

APPENDIX B

SUMMARY OF FINDINGS FROM THE RICHMOND UPON THAMES SITE VISITS

Teddington High Street

1.
 - Single shop : no recession effect on pharmacy as a necessity;
 - Cut CT to help individuals;
 - Large store (M&S) assists – Coffee shop (Starbucks) does not;
 - Not aware of Small Business Rate Relief;
 - Parking an issue, but limited free parking would help.
2.
 - Only open 3 weeks, would have appreciated advice on business assistance available;
 - What incentives – financial, training, focal point;
 - People don't want to pay for parking for small shops (v. Kingston), but need 1.5 hours;
 - Others put rubbish up against the bus-stop bin, although collected on advised day;
 - M&S car-park bubble – people come because close to M&S and also to bus stop?
 - Discussed SBR Relief.
3.
 - Pavement outside is dangerous;
 - Economic impact as everyone – means sales earlier;
 - Parking is an issue.
4.
 - Overall lower profits in spite of reduced prices/supplies.
 - Parking in M&S in evening – difficult during the day;
 - M&S pulled more people, and increased awareness of area;
 - Good mix, independents, needs to be maintained;
 - Aware of SBR Relief.
 - Events good – High Street Association works.
5.
 - Single shop, greater interior design work;
 - Do own cleaning, open longer (Sundays) to cope;
 - Business Rates & CT too high;
 - Mix of shops good – high end – people travel to get to T.;
 - Cost of refuse, contract to 3rd party, open plan centres for collection, max. recycling;
 - Parking not an issue;
 - Wants change to use of external area – for benches w/o street licence or extra liability.
6.
 - Recession proof business;
 - Impulse buying with return if satisfied;
 - Less CT;

- Bins/bags for refuse need to be bought – why can't use LBRUT recycling ?;
- Landlords becoming more reasonable;
- Mix – shops feed off each other, this is a niche market;
- Lack of parking issue – relatively cheap, but wardens sharp. Free period after 1000?;
- Apathy amongst some traders – especially banks etc. re Late Night Shopping etc.;
- B. Rate – blames Council because closer!

7.

- Business is quieter, only changes inside;
- Application to change shopfront turned down because Conservation area. Needs someone to visit to explain/help;
- M&S effect on business negative, as own carpark and direct competition;
- Knows about SBR Relief;
- Block owned by one person – restricts to one shop of this type;
- Parking OK – bays only. Confusion as to legality of parking on yellow lines having paid!
- Is part of Traders Association;
- Overall, Council is helpful, system is good.

8.

- Downturn in Broad Street, new look in High Street – new interest but same level of business, selling some cheaper items;
- Knows SBR Relief;
- Moved to cheaper, bigger premises.
- M&S effect – may lead to rent rises?
- Bring back rent reviews (so can be downwards)– currently have to pay 6 months at start?
- Parking is a problem as PO move from Broad Street;
- Tesco becoming Tesco Metro was big change in Broad Street – no longer shop for families;
- Charity shops and empty shops will influence clientele;
- Late night opening needs road closing like HH – Treasure Hunt. Additional dates?
- Rubbish was not always collected so now private;
- Nowhere where you can buy DVDs, stationery.
- Teddington Society/Council banned A boards. Size should be a function of space, small A boards dangerous. Should be able to use w/o licence – c.f. coffee shops external activities with licence.

9.

- Worse than last year, but variable;
- Freehold owned by owner;
- Too many coffee shops;
- No big change with M&S;
- Not aware of SBR Relief – form given;
- Cut in smoking affected business;
- Refuse cheaper from 3rd party;
- Locals and visitors move to Starbucks – office workers use cafes;
- Planning refused canopies;
- Parking an issue;

- Marketing as fresh, good quality business, but still losing;
- Local offices empty/not full – does not help

10.

- Business has deteriorated in the last year – less people;
- Rates and rent have increased – next rent review in 2 years – up/down?
- Offices/Richmond Informer closed/not full loses people;
- M&S helps the bottom end of the High Street, not the top end, as with move of Post Office some time ago;
- Little passing trade – mainly offices and residents;
- Competition from Budgens, Tesco & M&S – no longer sells sandwiches;
- Too many restaurants/cafes – High Street needs other shops to attract;
- Parking not a major issue – 0.5 to 1 hour free? Can receive delivery at front or back;
- Uses private waste disposal;
- Rates – what do you get for them? Offices/shops should pay even if empty! Office occupancy is an issue.

Whitton

1.

- 90% of income comes from prescription, as close to Doctors;
- Counter trade slightly reduced;
- High Street is run down – e.g. Co-op building closed for +/- 10 years. Maybe if closed for 6 months, then compulsorily let out?
- Big stores – Tesco in Twickenham have a big impact in taking trade away from Whitton;
- There is little diversity amongst the shops, and no great draw. Small Tesco helps;
- Parking bay exists around the corner – 20 minutes free – 3 cars;
- Not a member of the Business Association, but aware of the TCM.

2.

- Part of bigger chain;
- Been manager for 1 year – trade reduced over whole business;
- Number of customers and spend both lower;
- Nothing from the Council;
- Occasional theft;
- Access easy by bus or car;
- More “name” shops would help – Lidl?
- No SBR Relief;
- Too many charity shops and coffee shops – need more variety;
- Met TCM;
- Make High Street look better – more up-to-date shops.

3.

- Affected like all;
- Reduce rates;
- Knows about SBR Relief.

4.
 - Little effect in the food sector – location, quality and customer base;
 - In process of obtaining SBR Relief;
 - Big Stores will bring in more people – Sainsbury's / Lidl;
 - Customers come from a wide area ; parking not an issue;
 - Customers older -> more disposable income -> less affected;
 - Charity shops/closures/cafes take away from the footfall;
 - Rents are high at the bottom end of the High Street – many closures;
 - Met TCM.

 5.
 - TCM workshops impossible for workers!
 - Trade OK, but earlier opening times, more competition, rubbish;
 - Too many food outlets for number of customers;
 - Big shops add benefit (footfall), but mix of shops is poor, and parking difficult;
 - If short free time, cab drivers would monopolize.
 - Gets SBR Relief.

 6.
 - Has owned shop before, but recently returned;
 - Council is co-operative (re licensing, refuse)
 - No noticeable downturn, possibly improving ;
 - Has not met Whitton TCM;
 - Large retailer not a help – some conflict, but does attract people into town;
 - SBR Relief OK but small;
 - Mix of shops needs improving, but High Street has always been difficult;
 - Parking tricky;
 - Customer relations important.

 7.
 - Been in shop for 2 years – hard times;
 - Limited value of SBR Relief – is it variable?
 - Owner has added facilities – (c.f. logos on shop-front);
 - No Brand store, too many charity shops, why would anyone come;
 - Mix is all wrong;
 - People prefer Tesco, but some advantage in being close;
 - Customers mainly elderly;
 - Parking after 0930 free – parking charges in High Street would be killer;
 - Private landlord company owns many of the shops;
 - Has not met TCM.
-

Castlenau

1.
 - Business is quieter
 - Some thing to make parking easier
 - She would pass on to the owners details about the small business rate relief
 - It is purely a local shopping parade and does not attract outside trade

- Yes has access to internet

2.

- Trade has gone down
- Parking difficult
- Would pass on to owner details of small business rate relief
- No access to internet at shop but think owner probably has it at home

3.

- He says trade has been falling since 1999 and he is moving out shortly
- Parking is difficult for delivery vehicles. Doesn't think there is any particular help council can give
- Thinks mix of shops is relatively good
- Yes has internet

4.

- Business has fallen
- He delivers and parking to load can be difficult
- Mix of shops is wrong – too many off licences
- Not sure from his reply whether he has access to the internet, but not at shop

5.

The manager was busy but he says trade has fallen off and that business rates are too high (he had written to the council about it). He does get small business rate relief. They seemed to be aware of the Town Centre Manager.

Ham (St Richards Parade)

1. Has the recession affected your trade? Have you need to make changes to the way you trade?
2. How do you think the Council could help?
3. Does the presence of a large store help to increase footfall?
4. Do you think your parade has the right mix of shops?
5. Do you know about the small business rate relief?
6. Do you have access to the internet

1.

1. Trade has not fallen
3. Yes
4. Yes
6. Yes. Also trade On Line

When they first opened 10 years ago custom was 90% German 10% British now it is 60%/40% and people travel from outside the area to shop there

2.

1. No
2. Improved visibility of Safer Neighbourhood team. Toilet provision (Brian to send detail of Community Toilet scheme)
3. Yes
4. Yes
5. Left small business rate relief form
6. Yes

3.

1. Business generally good but a bit slower during the bad weather.
2. Sometimes streets have not been swept
3. Yes
4. Yes
5. Yes
6. Yes

Their trade is not essentially local and people come from all around the area.
Free car parking is a big draw

4.

1. No
2. -
3. Yes
4. Yes
5. N/A
6. Yes

5.

1. Footfall has not fallen but shopping habits have changed; people are more cost aware. Much higher incidence of shop lifting
 2. SNT excellent in responding to shop lifting
 3. N/A
 4. Yes
 5. N/A
 6. Yes
-