

2018

NEWENT TOWN CENTRE AUDIT REPORT

2018

Regeneration Services
Forest of Dean District Council



Contents

Introduction	2
Successful Town Centres	2
Newent Town Centre Boundary	3
People & Footfall	4
Footfall	4
Summary Comparison	4
Footfall Count Breakdown 2018	5
Car Parking	5
Diversity & Vitality of Place	7
Retail and Commercial Offer	7
Culture & Leisure Offer	8
Events	9
Reported Crime	10
Markets	11
Economic Characteristics	12
Charity Shops	12
Vacancy	13
Evening & Night Time Economy	14
Conclusion	16
Appendix 1: Use Class Lists 2018	17
Appendix 2: Use Class Order	23

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, are having 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 This report follows the guidelines/suggestions laid out in the 'Successful Town Centres – Developing Effective Strategies: Indicators Toolkit' <https://www.bl.uk/britishlibrary/~media/bl/global/business-and-management/pdfs/secure/s/u/c/successful-town-centres--developing-effective-strategies-annex-c-d-e-f-indicators-toolkit-001.pdf>. The document was launched by the Gloucestershire Local Enterprise Partnership in March 2013.

1.2 This report presents key findings which can be used to evaluate the effectiveness of Newent 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.

1.3 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

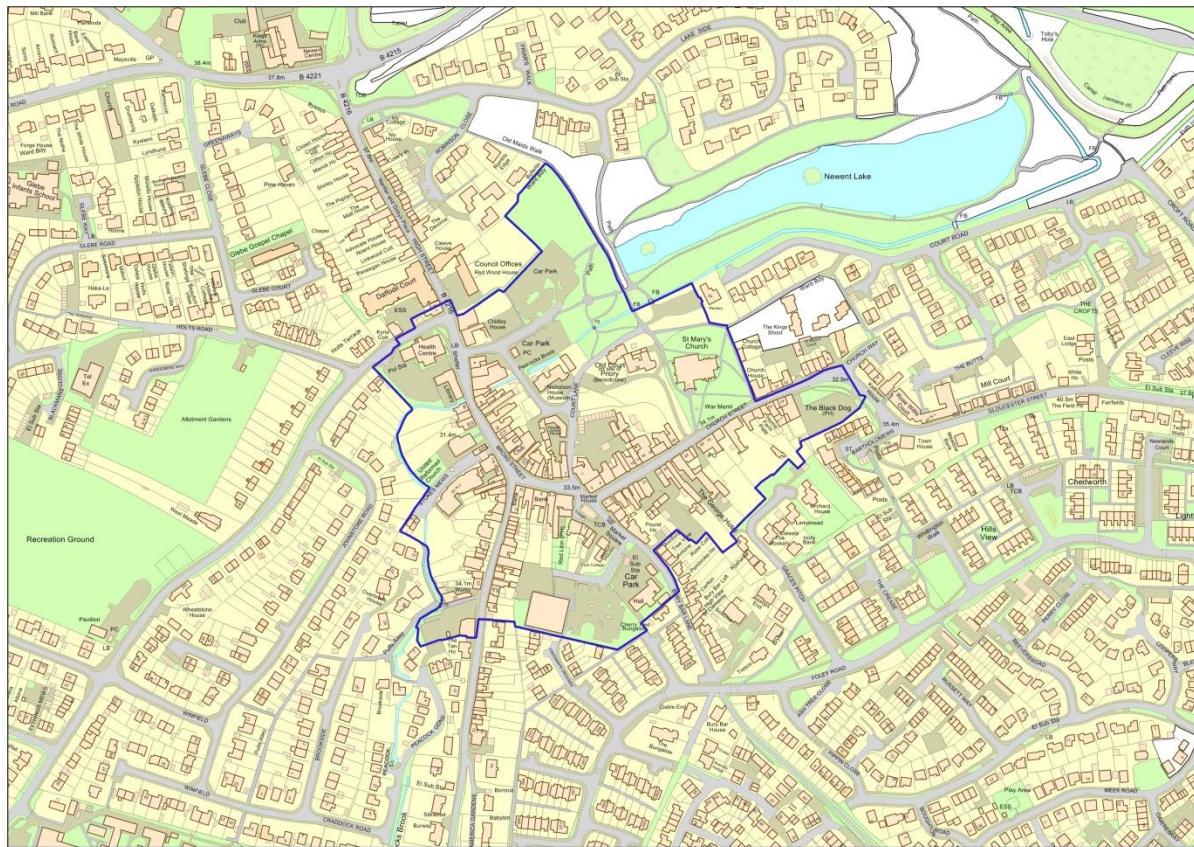
Reported Crime
Markets
Charity Shops
Vacant Shops
Evening/Night Time Economy

1.4 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.

1.5 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 Newent town centre.

1.2 Newent Town Centre Boundary

The designated Town Centre Boundary is shown below (boundary outlined)



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 2018-2013, 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 and onwards 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

2018	2017	2016	2015	2014	2013	2009	2008	1999
45	59	51	57	56	57	49	59	56

2.1.1.2 The following information indicates the breakdown of the footfall counts for each recorded year. The 2018-2013 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

DATE/TIME	04.7.18 (Weds)	DATE/TIME	06.7.18 (Fri)	DATE/TIME	07.7.18 (Sat)
10.30 – 10.40	49	10.30 – 10.40	42	10.30 – 10.40	45
10.40 – 10.50	41	10.40 – 10.50	40	10.40 – 10.50	47
10.50 – 11.00	26	10.50 – 11.00	49	10.50 – 11.00	38
11.00 – 11.10	43	11.00 – 11.10	59	11.00 – 11.10	53
11.10 – 11.20	42	11.10 – 11.20	45	11.10 – 11.20	62
11.20 – 11.30	36	11.20 – 11.30	49	11.20 – 11.30	54
TOTAL	237	TOTAL	284	TOTAL	299
10 min ave	40	10 min ave	47	10 min ave	50
WEEKLY AVERAGE: 45					

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

04.7.18	Hot and Sunny
06.7.18	Hot and Sunny / Small Market at Town Hall (weekly)
07.7.18	Hot and Sunny

2.1.2.2 Counts were conducted for an hour and footfall was recorded at 10 minute intervals. Counts were taken outside Andy Creese Butchers.

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.

Newent:

MONTH	NO. OF TICKETS OF PURCHASED
July 2017	7311
August 2017	2867
September 2017	2735
October 2017	3936
November 2017	5653
December 2017	2899
January 2018	4073
February 2018	4261
March 2018	4382
April 2018	4312
May 2018	5362
June 2018	3038

3. Diversity & Vitality of Place

The overall aim of 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 and Commercial Offer

3.1.1 This indicator keeps track of the range and variety of retail goods and commercial 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 and commercial 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 and commercial offer within Newent was recorded for 2018-2013, 2009, 2008 and 1999.

Newent Use Class Order 2018:

USE CLASS	NO. OF UNITS	% WITHIN EACH CLASS
A1	48	49%
A2	8	8%
A3	5	5%
A4	2	2%
A5	6	6%
B1	4	4%
D1	9	9%
D2	0	0%
Sui Generis	2	2%
Vacant	15	15%
TOTAL	98	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 Newent town centre for 2018.

FACILITY	2018
Museums	0
Art Galleries	1
Art Centre	0
Take Away	6
Restaurants and Cafés	5
Swimming Pools	0 (1 within walking distance of the town)

	centre)
Gyms	0
Cinemas	0
Theatres	0
Community Halls	1
Parks/Gardens	1
Games Arcade	0
Other Specialist Outlets	2 (Library and Chill Out Zone)

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 Newent over the past year are as follows (dates provided may be when applications are made rather than the event date):

Temporary Event Notices –

Newent Town Centre - 08.09.2018 - Onion Fayre

12 Church Street – 10.11.2017
Open Evening. Sale of alcohol

Shambles Museum - 06.10.2017
Art Exhibition. With bar

Shambles Museum - 13.10.2017
Art Event. With bar

Road Closure Orders –

25.11.2017 Christmas Lights

Premises Licences –

N/A

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 Newent Town Centre from June 2017 – April 2018.

	Jun 17	July 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr 18
Violence and Sexual Offences	3	1	2	4	3		1	1	3		1
Anti-Social Behaviour	3	6	1	1		1	2	1	3	1	
Criminal Damage and Arson	4		1		1						
Vehicle Crime											
Burglary											1
Other Theft	2						1				
Drugs				1							

Robbery											
Shoplifting		2	2	2	3	5		2	2	2	4
Other Crime											
Public Disorder			1				2	1			
Theft from a Person				1							
Possession of a Weapon					2						
TOTAL	12	9	7	9	9	6	6	5	8	3	6

3.4.5 This data is taken from the www.police.uk/gloucestershire website. Further information on the crimes committed and the status of the investigations into them can be accessed using the website. Users can select the geographical area they are interested in, click on **Explore the Crime Map** and then search by Type of Crime, Month Reported and more.

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 (NMTF) has no record of any NMTF recognised markets being held in Newent.

3.5.5 It should however be noted that currently there is a sole market trader selling a wide range of items in the square on a Thursday and a Farmers Market on a Friday morning at the Memorial Hall.

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, 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 2018 and previous years.

2018:

Shambles Charity Shop, 22 Church Street
New Start Cat Rescue Charity, 11 Broad Street
Great Oaks Dean Forest Hospice Charity Shop, 39 Broad Street

2017:

Shambles Charity Shop, 22 Church Street

New Start Cat Rescue Charity, 11 Broad Street
Great Oaks Dean Forest Hospice Charity Shop, 39 Broad Street

2016:

Shambles Charity Shop, 22 Church Street
New Start Cat Rescue Charity, 11 Broad Street
Great Oaks Dean Forest Hospice Charity Shop, 39 Broad Street

2015:

Shambles Charity Shop, 22 Church Street
New Start Cat Rescue Charity, 11 Broad Street
Great Oaks Dean Forest Hospice Charity Shop, 39 Broad Street

2014:

Shambles Charity Shop, 22 Church Street
New Start Cat Rescue Charity, 11 Broad Street
Great Oaks Dean Forest Hospice Charity Shop, 39 Broad Street

2013:

Shambles Charity Shop, 22 Church Street
New Start Cat Rescue Charity, 11 Broad Street
Great Oaks Dean Forest Hospice Charity Shop, 39 Broad Street

2008:

Cats Protection, 15 Broad Street
Great Oak Dean Forest Hospice, 39 Broad Street
Newent Association for the Disabled, 18 Church Street
Newent Association for the Disabled, 8 Church Street

4.1.7 Nationally 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

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.

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.

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
15	15
Units surveyed: 98	
x7 Shambles Retail Village The Black Dog, Church Street 21 Church Street 8 Church Street Red Lion 1a Court Lane 2 Court Lane 8 Broad Street 12 Broad 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 Newent 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/commercial performance.

5.2 The ten minute average footfall figures have decreased to 45 this year, the lowest recorded to date, down from last year's 59 (which was the highest recorded).

5.3 Vacancy rates have increased fairly dramatically to 15% although the majority of vacant units seem to be at the Shambles Retail Village. The national average for High Streets is 11.2% (Local Data Company).

5.4 The Use Class and Cultural & Leisure Offer has remained consistent over the past year with only minor variations.

Appendix 1

6. Use Class Lists 2018

ADDRESS	SERVICE	USE CLASS
Shambles Retail Village	Old Nicks Tattoo and Art Studio	Sui Generis
Shambles Retail Village	Vacant (Was the Gift Shop)	Vacant
Shambles Retail Village	Vacant (Was Jallow Hair and Beauty)	Vacant
Shambles Retail Village	Vacant (Was Cosmetic Laser Services – ZAP)	Vacant
Shambles Retail Village	Mancave – Newent Vape Shop	A1
Shambles Retail Village	Vacant	Vacant
Shambles Retail Village	Vacant (was Vicky's Place)	Vacant
Shambles Retail Village	The Secret Gallery	D1
Shambles Retail Village	Mayo Property Management	A2
Shambles Retail Village	Errol's Courtyard Café	A3
Shambles Retail Village	The Beauty Rooms	A1
Shambles Retail Village	Mona's Handbags	A1
Shambles Retail Village	Vacant	Vacant
1 High Street	Naylor Powell Estate Agents	A2
Good News Centre	Bookshop + Coffee Shop	A3
The Golden Combe, High Street	The Golden Combe Hair Salon	A1

Holts Health Centre	Health Centre	D1
Library	Library	D1
Lewell House, High Street	Raft	A1
Manchester House High Street	The Co-operative Food	A1
3 High Street	G.D.Parker DIY Supplies and Hardware	A1
4a High Street	Coventry Building Society	A2
4b High Street	Steve Gooch Estate Agents	A2
Unit 1 Howell Jones Court	Redz Hairdressing	A1
Unit 2 Howell Jones Court	NDC Dental Care	D1
Unit 3-4 Howell Jones Court	Perfect Bliss Health and Beauty Salon	A1
St Mary's Church, Church Street	Church	D1
The Black Dog Church Street	Vacant (was The Black Dog Pub)	Vacant
47 Church Street	Time Hairdressing	A1
29-30 Church Street	Post Office	A1
24 Church Street	Madge Lloyd + Gibson Solicitors	A2
22 Church Street	Shambles Charity Shop	A1
George Hotel Church Street	Pub/Hotel	A4
Unit 1 The Shambles Village, 20 Church St	Tweedie's Country Clothing	A1
21 Church Street	Vacant (was A & J Entertainment)	Vacant
19 Church Street + 17 Church Street	Jilling's Antique Clocks	A1

18 Church Street	Errol's Courtyard Café	A1
17 Church Street	Newent Barbers Shop	A1
14 & 16 Church Street	The Stock Exchange - Clothes/bags	A1
13a Church Street	Sizzling Wok Chinese Takeaway	A5
13b Church Street	Istanbul (Barbers)	A1
12 Church Street	Ideal Carpets	A1
11 Church Street	The Cash Exchange	Sui Generis
10 Church Street	All Seasons Deli Café	A3
9 Church Street	Polski Food Shop	A1
8 Church Street	Vacant	Vacant
8a Church Street	The Patchwork Basket	A1
7 Church Street	Cobblers Small Pub	A4
6 Church Street	Seymour News	A1
5 Church Street	GDR Solutions	B1
4 Church Street	Pillar Software	B1
2 + 2a Church Street	Gooch Sports	A1
3 Church Street	Rogan Josh Indian Takeaway	A5
1 Church Street	Newent Kebab House	A5
Wyedean Healthfoods	Wyedean Healthfoods	A1
Memorial Hall Bury Bar Lane	Memorial Hall	D1

Co-op Market Square	Co-op Retail Store	A1
1 Market Square	Newent Health and Beauty	A1
Harwood House Market Square	Sew Sew	A1
Newent Town Hall Market Square	Town Hall	D1
The Red Lion Broad Street	Vacant (was The Red Lion Pub)	Vacant
1 Broad Street	Nisa Local	A1
1a Broad Street	Cut Above	A1
3 Court Lane	Best Smaczek	A1
1 Court Lane	Total Design Ltd Architects	A2
1a Court Lane	Vacant	Vacant
2 Court Lane	Vacant	Vacant
5a Broad Street	Vacant (was Slades Solicitors)	Vacant
4 Broad Street	Crusty Loaf Bakery	A1
7 Broad Street	The Card Shop	A1
8 Broad Street	Vacant	Vacant
10 Broad Street	Easy Living Solutions Ltd	A1
10a Broad Street	Sweet Memories	A1
11 Broad Street	New Start Cat Rescue Charity	A1
13 Broad Street	Flowercraft Florist	A1
19 Broad Street	Day Lewis Pharmacy	A1

21a Broad Street	Pippins Fruit and Veg	A1
23 Broad Street	Country Corner Clothes	A1
23a Broad Street	Newent Circle Club	D1
27a Broad Street	Premier Express Convenience Store	A1
27b Broad Street	Snippets Hair	A1
29 Broad Street	Smith's Funeral Services	A1
31 Broad Street	The Italian Kitchen	A3
35 Broad Street	Ashton and Daniel Optometrist	D1
37a Broad Street	Andy Creese Butchers	A1
39 Broad Street	Great Oaks Dean Forest Hospice Charity Shop	A1
32a Broad Street	GMT Computing	A1
32b Broad Street	Reflections Hair Salon	A1
34 Broad Street	The Newent Tandoori	A5
36 Broad Street	The Chillout Zone	A1
16 Broad Street	Smiths of Newent Estate Agents	A2
14 Broad Street	The Tudor Fish and Chip Shop	A5
12 Broad Street	Vacant (Was Barclays Bank)	Vacant
43 Broad Street	Kam Wah Chinese Takeaway	A5
1 Culver Street	Buttery Tea Rooms	A3
20 Culver Street	Perpetua Print And Design	B1

The Old Chapel Culver Street	Smiths of Newent Antiques Auctions	A2
25 Culver Street	Newent Blacksmiths Markeys & Sons	B1

Appendix 2

7. Use Class Order

This is a guide to the various Use Classes and the unit types that they represent:

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.