

## Appendices b

### UK High Street 2020 Assessment

The High Street UK2020 project identified 198 factors that influence the performance of the UK High Street.

The project identified the top 25 priorities for local action for places wanting to increase footfall – a key performance indicator. Top of the list of actions is ensuring the area is open at times the catchment wants to visit. This involves coordinating opening hours – perhaps to meet the needs of commuters. It is not just retailing activity that attracts footfall – so the evening economy needs to be incorporated as part of the overall offer. Next on the list is improving the quality of the visual appearance of the area. This includes some really basic activities like clearing up litter as well as improving the quality of the physical fabric. Third is ensuring the right type and quality of retailers are represented. How well does the retailer presence match the profile of the catchment? Has the local population changed – have the retailers kept up? The fourth priority is having a common vision for the area and some leadership. This also means incorporating the vision of the area into planning documents – so that suitable development can happen and be resourced (when there is money). Finally, providing a consistent and suitable experience is important – in terms of image, customer satisfaction and levels of service quality.

<b>PRIORITY</b>	<b>CONSIDERATIONS</b>
<b>1. ACTIVITY HOURS</b>	Ensuring the businesses are open when the catchment needs it. What are the shopping hours? Is there an evening economy? Do the activity hours of the area match the needs of the catchment?
<b>2. APPEARANCE</b>	Improving the quality of the visual appearance, e.g. the public realm. How clean is the area?
<b>3. RETAILERS &amp; SERVICES</b>	Offering the right type and quantity of retailers and other service providers. What retailers and service providers (private/public) are represented?
<b>4. VISION &amp; STRATEGY</b>	Having a common vision and some leadership. Do the High Street stakeholders collaborate? Is the vision incorporated in local plans?
<b>5. EXPERIENCE</b>	Considering the quality of the experience. Measuring levels of service quality and visitor satisfaction. What is the overall experience of the area?
<b>6. MANAGEMENT</b>	Building capacity to get things done. Is there effective management – of the shopping area?
<b>7. MERCHANDISE</b>	Meeting the needs of the catchment. What is the range and quality of goods on offer?
<b>8. NECESSITIES</b>	Ensuring basic facilities are present and maintained. Is there appropriate car-parking; amenities; general facilities, like places to sit down and toilets etc.?
<b>9. ANCHORS</b>	The presence of an anchor which drives footfall. This could be retail (like a department store) or could be a busy transport interchange or large employer. What brings most people to your area?
<b>10. NETWORKS &amp; PARTNERSHIPS WITH COUNCIL</b>	Presence of strong networks and effective formal or informal partnerships. Do stakeholders communicate and trust each other? Can the council facilitate action (not just lead it?)
<b>11. DIVERSITY</b>	A multi-functional area. What attractions are there, apart from retail? What is the tenant mix and tenant variety?
<b>12. WALKING</b>	The 'walkability' of the area. Are linked trips between areas possible – or are the distances too great? Are there

Appendices b

	other obstacles that stop people walking?
<b>13. ENTERTAINMENT AND LEISURE</b>	An entertainment and leisure offer. What is it? Is it attractive to various segments of the catchment?
<b>14. ATTRACTIVENESS</b>	The 'pulling power' of an area. Can it attract people from a distance?
<b>15. PLACE ASSURANCE</b>	Getting the basics right. Does the area offer a basic level of cleanliness, offer, customer service, is this consistent? Or do some operators, or parts of the offer, let this down?
<b>16. ACCESSIBLE</b>	Ease of reach. How convenient is the area to access? Is it accessible by a number of different means, e.g. car, public transport, cycling.
<b>17. PLACE MARKETING</b>	Communicating the offer. How does the area market and promote itself? Do all stakeholders communicate a consistent image? How well does the area orientate visitors and encourage flow – with signage and guides etc.
<b>18. COMPARISON/ CONVENIENCE</b>	The amount of comparison shopping opportunities compared to convenience (usually in percentage terms). Is this sustainable? Does it match needs of catchment?
<b>19. RECREATIONAL SPACE</b>	The amount and quality of recreational areas and public space/open space. Is there places that are unmodified? Where people can enjoy spending time without spending money?
<b>20. BARRIERS TO ENTRY</b>	Refers to obstacles that make it difficult for interested operators to enter the centre's/High Street's market. What is the location doing to make it easier for new businesses/service providers to come onto the High Street?
<b>21.CHAIN VS INDEPENDENT</b>	Number of multiples stores and independent stores in the retail mix of a centre/High Street. Is this suitably balanced?
<b>22. SAFETY/CRIME</b>	A centre KPI measuring perceptions or actual crime including shoplifting. Perceptions of crime are usually higher than actual crime rates. Does the area monitor these and how does it communicate results to stakeholders?
<b>23. LIVEABLE</b>	The resident population or potential for residential in the centre. Does the area offer the services/environment that residents need? Doctors, schools etc.
<b>24. ADAPTABILITY</b>	The flexibility of the space/property in an area. Are there inflexible and outdated units that are unlikely to be re-let or re-purposed?
<b>25.STORE DEVELOPMENT</b>	The willingness for retailers/property owners to develop their stores. Are they willing to coordinate/cooperate in updating activities? Or do they act independently (or not at all!).