Pizza	A5
8 High Street	McColl's Newsagents	A1
6 High Street	Age Concern	A1
4 High Street	Betfred	A2
2 High Street	Gordon Blake Funeral Directors	A1
2a High Street	Dial-a-Ride Charity Shop	A1
Cinderford Delivery Office	Post Office	A1
Woodside Street	Ripping Yarns	A1
3 Woodside Street	Art Space Cinderford Gallery	D1
1 Woodside Street	David Kear Opticians	D1
1 Belle Vue Road	Corner Bakery	A3
2a Belle Vue Road	Corner Café	A3
3 Belle Vue Road	Locksmith	A1
The Palace Cinema	Cinema	D2
9 High Street	Refurbishment - to Fishmongers	A1
7 High Street	Seafresh Fish and Chips	A5
3-5 High Street	Pitman Blackstock and White Solicitors	A2
1 High Street	The Fern Ticket	A4
2 Dockham Road	Grindles Coaches	B1
4 Dockham Road	Dean Estate Agents	A1
6 Dockham Road	Cut 'N' Dry Hair Dressers	A1
1 Berisford Court, Dockham Road	The Cash Exchange	A1

2-3 Berisford Court, Dockham Road	NFU Mutual	A2
4-5 Berisford Court, Dockham Road	Cutting Edge Hair and Beauty Salon	A1
6 Berisford Court, Dockham Road	Muzo's Café Bar and Restaurant	A3
Health Centre, Dockham Road	Health Centre Dockham Road	D1
The County Store, Dockham Road	Co-operative Foodstore	A1
Rugby Club, Dockham Road	Rugby Club Dockham Road	D1
Cinderford Methodist Church, Belle Vue Road	Cinderford Methodist Church	D1
Wesley Hall, Belle Vue Road	Wesley Hall	D1
4 Belle Vue Road	Offices	D1
6 Belle Vue Road	Offices	D1
Library, Belle Vue Road	Library	D1
Royal Forest Centre, Dockham Road	Royal Forest Centre	D1

7. Use Class Order

CLASS A

A1 Shops - Shops, retail warehouses, hairdressers, undertakers, travel and ticket agencies, post offices (but not sorting offices), pet shops, sandwich bars, showrooms, domestic hire shops, dry cleaners, funeral directors and internet cafes.

A2 Financial and professional services - Financial services such as banks and building societies, professional services (other than health and medical services) including estate and employment agencies and betting offices.

A3 Restaurants and cafés - For the sale of food and drink for consumption on the premises - restaurants, snack bars and cafes.

A4 Drinking establishments - Public houses, wine bars or other drinking establishments (but not night clubs).

A5 Hot food takeaways - For the sale of hot food for consumption off the premises.

CLASS B

B1 Business - Offices (other than those that fall within A2), research and development of products and processes, light industry appropriate in a residential area.

B2 General Industrial - Use for industrial process other than one falling within class B1 (excluding incineration purposes, chemical treatment or landfill or hazardous waste).

B8 Storage or distribution - This class includes open air storage.

CLASS C

C1 Hotels - Hotels, boarding and guest houses where no significant element of care is provided (excludes hostels).

C2 Residential institutions - Residential care homes, hospitals, nursing homes, boarding schools, residential colleges and training centres.

C2A Secure Residential Institution - Use for a provision of secure residential accommodation, including use as a prison, young offenders institution, detention centre, secure training centre, custody centre, short term holding centre, secure hospital, secure local authority accommodation or use as a military barracks.

C3 Dwelling houses - this class is formed of 3 parts:

C3 (a) covers use by a single person or a family (a couple whether married or not, a person related to one another with members of the family of one of the couple to be treated as members of the family of the other), an employer and certain domestic employees (such as an au pair, nanny, nurse, governess, servant, chauffeur, gardener, secretary and personal assistant), a carer and the person receiving the care and a foster parent and foster child.

C3(b) up to six people living together as a single household and receiving care e.g. supported housing schemes such as those for people with learning disabilities or mental health problems.

C3(c) allows for groups of people (up to six) living together as a single household. This allows for those groupings that do not fall within the C4 HMO definition, but which fell within the previous C3 use class, to be provided for i.e. a small religious community may fall into this section, as could a homeowner who is living with a lodger.

C4 Houses in multiple occupation - small shared houses occupied by between three and six unrelated individuals, as their only or main residence, who share basic amenities such as a kitchen or bathroom.

CLASS D

D1 Non-residential institutions - Clinics, health centres, crèches, day nurseries, day centres, schools, art galleries (other than for sale or hire), museums, libraries, halls, places of worship, church halls, law court. Non-residential education and training centres.

D2 Assembly and leisure - Cinemas, music and concert halls, bingo and dance halls (but not night clubs), swimming baths, skating rinks, gymnasiums or areas for indoor or outdoor sports and recreations (except for motor sports, or where firearms are used).

SUI GENERIS

Certain uses do not fall within any use class and are considered 'sui generis'. Such uses include: theatres, houses in multiple occupation, hostels providing no significant element of care, scrap yards. Petrol filling stations and shops selling and/or displaying motor vehicles. Retail warehouse clubs, nightclubs, launderettes, taxi businesses, amusement centres and casinos.