

# 2024 Town Centre Land Use Survey

---

Planning

*19 February 2025*

---

**Local Plan Monitoring Report**

# **2024 Centre Land Use Survey**

Richmond upon Thames

January 2025

## Contents

1. Summary .....	4
2. Introduction .....	4
3. Structural changes to retailing.....	5
4. Changes to permitted development rights.....	6
5. Introduction of combined business class:.....	7
6. Methodology.....	8
7. The Borough’s centres .....	9
8. Land Use Category Definitions.....	10
9. Summary of Vacancies .....	11
10. Centre Vacancy Rates.....	12
11. Categories by type of centre.....	13
12. Land Use Category change 2021 - 2024.....	14
13. Town Centre Vacancy Rates.....	15
14. Town Centre Categories.....	16
15. Richmond Town Centre – Headline results.....	22
16. Richmond Town Centre – Land Use Categories.....	23
17. Twickenham – Headline results .....	24
18. Twickenham – Land Use Categories .....	25
19. Teddington – Headline results .....	26
20. Teddington – Land Use Categories .....	27
21. East Sheen – Headline results .....	28
22. East Sheen – Land Use Categories .....	29
23. Whitton – Headline results .....	30
24. Whitton – Land Use Categories .....	31
25. Local Centre vacancy rates.....	32
26. Local Centre Land Use categories .....	33
27. Neighbourhood Centre vacancy rates .....	34
28. Neighbourhood Centre land use categories .....	34
29. Local Parades vacancy rates.....	35

## List of Figures

Figure 1: Boroughwide Centre Vacancy Rate (All frontages).....	12
Figure 2. Percentage of trading units in centres and parades by land use category.....	13
Figure 3. Percentage of trading units in centres and parades by land use category.....	14
Figure 4: Town Centre Vacancy Rate (All frontages) .....	15
Figure 5: Percentage of trading units in Town Centres by category.....	16
Figure 6: Hierarchy of centres.....	20
Figure 7: Centres in Richmond upon Thames .....	21
Figure 8: Richmond Town Centre .....	22
Figure 9: Percentage of trading units by land use category and frontage - Richmond Town Centre .....	23
Figure 10: Twickenham Town Centre .....	24
Figure 11: Percentage of trading units by land use category and frontage - Twickenham Town Centre .....	25
Figure 12: Teddington Town Centre .....	26
Figure 13: Percentage of trading units by land use category and frontage - Teddington Town Centre .....	27
Figure 14: East Sheen Town Centre .....	28
Figure 15: Percentage of trading units by land use category and frontage - East Sheen Town Centre .....	29
Figure 16: Whitton Town Centre .....	30
Figure 17: Percentage of trading units by land use category and frontage - Whitton Town Centre .....	31
Figure 18: Local Centre Vacancy Rates by year (All frontages).....	32
Figure 19: Percentage of trading units by land use category – Local Centres.....	33
Figure 20: Percentage of trading units by land use category – Neighbourhood Centres.....	34

## List of Tables

Table 1: Adopted Local Plan Centre hierarchy.....	9
Table 2: Classification of the type of land use .....	10
Table 3: Vacancies in designated frontages.....	11
Table 4: Vacancies in all frontages.....	11
Table 5: Boroughwide Centre Vacancy Rate (All frontages) 2014 - 2024.....	12
Table 6: Percentage of trading units in centres and parades by land use category.....	13
Table 7: Count of units by category – 2021 - 2024 .....	14
Table 8: Town Centre Vacancy Rate (All frontages) 2014 - 2024 .....	15
Table 9: Town Centre Vacancy Rate (All frontages).....	15
Table 10: Percentage of trading units in Town Centres by category.....	16
Table 11: Change in percentage of trading units in Town Centres by category – 2023 - 2024.....	16
Table 12: Vacancy rates in 5 main town centres (designated frontages).....	17
Table 13: Vacancy rates in 5 main town centres (all frontages).....	17
Table 14: Vacancy Rates in Local, Neighbourhood Centres and Local Parades (designated frontages) .....	18
Table 15: Vacancy Rates in Local, Neighbourhood Centres and Local Parades (all frontages) .....	19
Table 16: Percentage of trading units by land use category and frontage - Richmond Town Centre.....	23
Table 17: Percentage of trading units by land use category and frontage - Twickenham Town Centre.....	25
Table 18: Percentage of trading units by land use category and frontage - Teddington Town Centre .....	27
Table 19: Percentage of trading units by land use category and frontage – East Sheen Town Centre.....	29
Table 20: Percentage of trading units by land use category and frontage – Whitton Town Centre.....	31
Table 21: Local Centre Vacancy Rates by year (All frontages).....	32
Table 22: Percentage of trading units by land use category – Local Centres .....	33
Table 23: Neighbourhood Centre Vacancy Rates by year (All frontages).....	34
Table 24: : Percentage of trading units by land use category – Neighbourhood Centres.....	34
Table 25: Local Parade Vacancy Rates by year (All frontages) .....	35

## 1. Summary

Surveys of all the Town Centres, Local Centres, Neighbourhood Centres, and Important Local Parades have been carried out in the London Borough of Richmond upon Thames since the late 1990s. They cover approximately 2,500 properties and the last survey was carried out in 2023.

The following report shows that the boroughwide vacancy rate has increased slightly from 8.1% in 2023 to 8.4% in 2024. The overall Town Centre vacancy rate has also increased from 7.5% to 8%, although the individual circumstances of each Town Centre vary. For example, Richmond Town Centre recorded a vacancy rate of 11% in 2024 compared to 9.5% in 2023, and Teddington recorded a vacancy rate of 5.1% compared to 5.6% in 2023. The vacancy rates of Local Centres remained the same overall as in 2023. Neighbourhood Centres and Local Parades both saw vacancy rates increase slightly by 0.5%.

## 2. Introduction

This report summarises the results of the town centre land use survey conducted in the borough between 23<sup>rd</sup> September and 11<sup>th</sup> October 2024 which covers 35 centres and parades across the borough.

Further information on centres in the borough hierarchy can be found in the Assessment of Borough Centres 2023 reports available on the Council's website.<sup>1</sup>

- Town centres - the Mayor's town centre network in the London Plan effectively sets the top tier which in Richmond upon Thames is made up of the five main centres: Richmond, Twickenham, Teddington, East Sheen, and Whitton.
- Local centres - generally the larger of the remaining centres with a good range of shopping provision and services and often with a leisure and cultural offer as well providing a range of places to eat and drink: Barnes (High Street & Church Road), East Twickenham, Hampton Hill, Hampton Village, Ham Parade, Kew Gardens and St Margarets. Some of these centres offer opportunities for recreation and may be significant employment locations.
- Neighbourhood centres - generally not as large as local centres and with a less wide-ranging role but still important in providing shopping and services: Castelnau, Friars Stile Road, Hampton Wick, Heathside (Powder Mill Lane), Sheen Road, Kingston Road (Teddington), Stanley Road (Teddington) and White Hart Lane (Barnes/Mortlake). Some centres have office and other employment opportunities, such as Hampton Wick. Others are important to meeting need by providing top-up shopping to communities which are less accessible by public transport such as Friars Stile Road.
- Local Parades - the smallest of the centres in the hierarchy with a local focus providing vital top-up shopping facilities and potentially other services generally on a smaller scale: Ashburnham Road, Fulwell, Ham Street/Back Lane, Hampton Nursery Lands, Hospital Bridge Road, Kew Green, Kew Road, Lower Mortlake Road, Nelson Road (Whitton), St Margarets Road (parade to the north of A316), Sandycombe Road (Kew), Strawberry Hill, Twickenham Green, Waldegrave Road and Whitton Road

Following the introduction of the combined planning use class in 2020, for the purposes of this report premises were classified into seven broad categories.

---

<sup>1</sup> [https://www.richmond.gov.uk/services/planning/planning\\_policy/local\\_plan/local\\_plan\\_evidence/towns\\_retail\\_leisure\\_research](https://www.richmond.gov.uk/services/planning/planning_policy/local_plan/local_plan_evidence/towns_retail_leisure_research)

### 3. Structural changes to retailing

There are well-documented changes to the retail sector resulting from growth in multichannel retailing, primarily internet shopping, which has resulted in debate about the amount of shopping needed in the High Street. The most recent forecasts<sup>2</sup> indicate a surplus of retail floorspace going forward, with rising demand for Food & Beverage floorspace. By 2034 the overall requirement is fairly modest, at around 2,500m<sup>2</sup>. The evidence base suggest that the emphasis will be on re-purposing retail floorspace. It is recognised that the pandemic has changed the way people shop, accelerating existing trends with an increased demand for internet shopping particularly for home deliveries.

It has never been more important to monitor vacancy rates and the make-up of centres in the borough and such land use surveys are likely to be the most accurate way to measure change as planning permission for the change of use between many town centre uses is no longer required.

The following section looks in detail at changes introduced to permitted development rights, particularly the creation of Class E, the combined commercial class. This is perhaps the most significant change made affecting the planning of centres in decades.

---

<sup>2</sup> [https://www.richmond.gov.uk/media/sttjoeqb/retail\\_and\\_leisure\\_study\\_update\\_addendum.pdf](https://www.richmond.gov.uk/media/sttjoeqb/retail_and_leisure_study_update_addendum.pdf)

## 4. Changes to permitted development rights

In recent years, the government has introduced several changes to permitted development rights affecting town centres, which have made it easier to change between uses without needing planning permission although some are subject to a prior approval process.

Some of the more significant changes to PD (Permitted Development) rights affecting town centres allow:

<b>Came into force in May 2013</b>	change to a flexible use (A1, A2, A3 or B1 Use Classes) from A1, A2, A3, A4, or A5 for a temporary period of up to 2 years. Some exemptions but no prior approval process.
	change from B1 office to residential. Initially this change was temporary until 30th May 2016 but was subsequently made permanent in April 2016 <sup>3</sup> .  Some exemptions and limited prior approval process.
<b>Came into force in April 2014</b>	change of use and some associated physical works from a small shop or provider of professional/financial services (A1 and A2 uses) to residential use (C3).  Some exemptions and prior approval process.
	retail to banks and building societies (deposit-takers) - allows change of use from a shop (A1) to a bank or a building society.  No prior approval process and few exemptions.
<b>Came into force in April 2015</b>	change of use from shops (A1) to financial and professional services (A2).  There is no prior approval process and no exemptions.
<b>Came into force in April 2017</b>	changes to permitted development rights to allow change of use from shops (A1 Use Class) to financial services (A2 Use Class). The Council has made an Article 4 Direction to restrict this change in various centres across the borough.
<b>Came into force in September 2020<sup>4</sup></b>	extending some temporary permitted development rights; takeaway food operations from restaurants, cafes and drinking establishments, and some emergency development rights.  Streamlining the existing 16 Use Classes into 11 by introducing three new broad Use Classes. The significant change being the introduction of the combined commercial class, (See also Section below for more detail.) <ul style="list-style-type: none"> <li>• <b>Class E</b> - subsuming the existing A1, A2, A3, B1 (including R&amp;D) and selected D1 and D2 Use Classes which includes retail, food, financial services, indoor sport and fitness, medical or health services, nurseries, offices and light industry. Class E will also include 'other services which it is appropriate to provide in a commercial, business or service locality.' This is expected to comprise uses such as travel agents and post offices which were previously classified within Class A1.</li> <li>• <b>Class F1</b> - A new Learning and Non-Residential Institutions Use Class, known as F1, embraces the remaining parts of the existing D1 Use Classes that are not included within the new Class E. This will include education, non-commercial galleries, law courts, libraries, museums, places of worship and public halls.</li> <li>• <b>Class F2</b> - A new Local Community Use Class, known as F2, comprises part of the current A1 and D2 Use Classes and includes small corner shops*, local community halls, outdoor recreational areas, and swimming pools.</li> </ul> <p>* Meeting criteria which means that this protection is unlikely to be applicable in this borough Drinking establishments are categorised as sui generis.</p> <p>For any reference to Permitted Development rights, and for restrictions to them or applications for Prior Approval, the Use Classes in effect prior to 1 September 2020 will be used until the end of July 2021.</p>
<b>Came into force August 2021</b>	A new Permitted Development right introducing change of use from Class E to residential. There are exceptions including Listed Buildings. <sup>5</sup>

Please note PD rights may be amended by later versions of the General Permitted Development Order.

<sup>3</sup> The Town and Country Planning (General Permitted Development) (England) (Amendment) Order 2016 introduced other changes including launderettes being included in Class M- retail and specified sui generis uses to dwelling houses.

<sup>4</sup> <https://www.gov.uk/guidance/ensuring-the-vitality-of-town-centres>

<sup>5</sup> <https://www.planningportal.co.uk/permission/responsibilities/planning-permission/permitted-development-rights>

## 5. Introduction of combined business class:

### Class E (Commercial, business and service)

This new single use class amalgamates previous use classes (A1) Shops, (A2) financial/professional services, (A3) cafés/restaurants, (D1 part) medical health facilities, creche and nurseries (D2 part) indoor sports/fitness, and (B1) office/business/light industrial uses.

The sui generis use class amalgamates many of the remaining use classes, including pubs and bars, hot food takeaway and cinemas.

Use	Use Class prior to 31 <sup>st</sup> August 2020	Use Class from 1 <sup>st</sup> September 2020
Shop	A1	E(a)
Financial & professional services (not medical)	A2	E(c)
Café or restaurant	A3	E(b)
Pub, wine bar or drinking establishment	A4	Sui generis
Takeaway	A5	Sui generis
Office other than a use within Class A2	B1a	E(g)(i)
Clinics, health centres, creches, day nurseries, day centre	D1	E(f)
Cinemas, concert halls, bingo halls and dance halls	D2	Sui generis

The above table is a simplified list identifying the relevant associated retail uses for the purposes of this report.

Class E more broadly covers uses previously defined in the revoked Classes A1/2/3, B1, D1(a-b) and 'indoor sport' from D2(e).<sup>6</sup>

- E(a) Display or retail sale of goods, other than hot food
- E(b) Sale of food and drink for consumption (mostly) on the premises
- E(c) Provision of:
  - E(c)(i) Financial services,
  - E(c)(ii) Professional services (other than health or medical services), or
  - E(c)(iii) Other appropriate services in a commercial, business or service locality
- E(d) Indoor sport, recreation, or fitness (not involving motorised vehicles or firearms)
- E(e) Provision of medical or health services (except the use of premises attached to the residence of the consultant or practitioner)
- E(f) Creche, day nursery or day centre (not including a residential use)
- E(g) Uses which can be carried out in a residential area without detriment to its amenity:
  - E(g)(i) Offices to carry out any operational or administrative functions,
  - E(g)(ii) Research and development of products or processes
  - E(g)(iii) Industrial processes

Since this change in legislation an Article 4 Direction<sup>7</sup> was made on 21<sup>st</sup> June 2022 to remove permitted development rights regarding the change of use from class E use to C3 use (dwellinghouses). The effect of the Direction means that a change of use from a commercial, business and service use to residential in certain locations would require planning permission and will be assessed against Local Plan policies. This Direction has been modified by the Secretary of State, working with Council officers. It came into force on 29 July 2022 and covers 62 areas across the borough where the main concentrations of commercial and business uses are located, including industrial estates and business parks. They include areas within the five town centres, local and neighbourhood centres and local parades.

<sup>6</sup> <https://www.planningportal.co.uk/permission/common-projects/change-of-use/use-classes>

<sup>7</sup> [https://www.richmond.gov.uk/services/planning/conservation\\_and\\_urban\\_design/conservation\\_areas/article\\_4\\_directions](https://www.richmond.gov.uk/services/planning/conservation_and_urban_design/conservation_areas/article_4_directions)



## 6. Methodology

1. Survey results have historically been reported using the former Use Classes Order. However, following the amalgamation of some Use Classes in September 2020, this report builds on the methodology used in previous reports, categorising land uses into broader Convenience, Durables and Service categories. Details of the predominant uses in each Land Use Category are described in Table 2 below.
2. The predominant use in some units may be unclear, however this overall classification allows comparison of the structure of overall uses in each area. For example, a Post Office may be categorised as a service retailer if it provides mainly postal services, but as a convenience retailer if the majority of floorspace is in use as a newsagent and stationer.
3. These land use categories are used to compare the proportion of each use between centres and within each centre considering the hierarchy of designated frontage. This shows the variation in retail categories within centres, for example the predominance of Durable/Non-food outlets in the key frontages and more Food and Leisure outlets in the secondary and other frontages.
4. This approach also allows monitoring of changes within the E Use Class, to show the type of business occupying previously vacant premises, and the changing composition of land uses in different areas of the borough.
5. Vacant units were recorded where a judgement was made that they were not trading on the day of the site survey which was confirmed where possible with additional research.
6. Units being refurbished or redeveloped are included in the vacancy count. In a small number of instances where it is advertised on-site that the existing/new business will be opening in the very near future, the premises will be recorded as occupied.
7. The survey includes all businesses in designated shopping frontages in the borough. Only the ground floor occupier is recorded unless specified. It is therefore not a survey of floorspace (central Richmond has several stores with sales areas on several floors). When amalgamating figures, occupiers are counted once per centre unless operating from separate premises within the same centre. Therefore, the amalgamation of units will not show the increase in floorspace and may in fact indicate a decrease in units in a particular land use, although the denominator would be reduced in line.
8. The survey is a snapshot record, undertaken by observation in the field whereby the surveyor makes a judgement as to the nature of the occupier on that day. Information is not requested from landlords, but where available status is verified by an alternative data source. A judgement will be made by the surveyor as to whether the business is operating, but not open on the survey day. This would include for example, businesses only opening in the evenings.
9. The report includes a centre vacancy rate which is the number of vacant premises/outlets as a proportion of the total premises/outlets in the centre.
10. This Monitoring Report is one of several publications which provide data to assess the effectiveness of planning policies in the borough. Reports are published in a phased approach on the Council's website<sup>8</sup>.

---

<sup>8</sup> [http://www.richmond.gov.uk/home/services/planning/planning\\_policy/local\\_plan/authority\\_monitoring\\_report.htm](http://www.richmond.gov.uk/home/services/planning/planning_policy/local_plan/authority_monitoring_report.htm)

## 7. The Borough's centres

Table 1: Adopted Local Plan Centre hierarchy

Type of centre	Name of centre
<b>Main centres</b>	Richmond Twickenham Teddington East Sheen Whitton
<b>Local centres</b>	Barnes (High Street & Church Road) East Twickenham Hampton Hill Hampton Village Ham Parade (Common) Kew Gardens St Margarets
<b>Neighbourhood centres</b>	Castelnau Friars Stile Road Hampton Wick Heathside (Powder Mill Lane/Hanworth Road) Sheen Road Kingston Road (Teddington) Stanley Road (Teddington) White Hart Lane (Barnes/Mortlake)
<b>Parades of local importance</b>	Ashburnham Road Fulwell Ham Street/Back Lane Hampton Nursery Lands Hospital Bridge Road Kew Green Kew Road Lower Mortlake Road Nelson Road St Margarets Road (parade north of the A316) Sandycombe Road (Kew) Strawberry Hill Twickenham Green Waldegrave Road Whitton Road

Hierarchy as set out in the adopted Local Plan Policy LP25. Please note that the Publication Plan (Regulation 19 Plan) includes an amendment to the hierarchy with Twickenham Green being promoted to a neighbourhood centre<sup>9</sup>

<sup>9</sup> [https://www.richmond.gov.uk/services/planning/planning\\_policy/local\\_plan/draft\\_local\\_plan](https://www.richmond.gov.uk/services/planning/planning_policy/local_plan/draft_local_plan)

## 8. Land Use Category Definitions

Table 2: Classification of the type of land use

<b>Convenience Retailer</b>	Baker & Confectioner Butcher Chemist Convenience Store Cosmetics & Beauty Products Shop Delicatessen Fishmonger Florist	Greengrocer Mini Supermarket Newsagent Off Licence Pet Shop Post Office Sandwich Shop Supermarket
<b>Durable/Non-food</b>	Bookshop Carpets & Flooring Charity shop Children's & Infants' Wear Clothes Clothes, Crafts, Glass & Gifts Cosmetics & Beauty Products Department Store Discount Store DIY & Home Improvement	Flooring Furniture Hardware & Household Goods Jewellery, Watches & Silver Mobile Phone Phone / Vape Sports, Camping & Leisure Goods Stationer Shoe shop Telephones & Accessories Toys, Games & Hobbies
<b>Food and Leisure</b>	Bakery/Café Bar and Restaurant Café Fast Food & Take Away Restaurant	Restaurant and Bar Sushi Bar Take Away/Restaurant Wine Bar/Restaurant
<b>Services</b>	Amusement Arcade Barber Beauty Salon Computer Repair Shop Cosmetics & Beauty Products Shop Courier Services Dry Cleaner & Launderette Electrical Repairs Funeral Director Glazier Hair and Beauty Salon Hairdresser Health Clinic Insurance Services Internet Café Launderette	Nail Salon Opticians Pet Grooming Phone Repairs Photo Processing Photography Studio Picture Framing Shop Post Office Print Shop Shoe Repairs & Key Cutting Tailor Tanning Salon Tattoo Parlour Taxi Hire Travel Agent Undertaker
<b>Financial and Business</b>	Accountant Bank & Building Society Betting Shop	Estate Agent Office Solicitor
<b>Public Service/Facilities</b>	Chiropodist Cinema Dentist Doctor's Surgery Education Centre Gymnasium Health Clinic Library	Medical Clinic Osteopath Physiotherapist Place of Worship School Sports & Leisure Facilities Veterinary Practice Yoga Studio

## 9. Summary of Vacancies

1. Vacancy rates are a good indicator of the health of town centres. However, unlike some indicators such as pedestrian flow which provide instant information, it may take some time for change to reveal itself through vacancy rates. This is because when the survey is undertaken, a unit may have been vacant for months before that point. Also, a business may be struggling for some time before closure and the survey would not reflect these circumstances. However, there will naturally be changes within centres with some businesses opening and others closing over the course of a year.
2. Since 2023, the total number of vacant units in the borough's high streets and local parades has experienced a slight increase, reversing a downward trend seen after the high vacancy rates of 2021. At 8.4% the vacancy rate is slightly above to the ten-year average of 7.7%. The largest increases in vacancy rates have been in the designated frontages in Town Centres, which saw an increase of 13 vacant units compared to 2023. Vacancy rates for the neighbourhood centres saw a slight fall and there has been a slight increase in vacancies in the local centres and local parades.
3. Table 4 below shows that the total number of vacancies in **all frontages** has increased by 7 units since 2023 from 199 to 206.
4. The main town centres have seen an increase of 13 vacant units compared to 2023 in **designated frontages**, and the vacancy rate is now at a similar level to 2022 and above the ten-year average. The local centres remained at the same level as 2023 with 29 vacant units. The neighbourhood centres and local parades both increased by 1 unit since 2023 to a total of 18 vacant units.
5. Richmond Town Centre saw a slight increase in vacant units compared to 2023, increasing from 30 to 34 as shown in Table 13. Teddington decreased from 11 vacant units in 2023 to 10, and Twickenham saw an increase in vacancies from 18 to 21 vacancies. East Sheen remained at the same level as in 2023 and Whitton's vacancies decreased by 1 vacant unit, resulting in a 3.7% vacancy rate.
6. At 8% the borough centre vacancy rate in **designated frontages**<sup>10</sup> has risen from the low vacancy rate of 7.2% in 2023, although it remains below the peak of 9% in 2021.

Table 3: Vacancies in designated frontages

In designated frontages	2014	2015	2016	2017	2019	2020	2021	2022	2023	2024	Average
total number of vacancies	114	125	91	106	137	155	169	144	135	150	132
town centres	67	65	58	61	76	95	106	81	72	85	77
local centres	23	30	13	24	25	36	34	32	29	29	27
neighbourhood centres	9	19	9	9	15	9	12	16	17	18	13
local parades	15	11	11	12	21	15	17	15	17	18	15
Vacancy rate (%)	6.1	6.7	4.9	5.7	7.4	8.2	9.0	7.7	7.2	8.0	7

Table 4: Vacancies in all frontages

In all frontages	2014	2015	2016	2017	2019	2020	2021	2022	2023	2024	Average
total number of vacancies	168	186	133	159	195	206	220	206	199	206	188
town centres	82	84	74	77	96	115	121	100	96	103	94
local centres	36	44	23	43	44	52	47	51	42	46	42
neighbourhood centres	25	41	16	17	25	17	25	28	33	27	26
local parades	25	17	20	22	30	22	27	27	28	30	25
Vacancy rate (%)	6.9	7.7	5.5	6.6	8.0	8.3	8.9	8.4	8.1	8.4	8

<sup>10</sup> Designated frontages as classified in the [Local Plan](#) adopted 2018 and 2020. See Appendix 4 and Policies Map.

## 10. Centre Vacancy Rates

The number of vacant units as a proportion of the total units in the centre.

- The overall number of vacant units in the borough has increased slightly with 206 vacant units, compared to 199 in 2023. This gives a vacancy rate of 8.4% for all frontages, which was last seen in 2022 and remains well below the national average estimate of around 14%, and the estimate for Greater London of 11%.<sup>11</sup>
- At 8% the borough centre vacancy rate in designated frontages<sup>12</sup> continues to be low.

Figure 1: Boroughwide Centre Vacancy Rate (All frontages)

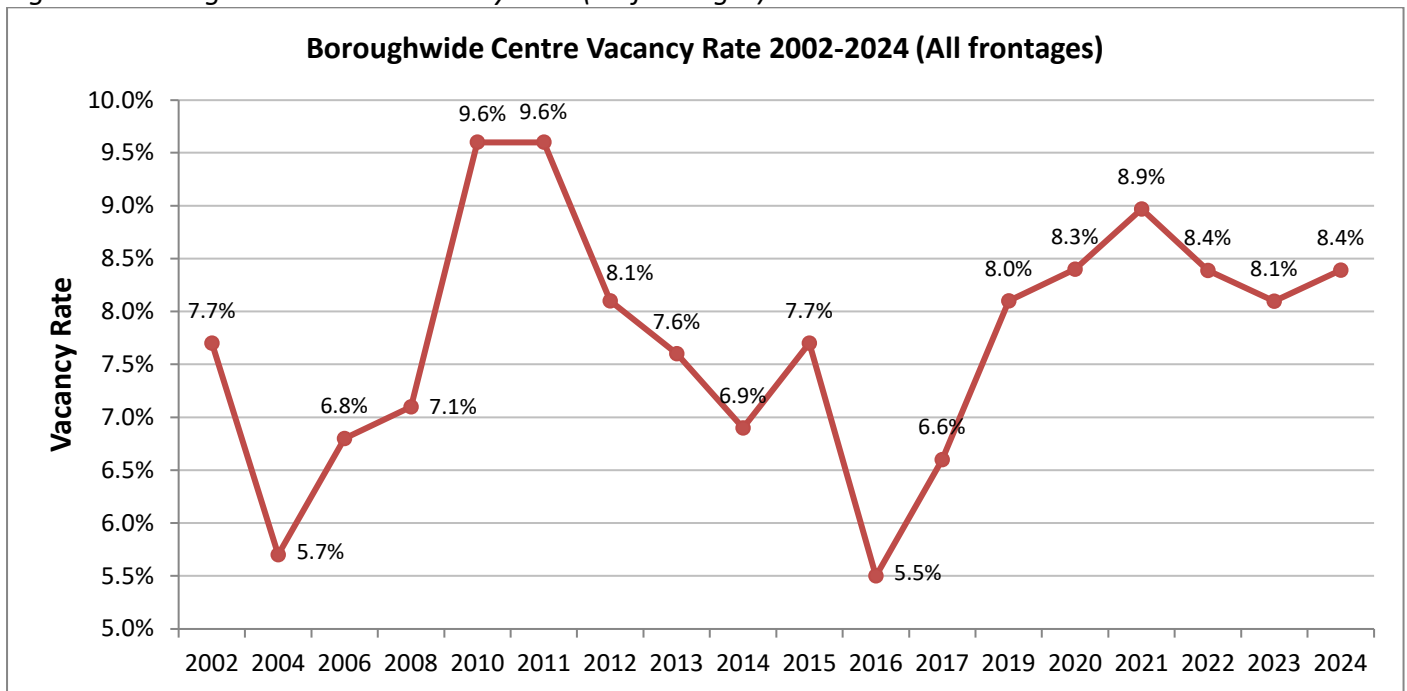


Table 5: Boroughwide Centre Vacancy Rate (All frontages) 2014 - 2024

Year	2014	2015	2016	2017	2019	2020	2021	2022	2023	2024	Average
Vacancy Rate	6.9%	7.7%	5.5%	6.6%	8.0%	8.3%	8.9%	8.4%	8.1%	8.4%	7.7%

<sup>11</sup> [https://www.savills.co.uk/research\\_articles/229130/368743-0](https://www.savills.co.uk/research_articles/229130/368743-0)

<sup>12</sup> Designated frontages as classified in the Local Plan adopted 2018 and 2020. See Appendix 4 and Policies Map.

## 11. Categories by type of centre

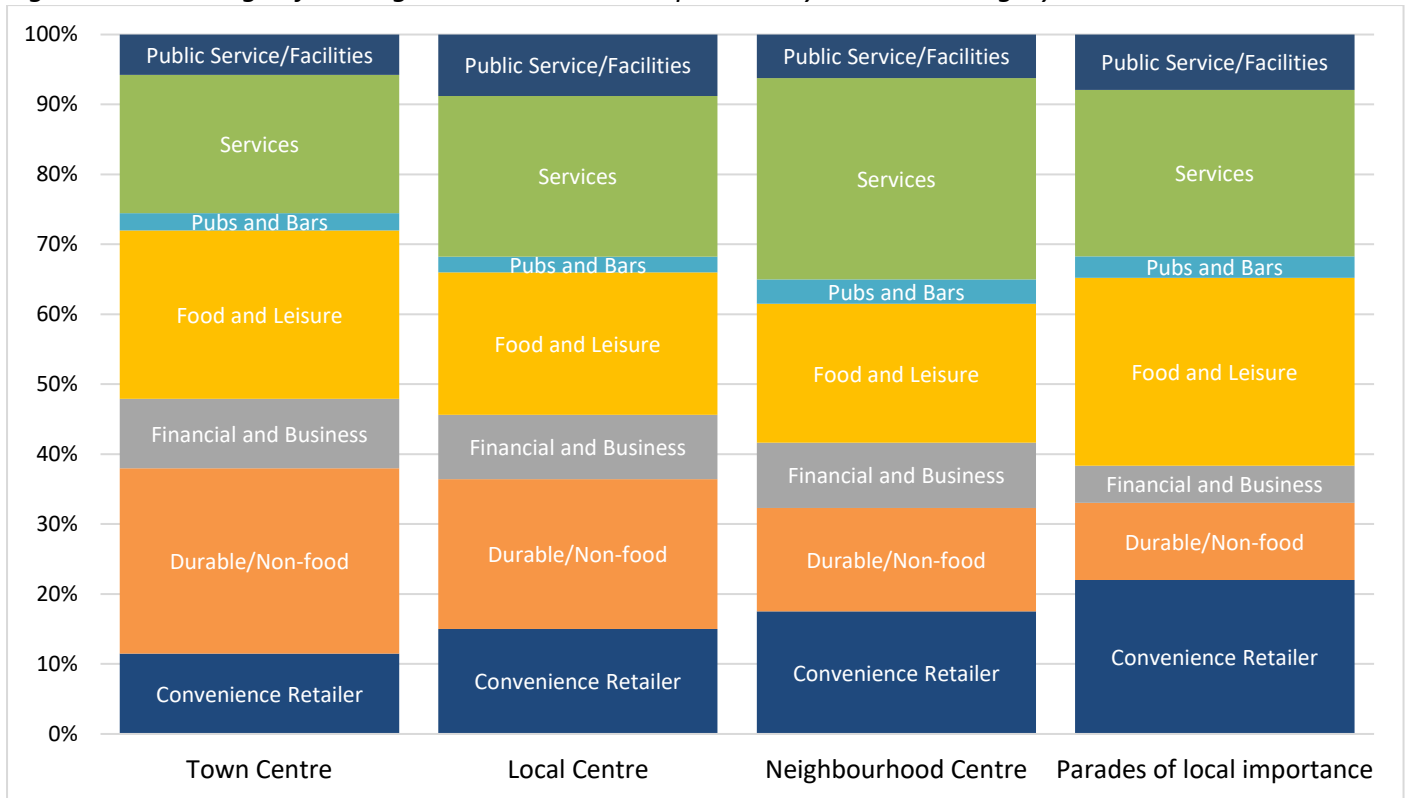
The table and chart below show the percentage of all units by category that are in the hierarchy of centres in the borough. These show for example, that the majority of Durable/Non-food outlets are generally in Town Centres and the majority of Convenience Retailers are in the Neighbourhood Centres and Parades.

*Table 6: Percentage of trading units in centres and parades by land use category*

	Convenience Retailer	Services	Durable/Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/Facilities
Town Centre	11%	20%	26%	10%	24%	3%	6%
Local Centre	15%	23%	21%	9%	20%	2%	9%
Neighbourhood Centre	18%	29%	15%	9%	20%	4%	6%
Parades of local importance	22%	24%	11%	5%	27%	3%	8%

Red = increase, Blue = decrease when compared to 2023

*Figure 2. Percentage of trading units in centres and parades by land use category*



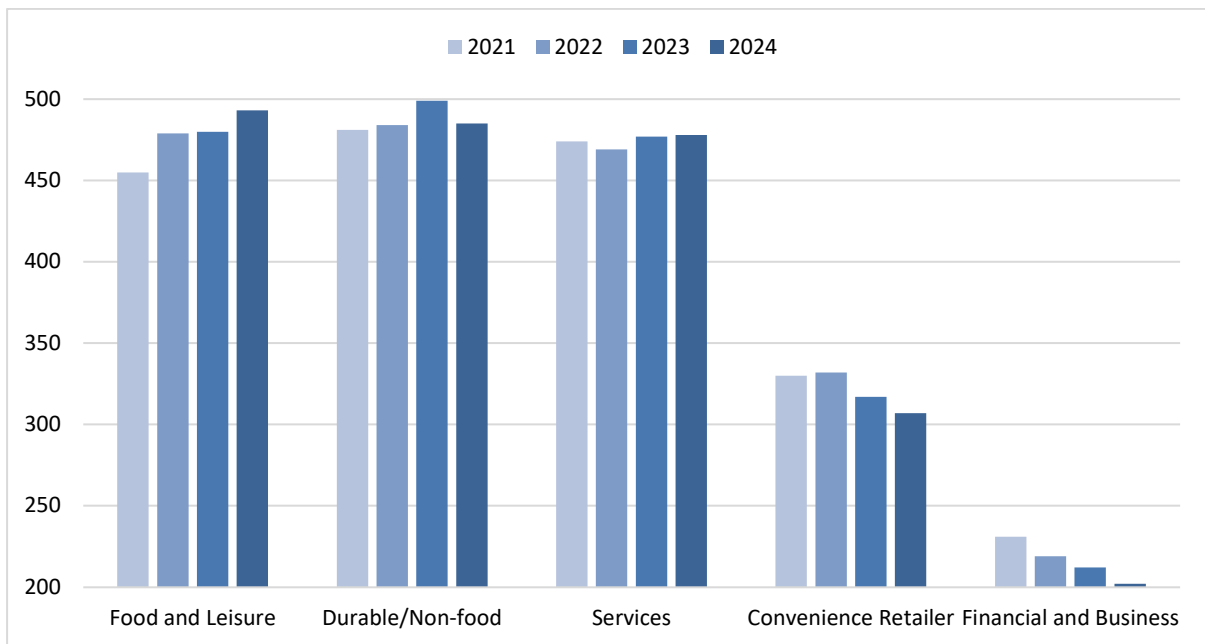
## 12. Land Use Category change 2021 - 2024

The table and chart below show the number of units by category for the years 2021 to 2024, and the overall change since 2021. These show a clear increase in the number of Food and Leisure outlets, and a decrease in the number of Financial and Business, and Convenience Retailers. There is some variation over time however, with Durable/Non-food outlets seeing a significant increase between 2022 and 2023, followed by a decrease between 2023 and 2024 and returning to a similar level seen in 2021.

Table 7: Count of units by category – 2021 - 2024

Land Use Category	2021	2022	2023	2024	2021-24 Change
Food and Leisure	455	479	480	493	38
Durable/Non-food	481	484	499	485	4
Services	474	469	477	478	4
Convenience Retailer	330	332	317	307	-23
Financial and Business	231	219	212	202	-29
Public Service/Facilities	136	137	145	149	13
Pubs and Bars	60	55	57	57	-3

Figure 3. Percentage of trading units in centres and parades by land use category



### 13. Town Centre Vacancy Rates

The overall vacancy rate for **all frontages** in the borough’s five town centres in 2024 is 8%, a slight increase on the 7.5% recorded in 2023. This 0.5% rise followed the significant decrease of 1.6% in 2022 from a peak of 9.4%. The numbers of vacancies have risen by 7 units across the five centres, with some variations between frontages.

Richmond town centre experienced the greatest increase in vacancy rates, rising by 1.5%, while Twickenham saw a 1% increase. Teddington and Whitton town centres both saw slight decreases in vacancy rates of 0.5% and 0.7%, respectively. East Sheen’s vacancy rate remained unchanged from 2023. Richmond now has the highest vacancy rate of the town centres at 11% with 37 vacant units out of a total of 337 units in all designated frontages in the centre.

- 85 units in **all designated frontages** in the five town<sup>13</sup> centres were vacant in 2024, which is a vacancy rate of 7.9%. This is compared to 6.7% in 2023, 7.5% in 2022 and 9.8% in 2021. The lowest rate was 5.4% recorded in 2016.
- Vacancy rates in **key shopping frontages** are slightly higher with 8.3% of units vacant, compared with 7.6% in 2023, 7.4% in 2022 and 9.2% in 2021.
- Vacancy rates in **secondary frontages** are lower but have risen to 7.3% following the low rate of 5.4% in 2023. This compares to 7.5% in 2022 and 10.5% in 2021.
- The town centre vacancy rate in **all frontages** is similar to that in designated frontages at 8% and has risen slightly following the continued decreases from the previous high rate of 9.4% in 2021.

Figure 4: Town Centre Vacancy Rate (All frontages)

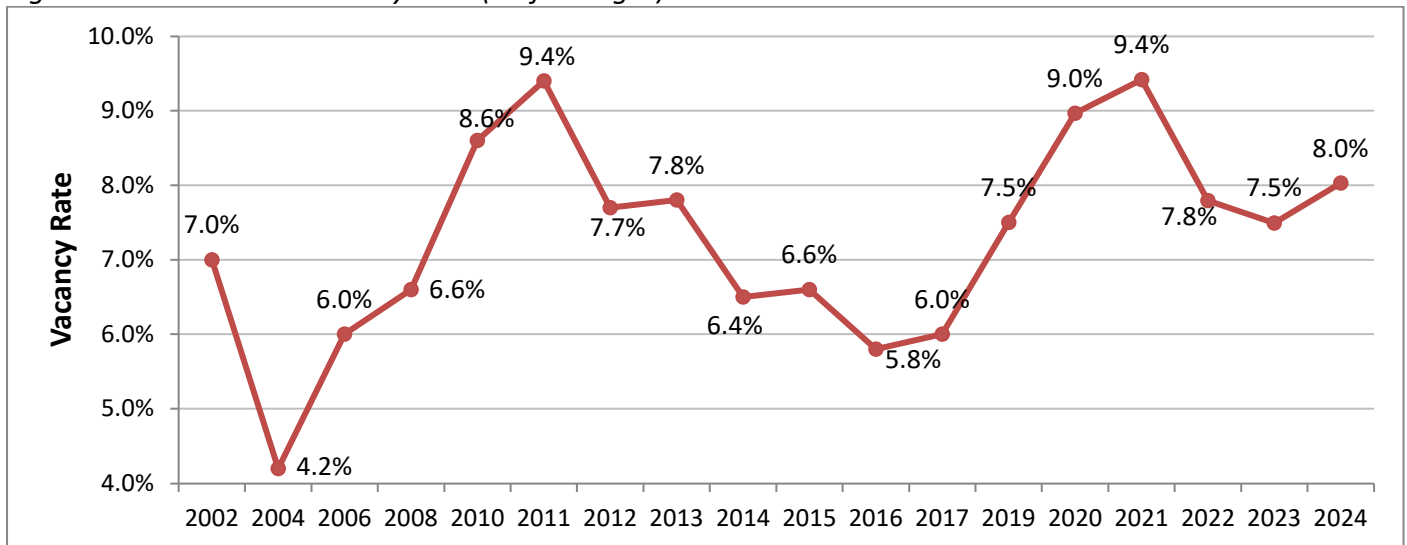


Table 8: Town Centre Vacancy Rate (All frontages) 2014 - 2024

Year	2014	2015	2016	2017	2019	2020	2021	2022	2023	2024	Average
Total Units	1276	1273	1279	1274	1275	1283	1285	1283	1281	1283	1279
Vacant Units	82	84	74	77	96	115	121	100	96	103	95
Vacancy Rate	6.4%	6.6%	5.8%	6.0%	7.5%	9.0%	9.4%	7.8%	7.5%	8.0%	7.4%

Table 9: Town Centre Vacancy Rate (All frontages)

	2014	2015	2016	2017	2019	2020	2021	2022	2023	2024	Average
Richmond	6.4	7.3	5.3	4.7	6.7	9.7	12.1	8.3	9.5	11.0	8.1%
East Sheen	5.9	4.8	6.2	7.6	9.3	9.9	11.4	9.0	9.0	9.0	8.2%
Teddington	2.6	3.6	7.7	7.2	4.6	8.2	7.2	8.8	5.6	5.1	6.1%
Twickenham	9.4	8.4	5.7	5.7	9.1	9.4	6.6	7.0	6.0	7.0	7.4%
Whitton	6.7	9	3.8	5.2	6.6	5.2	7.4	4.4	5.1	4.4	5.8%
Total	6.4%	6.6%	5.8%	6.0%	7.5%	9.0%	9.4%	7.8%	7.5%	8.0%	7.4%

<sup>13</sup> Town centres are synonymous with main centres as defined in the adopted Local Plan



## 14. Town Centre Categories

The tables and chart below show the percentage of all units in the categories that are in each Town Centre as a proportion of that category. This allows comparison of the categories between Town Centres, and shows for example, that Richmond and East Sheen have a high proportion of Durable / Non-food units compared to other Town Centres and Whitton a large number of Convenience Retailers and Services. The differences in composition in each Town Centre is influenced by factors such as market forces, character, and the socio-economic and demographic make-up of each area. Table 11 shows changes in each town centre since the 2023 survey. Notable changes include a decrease in Financial and Business outlets in East Sheen and an increase in Food and Leisure in East Sheen and Twickenham.

Table 10: Percentage of trading units in Town Centres by category

Town Centre	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
East Sheen	12%	20%	30%	9%	22%	1%	6%
Richmond	8%	18%	30%	11%	25%	4%	4%
Teddington	11%	20%	27%	10%	23%	2%	6%
Twickenham	13%	20%	21%	11%	25%	3%	7%
Whitton	18%	22%	21%	10%	22%	2%	5%
<b>Grand Total</b>	<b>12%</b>	<b>20%</b>	<b>27%</b>	<b>10%</b>	<b>24%</b>	<b>2%</b>	<b>6%</b>

Figure 5: Percentage of trading units in Town Centres by category

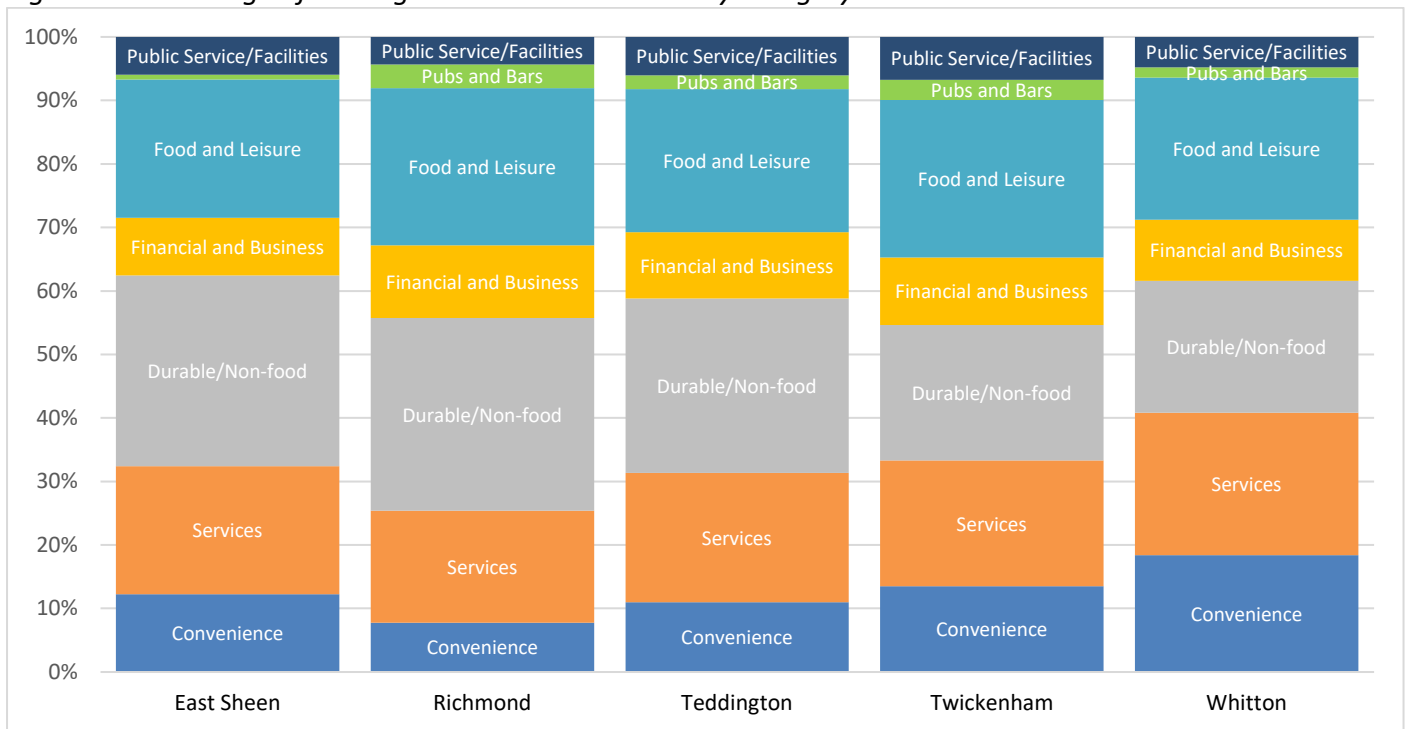


Table 11: Change in percentage of trading units in Town Centres by category – 2023 - 2024

Town Centre	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
East Sheen	0.0%	1.6%	-0.8%	-2.0%	1.2%	0.0%	0.0%
Richmond	-0.2%	-0.4%	0.4%	-0.2%	0.0%	0.0%	0.4%
Teddington	-0.1%	1.0%	-1.2%	-0.6%	0.4%	0.0%	0.5%
Twickenham	-0.6%	-0.9%	0.2%	0.1%	1.0%	0.0%	0.1%
Whitton	-0.8%	-0.8%	0.8%	0.8%	0.0%	0.0%	0.0%
<b>Total</b>	<b>-0.3%</b>	<b>0.1%</b>	<b>-0.1%</b>	<b>-0.5%</b>	<b>0.6%</b>	<b>0.0%</b>	<b>0.2%</b>

Table 12: Vacancy rates in 5 main town centres (designated frontages)

	key shopping frontage							secondary shopping frontage							all designated frontage						
	2017	2019	2020	2021	2022	2023	2024	2017	2019	2020	2021	2022	2023	2024	2017	2019	2020	2021	2022	2023	2024
Richmond	4.3	4.8	10.8	10.4	6.5	9.6	10.4	5.9	9.8	8.6	17.8	11.2	6.7	11.4	4.8	6.3	10.1	12.7	8.0	8.7	10.7
East Sheen	6.6	14.7	11.8	15.6	10.4	5.2	6.5	9	5.2	6	7.5	4.5	6.0	6.1	8.1	8.6	8.1	10.5	6.7	5.7	6.2
Teddington	4.3	6	6	6.8	9.4	6.8	6.9	6.7	5.1	15.3	10.2	10.0	5.0	3.3	5.1	5.7	9.1	8.0	9.6	6.2	5.6
Twickenham	6.2	8.5	11.4	7.5	7.5	8.2	9.0	3.5	7.8	7	7.8	7.8	4.3	7	4.9	8.2	9.3	7.6	7.6	6.4	8.0
Whitton	7	8.6	3.6	5.2	3.4	3.4	3.4	6.1	6	8	10	4	4	4	6.6	7.4	5.7	7.4	3.7	3.7	3.7
Average	5.2	7.4	9.5	9.2	7.4	7.6	8.3	6.3	6.7	8.2	10.5	7.5	5.4	6.9	5.7	7.2	8.9	9.8	7.5	6.7	7.7

Table 13: Vacancy rates in 5 main town centres (all frontages)

	centre vacancy rate (all frontages)										number of vacant units									
	2015	2016	2017	2019	2020	2021	2022	2023	2024	2015	2016	2017	2019	2020	2021	2022	2023	2024		
Richmond	7.3	5.3	4.7	6.7	9.7	12.1	8.3	9.5	11.0	26	19	17	24	35	44	30	34	40		
East Sheen	4.8	6.2	7.6	9.3	9.9	11.4	9.0	9.0	9.0	14	18	22	27	29	33	26	26	26		
Teddington	3.6	7.7	7.2	4.6	8.2	7.2	8.8	5.6	5.1	7	15	14	9	16	14	17	11	10		
Twickenham	8.4	5.7	5.7	9.1	9.4	6.6	7.0	6.0	7.0	25	17	17	27	28	20	21	18	21		
Whitton	9	3.8	5.2	6.6	5.2	7.4	4.4	5.1	4.4	12	5	7	9	7	10	6	7	6		
Average/total	6.6	5.8	6	7.5	9.0	9.4	7.8	7.5	8.0	84	74	77	96	115	121	100	96	103		

Red indicates an increase in the vacancy rate between 2023 and 2024, black no change, and blue a fall in the rate.

Table 14: Vacancy Rates in Local, Neighbourhood Centres and Local Parades (designated frontages)

	key shopping frontage							secondary shopping frontage							all designated frontage						
	2017	2019	2020	2021	2022	2023	2024	2017	2019	2020	2021	2022	2023	2024	2017	2019	2020	2021	2022	2023	2024
<b>Local centres</b>																					
Barnes	8.0	5.3	6.6	7.9	3.9	5.3	5.3	11.5	3.8	11.5	0.1	23.1	11.5	11.5	8.9	4.9	7.8	8.8	8.8	6.9	6.9
East Twickenham	0.0	0.0	17.6	23.5	17.6	23.5	6.3	5.7	5.7	5.7	0.0	11.3	9.4	5.8	4.2	4.3	8.6	8.6	12.9	12.9	5.9
Hampton Hill	3.4	17.2	24.1	17.2	3.4	3.8	3.8	4.3	6.5	10.4	0.1	2.1	4.2	8.3	3.9	10.7	15.6	11.7	2.7	4.1	6.8
Hampton Village	3.7	7.1	7.1	14.3	7.1	14.3	14.3	0.0	5.0	0.0	0.1	5.0	5.0	5.0	2.1	6.3	4.2	10.4	6.3	10.4	10.4
Ham Parade	6.7	0.0	0.0	0.0	6.7	3.3	6.7	0.0	0.0	25.0	0.0	0.0	0.0	0.0	5.9	0.0	2.9	0.0	5.9	2.9	5.9
Kew Gardens	0.0	0.0	4.2	0.0	8.3	0.0	12.5	0.0	6.3	6.3	0.1	12.5	6.3	0.0	0.0	2.6	5.0	2.5	10.0	2.5	7.5
St Margarets	0.0	3.2	3.2	3.3	0.0	3.3	3.3	18.8	12.1	12.1	0.1	9.1	5.9	5.9	9.5	7.8	7.8	6.3	4.8	4.7	4.7
<b>Average</b>	4.3	5.1	8.1	8.5	5.6	6.5	7.0	7.1	6.6	8.5	0.1	9.5	7.0	6.5	5.6	5.8	8.3	7.8	7.4	6.7	6.8
<b>Neighbourhood Centres</b>																					
Castelnau	0.0	8.7	0.0	13.0	21.7	26.1	17.4	-	-	-	-	-	-	-	0.0	8.7	0.0	13.0	21.7	26.1	17.4
Friars Stile Road*	0.0	5.9	0.0	0.0	0.0	0.0	0.0	-	-	-	-	-	-	-	0.0	5.9	0.0	0.0	0.0	0.0	0.0
Hampton Wick*	12.5	0.0	12.5	12.5	0.0	0.0	12.5	-	-	-	-	-	-	-	12.5	0.0	12.5	12.5	0.0	0.0	12.5
Heathside	0.0	20.0	13.3	6.7	20.0	6.3	6.3	0.0	7.7	7.1	0.1	0.0	0.0	0.0	0.0	14.3	10.3	10.3	10.3	3.3	3.3
Sheen Road	0.0	11.1	11.1	33.3	33.3	11.1	22.2	0.0	0.0	0.0	0.0	16.7	0.0	0.0	0.0	5.9	5.9	14.3	26.7	6.7	13.3
Kingston Road	6.7	6.7	6.7	0.0	6.7	13.3	13.3	16.7	0.0	0.0	0.0	0.0	0.0	0.0	9.5	4.8	4.8	0.0	4.8	9.5	9.5
Stanley Road	4.8	0.0	0.0	0.0	4.8	4.8	9.5	6.7	12.5	0.0	0.0	0.0	0.0	12.5	5.6	5.4	0.0	0.0	2.7	2.7	10.8
White Hart Lane	9.5	13.0	8.7	4.3	4.3	8.7	4.3	9.5	4.8	4.8	0.0	4.8	19.0	14.3	9.5	9.1	6.8	4.5	4.5	13.6	9.1
<b>Average</b>	3.9	8.4	5.3	6.9	10.7	9.8	9.8	6.3	6.3	3.1	0.0	3.2	6.3	7.9	4.7	7.7	4.6	6.2	8.2	8.7	9.2
<b>Local parades</b>																					
Ashburnham Road	0.0	12.5	25.0	25.0	12.5	12.5	12.5	-	-	-	-	-	-	-	0.0	12.5	25.0	25.0	12.5	12.5	12.5
Fulwell	0.0	22.2	11.1	33.3	22.2	20.0	20.0	-	-	-	-	-	-	-	0.0	22.2	11.1	33.3	22.2	20.0	20.0
Ham Street/Back Lane	23.1	30.8	15.4	23.1	30.8	23.1	23.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	17.6	23.5	11.8	17.6	23.5	17.6	17.6
Hampton Nursery Lands	0.0	25.0	25.0	0.0	0.0	50.0	50.0	-	-	-	-	-	-	-	0.0	25.0	25.0	0.0	0.0	50.0	50.0
Hospital Bridge Road	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	-	-	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Kew Green	25.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	-	-	-	25.0	0.0	0.0	0.0	0.0	0.0	0.0
Kew Road	-	-	-	-	-	-	-	3.4	10.3	0.0	0.0	0.0	0.0	0.0	3.4	10.3	3.4	6.9	10.3	6.9	6.9
Lower Mortlake Road	0.0	0.0	27.3	18.2	9.1	9.1	18.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	25.0	16.7	8.3	8.3	16.7
Nelson Road	18.2	27.3	0.0	9.1	9.1	18.2	18.2	-	-	-	-	-	-	-	18.2	27.3	9.1	9.1	9.1	18.2	18.2
Sandycombe Road**	0.0	16.7	0.0	0.0	0.0	16.7	0.0	16.7	0.0	33.3	16.7	16.7	0.0	16.7	8.3	16.7	16.7	8.3	8.3	8.3	8.3
Strawberry Hill	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-	-	-	-	-	-	12.5	25.0	0.0	0.0	0.0	0.0	0.0
Twickenham Green	0.0	5.6	0.0	5.6	0.0	0.0	0.0	-	-	-	-	-	-	-	0.0	0.0	0.0	7.1	0.0	0.0	0.0
Waldegrave Road	20.0	20.0	10.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.6	5.6	0.0	5.6	5.6	7.1
St Margarets Road*	-	-	-	-	-	-	-	12.5	25.0	12.5	12.5	12.5	25.0	25.0	14.3	14.3	7.1	7.1	7.1	14.3	14.3
Whitton Road	0.0	0.0	0.0	16.7	0.0	0.0	0.0	-	-	-	-	-	-	-	0.0	0.0	0.0	16.7	0.0	0.0	0.0
<b>Average</b>	7.3	12.2	7.4	10.6	7.3	9.7	9.7	5.8	11.5	5.8	3.8	3.8	5.8	7.7	6.9	12.0	5.7	9.7	8.6	9.7	10.2

Table 15: Vacancy Rates in Local, Neighbourhood Centres and Local Parades (all frontages)

	centre vacancy rate (all frontages)							number of vacant units						
	2017	2019	2020	2021	2022	2023	2024	2017	2019	2020	2021	2022	2023	2024
<b>Local centres</b>														
Barnes	8.6	7.0	8.6	7.9	8.7	6.3	<b>6.3</b>	11	9	11	10	11	8	<b>8</b>
East Twickenham	3.9	5.3	9.3	9.3	13.3	11.7	<b>5.3</b>	3	4	7	7	10	9	<b>4</b>
Hampton Hill	12.9	13.6	14.9	12.8	10.0	9.2	<b>13.8</b>	17	18	20	17	13	12	<b>18</b>
Hampton Village	1.3	7.4	6.2	8.5	8.5	9.8	<b>9.8</b>	1	6	5	7	7	8	<b>8</b>
Ham Parade	9.3	0.0	2	0	7	2	<b>5</b>	4	0	1	0	3	1	<b>2</b>
Kew Gardens Station	2.0	2.1	4.1	4.2	8.3	2.1	<b>6.3</b>	1	1	2	2	4	1	<b>3</b>
St Margarets	8.8	8.7	8.7	5.9	4.4	4.3	<b>4.3</b>	6	6	6	4	3	3	<b>3</b>
<b>Average/total</b>	<b>7.5</b>	<b>7.6</b>	<b>9.0</b>	<b>8.2</b>	<b>8.9</b>	<b>7.3</b>	<b>8.0</b>	<b>43</b>	<b>44</b>	<b>52</b>	<b>47</b>	<b>51</b>	<b>42</b>	<b>46</b>
<b>Neighbourhood centres</b>														
Castelnau	0.0	8.0	0.0	12.0	20.0	24.0	<b>16.0</b>	0	2	0	3	5	6	<b>4</b>
Friars Stile Road	4.8	4.8	0.0	4.8	0.0	0.0	<b>0.0</b>	1	1	0	1	0	0	<b>0</b>
Hampton Wick	6.9	5.1	8.1	14.5	9.5	11.1	<b>11.3</b>	4	3	5	9	6	7	<b>7</b>
Heathside	0.0	15	11.8	11.8	11.8	5.7	<b>5.7</b>	0	5	4	4	4	2	<b>2</b>
Sheen Road	4.3	8.7	4.3	6.8	11.4	11.4	<b>4.5</b>	2	4	2	3	5	5	<b>2</b>
Kingston Road	9.5	4.8	4.8	0.0	4.8	9.5	<b>9.5</b>	2	1	1	0	1	2	<b>2</b>
Stanley Road	6.7	8.7	2.2	2.2	6.5	6.5	<b>10.9</b>	3	4	1	1	3	3	<b>5</b>
White Hart Lane	8.3	8.1	6.3	6.3	6.3	12.7	<b>7.9</b>	5	5	4	4	4	8	<b>5</b>
<b>Average/total</b>	<b>5.5</b>	<b>8.0</b>	<b>5.3</b>	<b>7.9</b>	<b>8.8</b>	<b>10.4</b>	<b>8.5</b>	<b>17</b>	<b>25</b>	<b>17</b>	<b>25</b>	<b>28</b>	<b>33</b>	<b>27</b>
<b>Local parades</b>														
Ashburnham Road	0.0	0	25.0	25.0	12.5	12.5	<b>12.5</b>	0	0	2	2	1	1	<b>1</b>
Fulwell	0.0	17	8.3	25.0	16.7	15.4	<b>15.4</b>	0	2	1	3	2	2	<b>2</b>
Ham Street / Back Lane	16.7	22.2	11.1	16.7	22.2	16.7	<b>16.7</b>	3	4	2	3	4	3	<b>3</b>
Hampton Nursery Lands	0.0	9	8.3	9.1	9.1	27.3	<b>25.0</b>	0	1	1	1	1	3	<b>3</b>
Hospital Bridge Road	0.0	0	0	0	0	0	<b>0</b>	0	0	0	0	0	0	<b>0</b>
Kew Green	15.8	0.0	5	5	5	5	<b>11</b>	3	0	1	1	1	1	<b>2</b>
Kew Road	2.9	8.6	2.9	8.6	8.6	5.7	<b>5.7</b>	1	3	1	3	3	2	<b>2</b>
Lower Mortlake Road	4.5	0.0	14	14	14	14	<b>14</b>	1	0	3	3	3	3	<b>3</b>
Nelson Road	18.2	27.3	9.1	9.1	9.1	18.2	<b>18.2</b>	2	3	1	1	1	2	<b>2</b>
Sandycombe Road**	7.7	10.3	10.3	5.3	7.9	7.9	<b>13.2</b>	3	4	4	2	3	3	<b>5</b>
Strawberry Hill	0.0	0	0	0	0	0	<b>0</b>	0	0	0	0	0	0	<b>0</b>
Twickenham Green	4.5	9.1	4.5	6.8	9.1	9.1	<b>9.1</b>	2	4	2	3	4	4	<b>4</b>
Waldegrave Road	13.3	13.3	6.7	6.7	13.3	13.3	<b>6.7</b>	2	2	1	1	2	2	<b>1</b>
St Margarets Road*	9.1	18.2	7.1	14.3	14.3	14.3	<b>14.3</b>	1	2	1	2	2	2	<b>2</b>
Whitton Road	26.7	33.3	13.3	16.7	0.0	0.0	<b>0.0</b>	4	5	2	2	0	0	<b>0</b>
<b>Average/total</b>	<b>7.9</b>	<b>10.8</b>	<b>7.9</b>	<b>9.8</b>	<b>9.8</b>	<b>10.1</b>	<b>10.8</b>	<b>22</b>	<b>30</b>	<b>22</b>	<b>27</b>	<b>27</b>	<b>28</b>	<b>30</b>

Red indicates an increase in the vacancy rate between 2023 and 2024, black no change, and blue a fall in the rate.

Figure 6: Hierarchy of centres

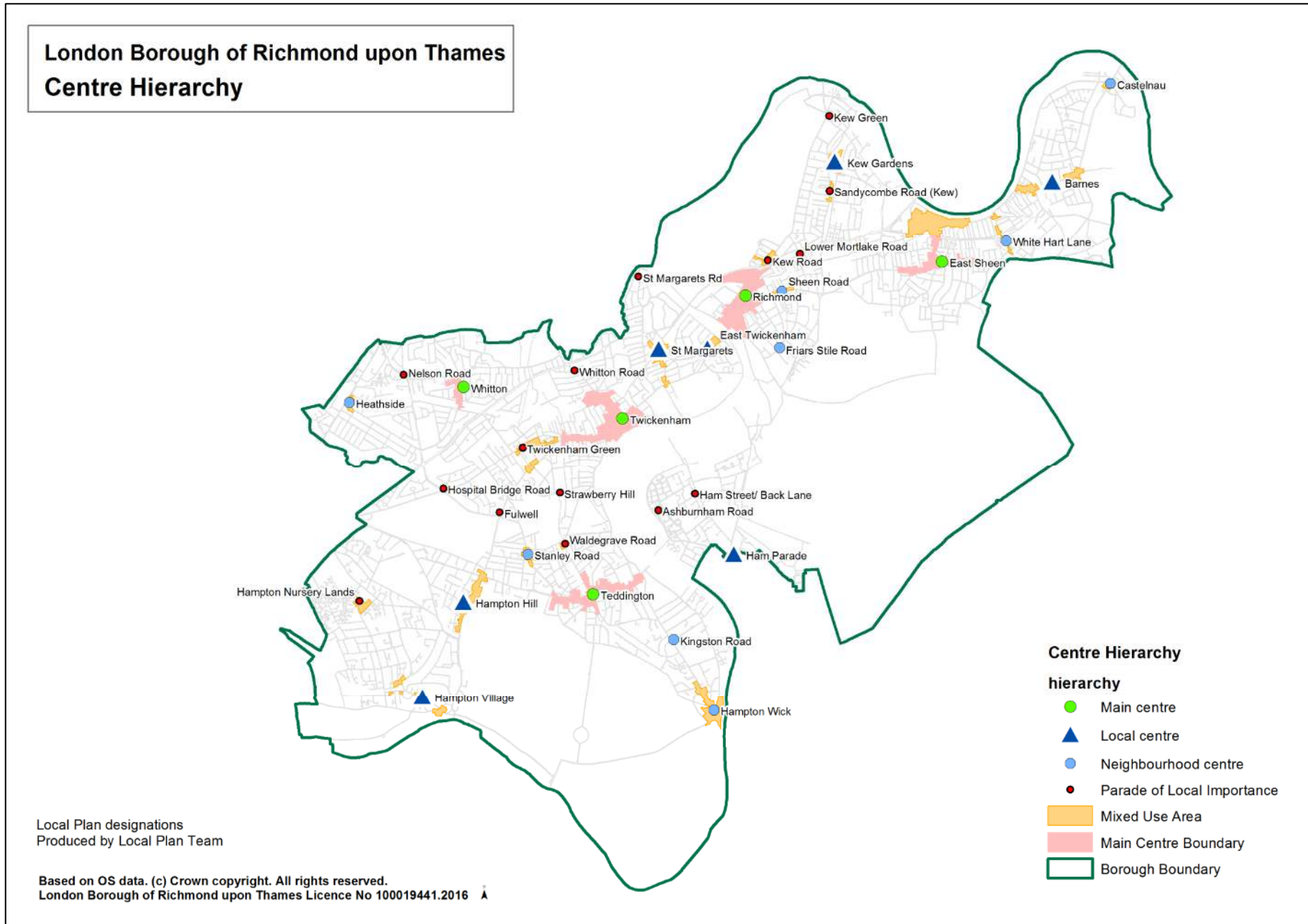
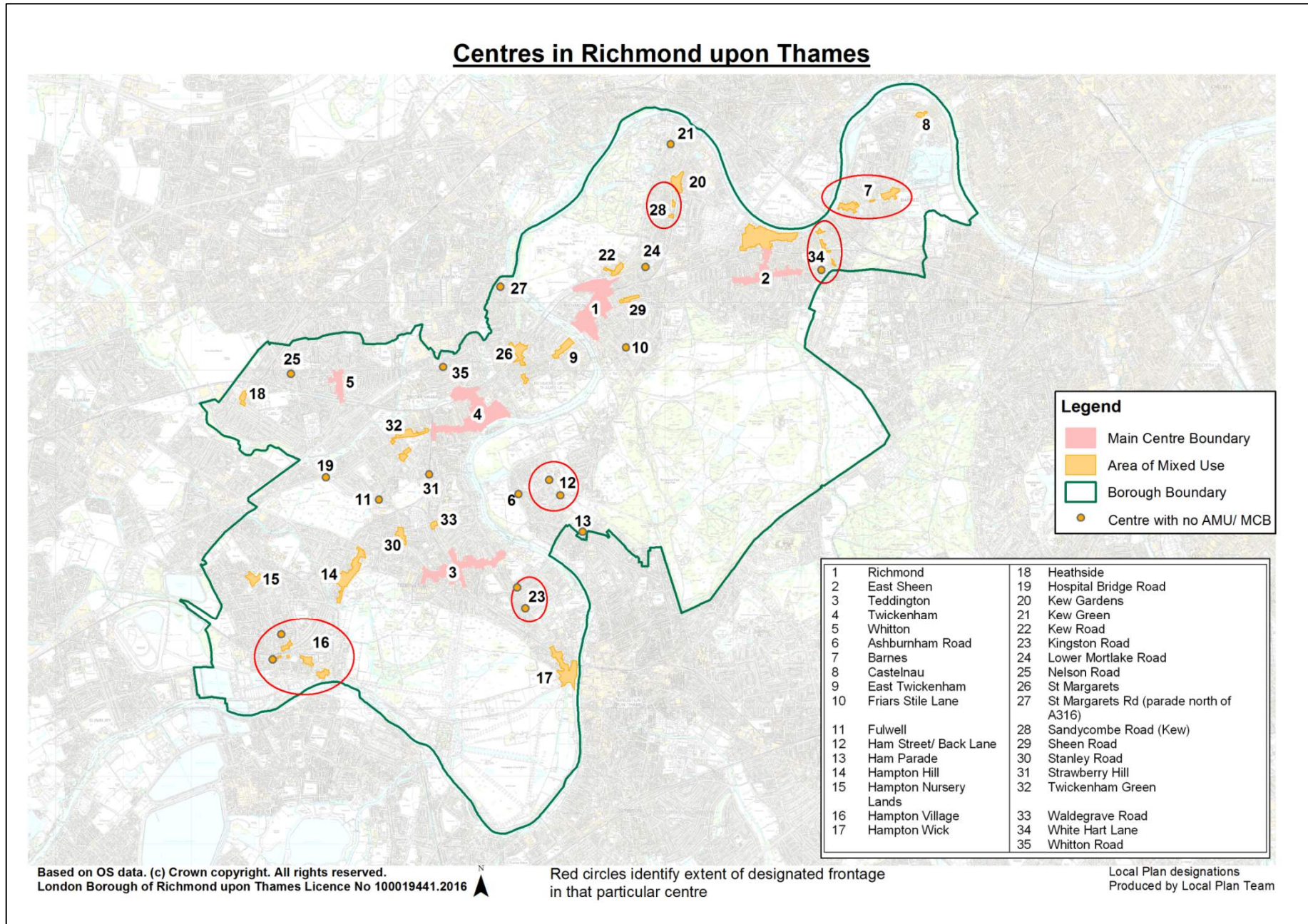


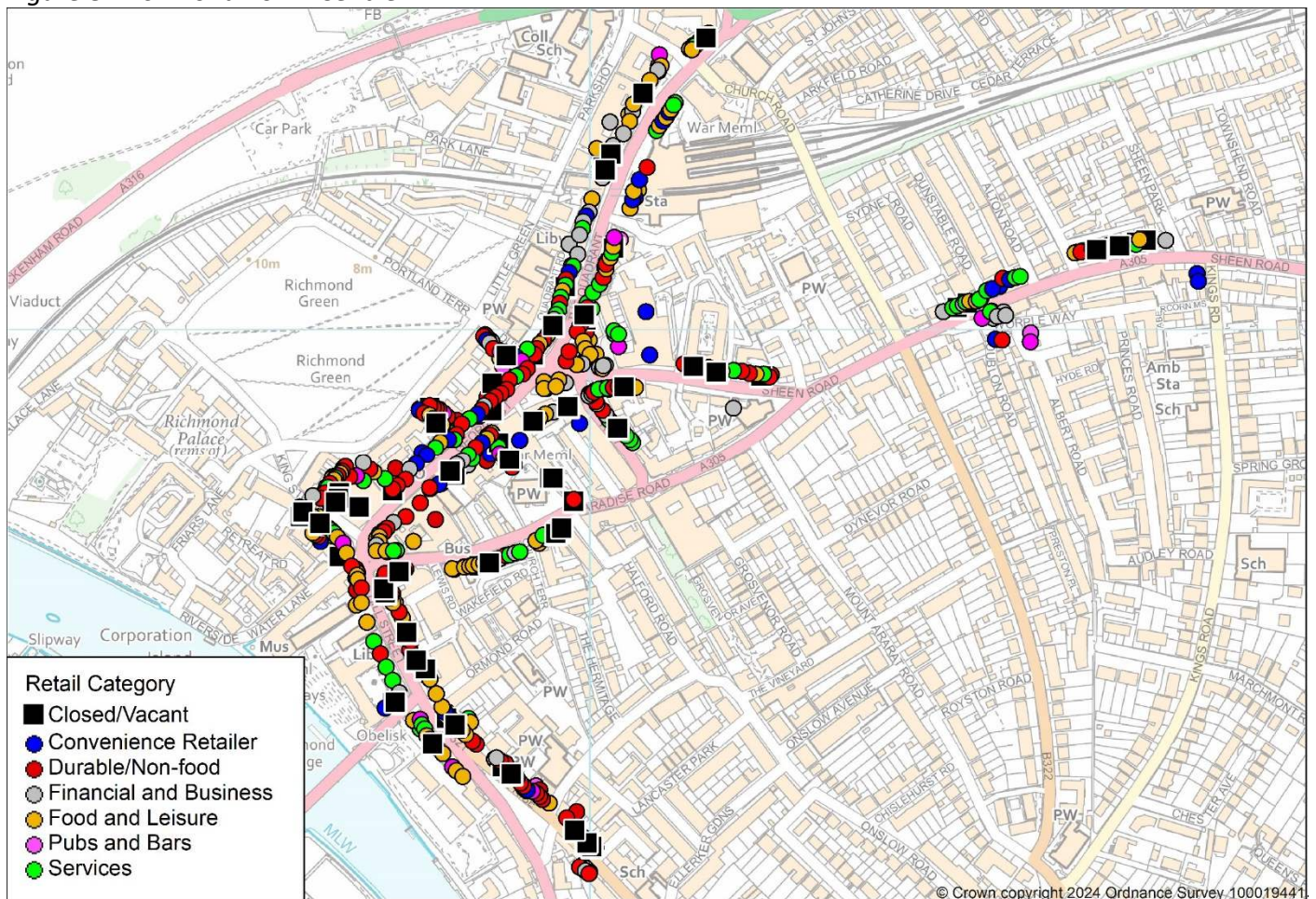
Figure 7: Centres in Richmond upon Thames



## 15. Richmond Town Centre – Headline results

- Richmond town centre had 40 vacancies, with 37 being vacant units and 3 undergoing refurbishments.
- 21 of the vacant units were also recorded as vacant in 2023, and 7 of these were also vacant in 2022.
- Vacancies are spread evenly across the centre with 5 on Hill Street, 4 on Richmond Hill and on Kew Road, and 3 each on Paved Court, Sheen Road, and Hill Rise. The 5 vacant units on Hill Street were newly vacant.
- 3 of the newly vacant units were previously Estate Agents, 2 were hot food takeaways and 2 were clothes shops. Other newly vacant units included a bed shop, shoe shop and a Restaurant/Bar.
- 24 vacant units were in Key Frontages, 13 were in Secondary Frontages and 3 in non-designated frontages. (The majority of Richmond town centre’s frontages are designated as Shopping frontages in the adopted Local Plan.)

Figure 8: Richmond Town Centre

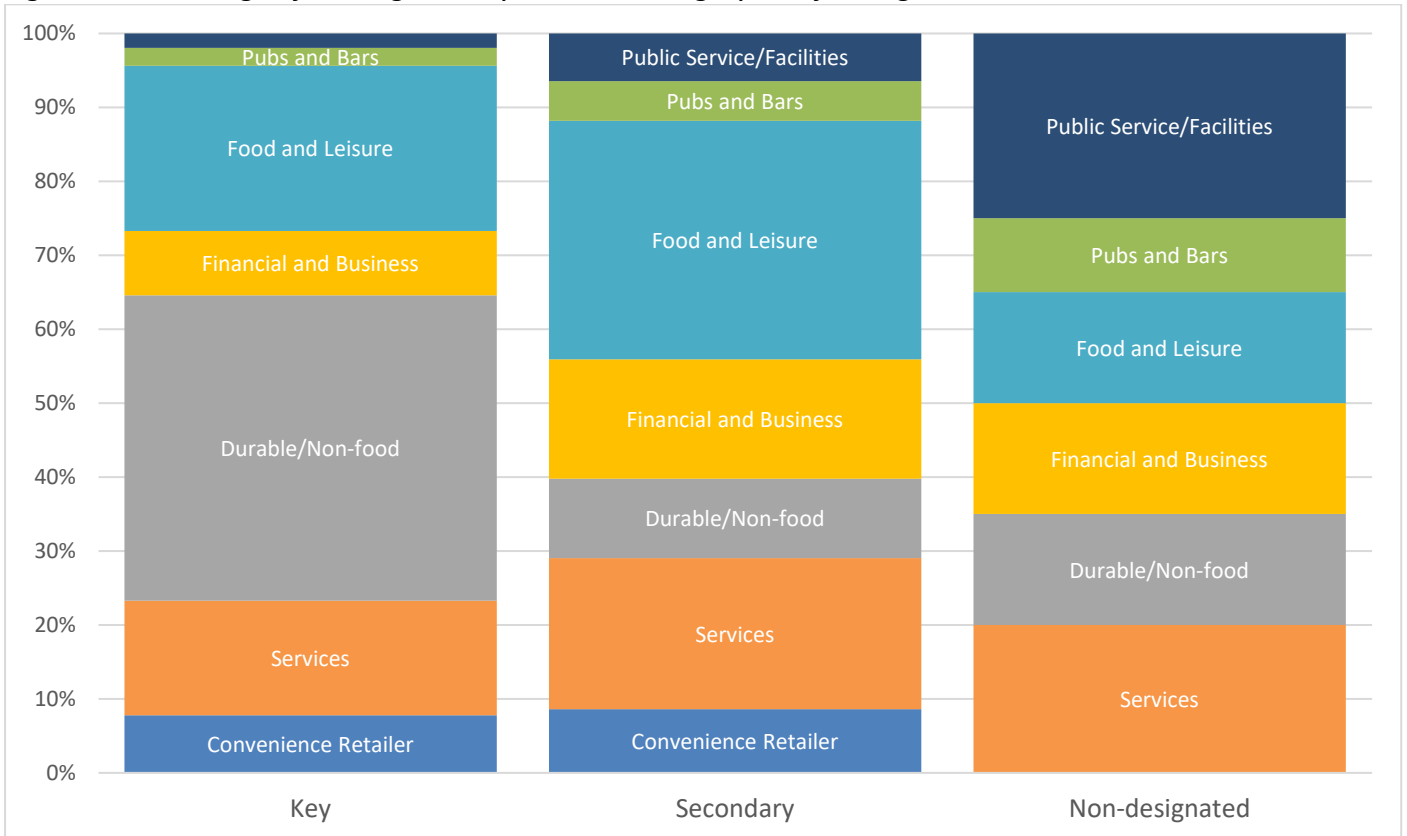


## 16. Richmond Town Centre – Land Use Categories

Table 16: Percentage of trading units by land use category and frontage - Richmond Town Centre

Frontage	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
Key	8%	16%	41%	9%	22%	2%	2%
Secondary	9%	20%	11%	16%	32%	5%	6%
Non-designated	0%	20%	15%	15%	15%	10%	25%
Grand Total	8%	17%	31%	11%	25%	4%	5%

Figure 9: Percentage of trading units by land use category and frontage - Richmond Town Centre

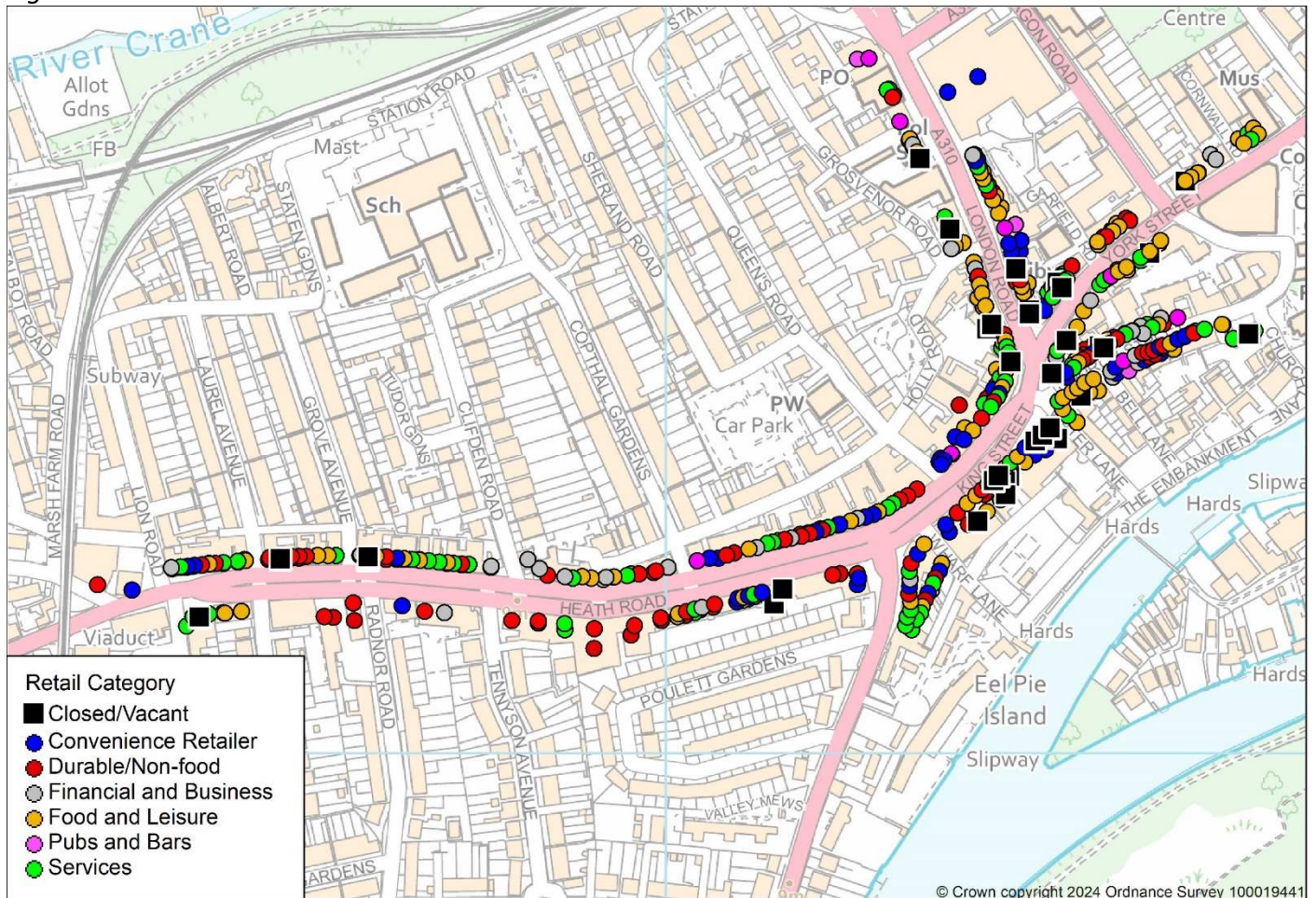




## 17. Twickenham – Headline results

- There were 21 vacancies in Twickenham Town Centre which compares to a total of 18 vacant units in 2023.
- 8 newly vacant units included a chemist, supermarket, and a barber. 2 units on King Street had become vacant in advance of the redevelopment scheme at Twickenham Riverside.
- 13 vacant shops remained unoccupied from 2023.
- London Road saw the most vacancies with 6 units, King Street had 5, and Heath Road had 4 vacant units.
- 12 of the vacancies were in key shopping frontages and 8 were in secondary shopping frontages.

Figure 10: Twickenham Town Centre

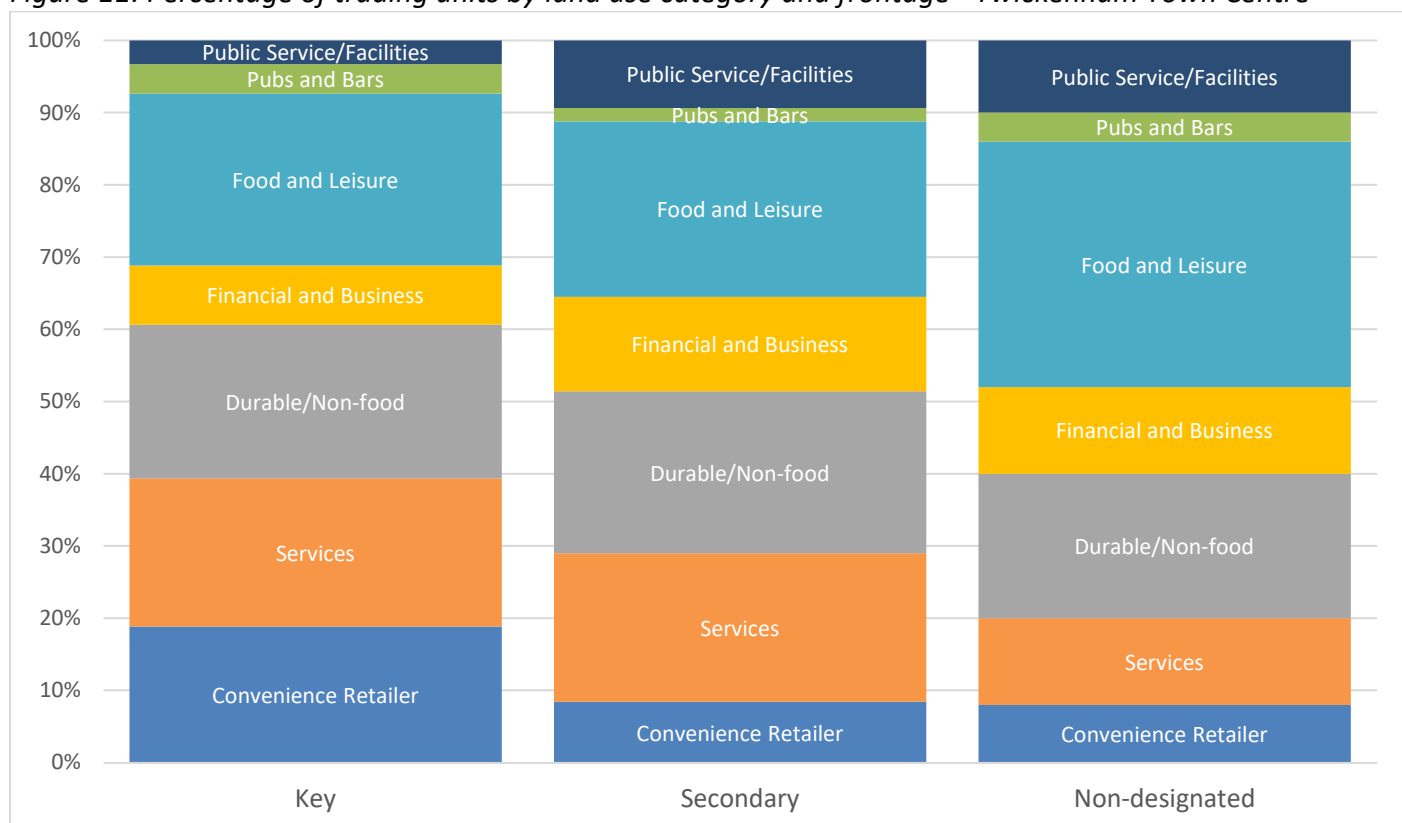


## 18. Twickenham – Land Use Categories

Table 17: Percentage of trading units by land use category and frontage - Twickenham Town Centre

Frontage	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
Key	19%	20%	21%	8%	24%	4%	3%
Secondary	8%	21%	22%	13%	24%	2%	9%
Non-designated	8%	12%	20%	12%	34%	4%	10%
Grand Total	13%	19%	22%	11%	26%	3%	7%

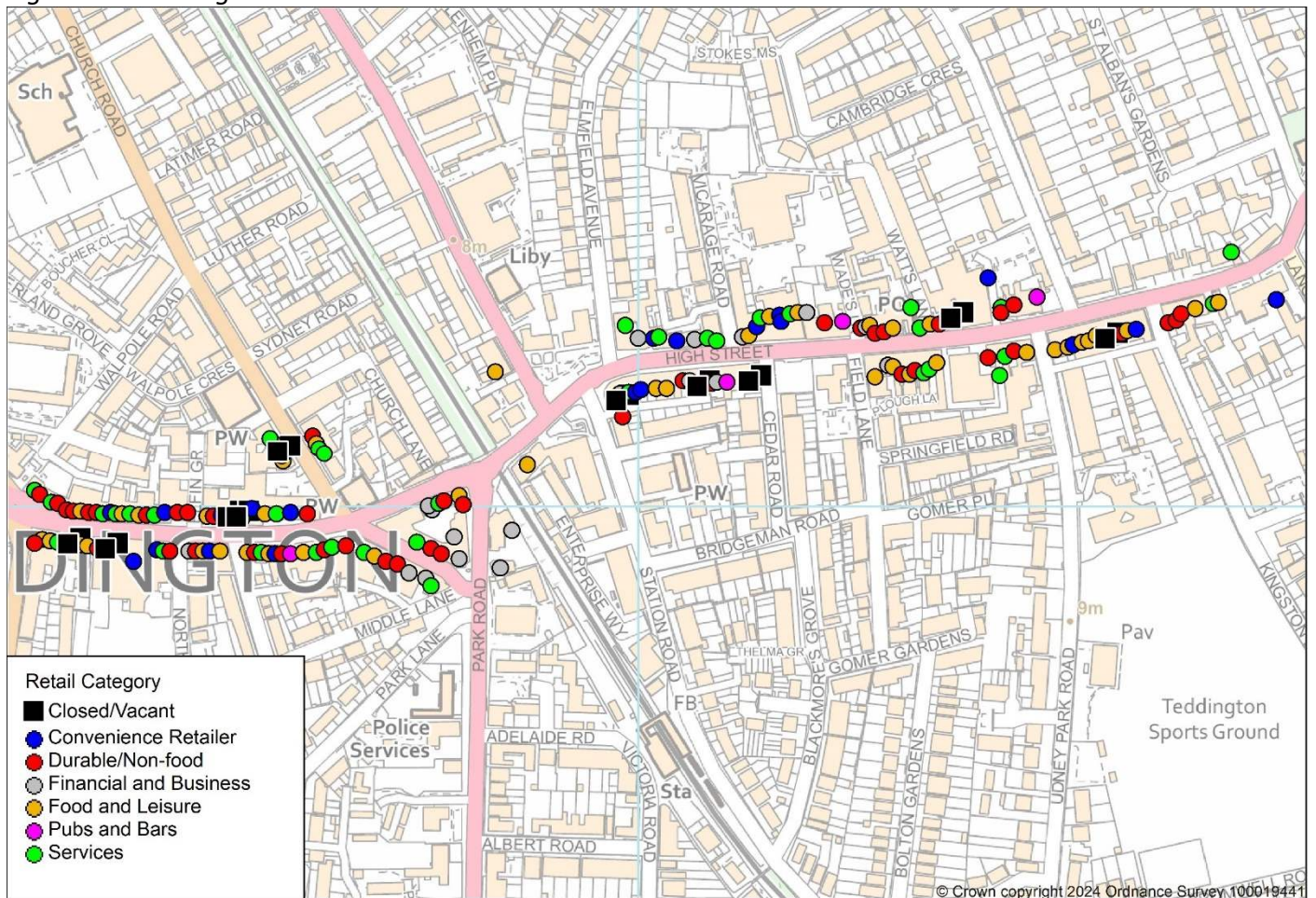
Figure 11: Percentage of trading units by land use category and frontage - Twickenham Town Centre



## 19. Teddington – Headline results

- Teddington had 10 vacant units in 2024, compared to 11 recorded in 2023.
- There were 4 newly vacant units which included a bank, betting shop and a clothes shop.
- 6 units have remained vacant since the 2023 survey, and all of these have been recorded as vacant since 2021.
- 5 vacant units were on High Street, 4 vacant units were on Broad Street and 1 on Church Road.
- 8 of the vacancies were in the Key Shopping frontages with the remaining 2 in the Secondary Shopping Frontages.

Figure 12: Teddington Town Centre

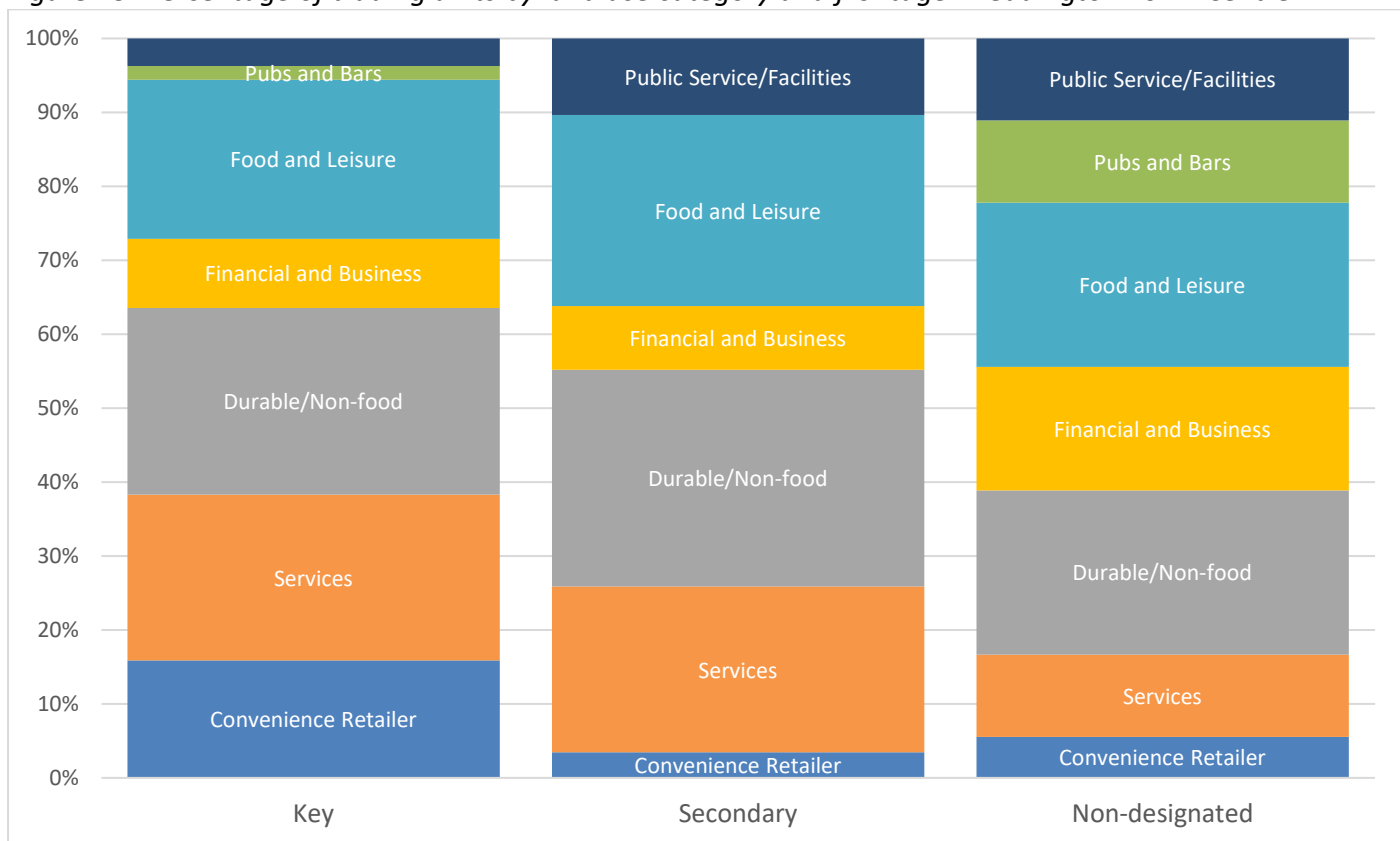


## 20. Teddington – Land Use Categories

Table 18: Percentage of trading units by land use category and frontage - Teddington Town Centre

Frontage	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
Key	16%	22%	25%	9%	21%	2%	4%
Secondary	3%	22%	29%	9%	26%	0%	10%
Non-designated	6%	11%	22%	17%	22%	11%	11%
Grand Total	11%	21%	26%	10%	23%	2%	7%

Figure 13: Percentage of trading units by land use category and frontage - Teddington Town Centre



## 21. East Sheen – Headline results

- East Sheen had 26 vacant units in 2024, the same number as recorded in 2022 and 2023.
- 15 units remained unoccupied since the 2023 survey.
- 11 newly vacant units included a range of uses including 2 cafes, an estate agent and 3 Interior Design shops.
- 19 vacant units were on Upper Richmond Road West (the main high street in this elongated centre), and there were 6 vacant units on Sheen Lane
- 5 vacant units were located in Key Shopping Frontages, 9 in Secondary Shopping Frontages and 12 in non-designated frontages.

Figure 14: East Sheen Town Centre

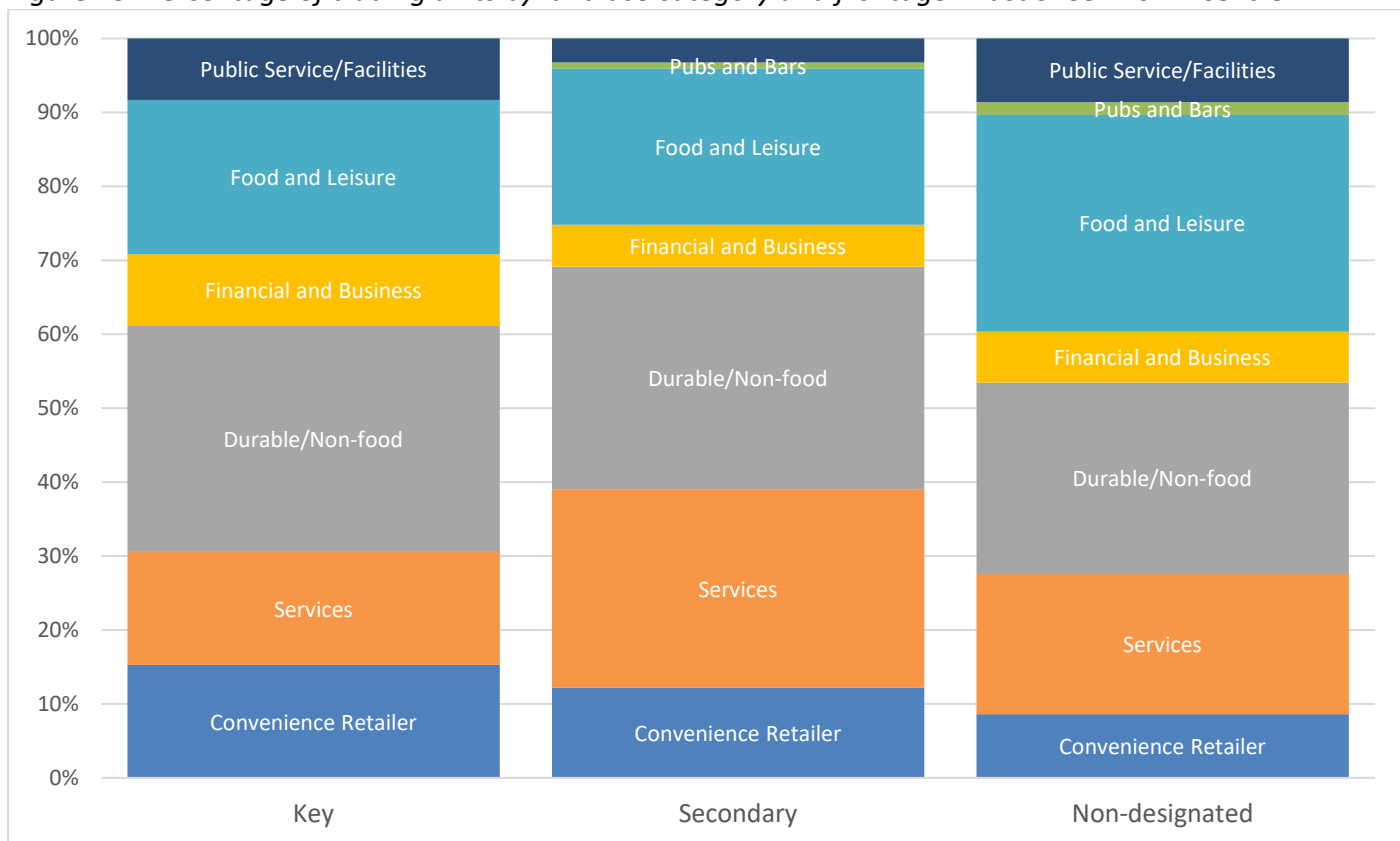


## 22. East Sheen – Land Use Categories

**Table 19: Percentage of trading units by land use category and frontage – East Sheen Town Centre**

Frontage	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
Key	15%	15%	31%	10%	21%	0%	8%
Secondary	12%	27%	30%	6%	21%	1%	3%
Non-designated	9%	19%	26%	7%	29%	2%	9%
Grand Total	12%	22%	29%	7%	23%	1%	6%

**Figure 15: Percentage of trading units by land use category and frontage - East Sheen Town Centre**



## 23. Whitton – Headline results

- There were 6 vacant units in Whitton compared to 7 vacancies in 2023 within the town (main) centre boundary<sup>14</sup>.
- 3 of these units remained unoccupied since the 2023 survey, and there were 3 newly vacant units – a Chemist, Bakery and Taxi Hire unit.
- 2 of the vacant units were in Key Shopping Frontages, 2 in Secondary Shopping Frontages and the remaining 2 were on the non-designated frontages at Hounslow Road and Whitton Train Station.

Figure 16: Whitton Town Centre



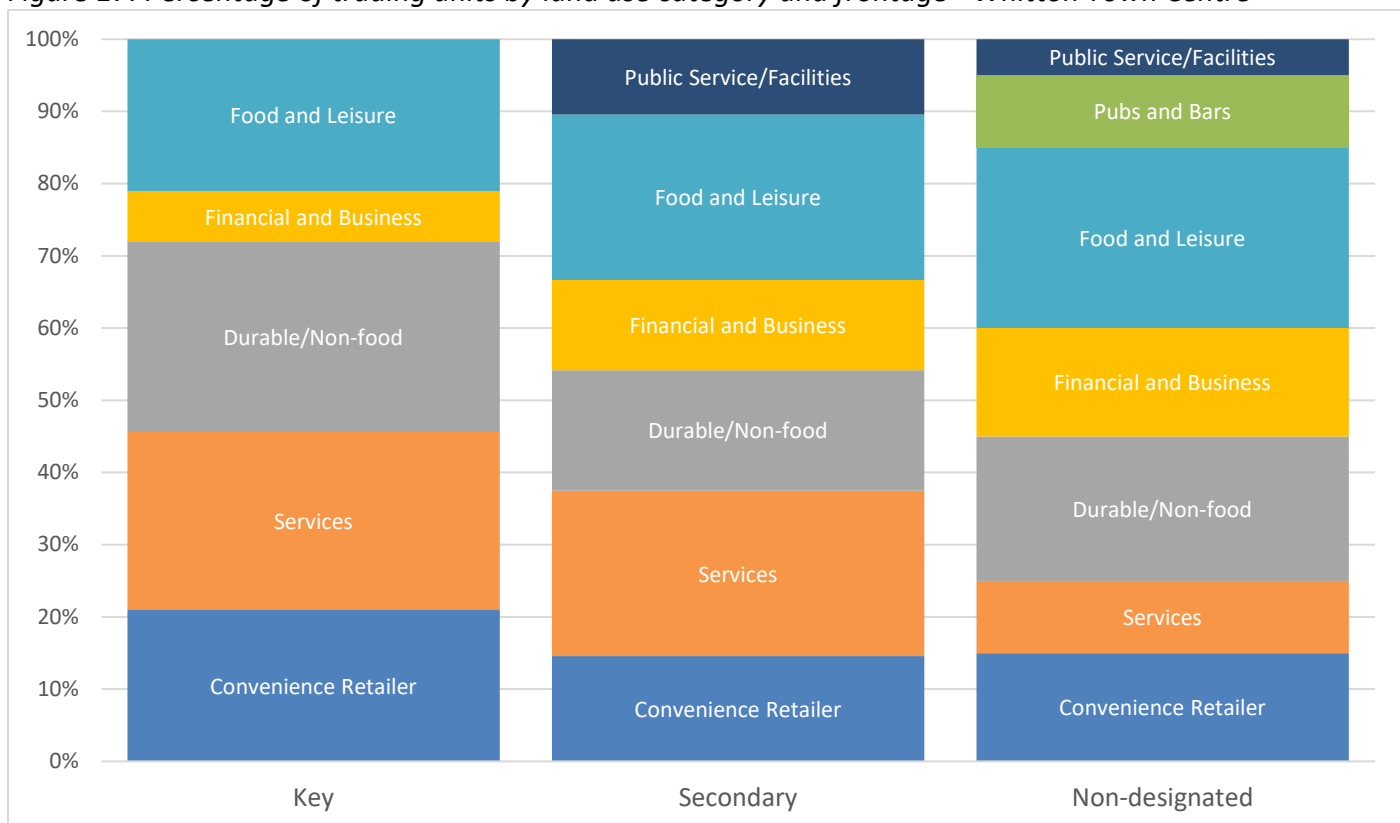
<sup>14</sup> Figures presented in the tables for Whitton includes a small group of shops on Hounslow Road

## 24. Whitton – Land Use Categories

Table 20: Percentage of trading units by land use category and frontage – Whitton Town Centre

Frontage	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
Key	21%	25%	26%	7%	21%	0%	0%
Secondary	15%	23%	17%	13%	23%	0%	10%
Non-designated	15%	10%	20%	15%	25%	10%	5%
Grand Total	18%	22%	22%	10%	22%	2%	5%

Figure 17: Percentage of trading units by land use category and frontage - Whitton Town Centre





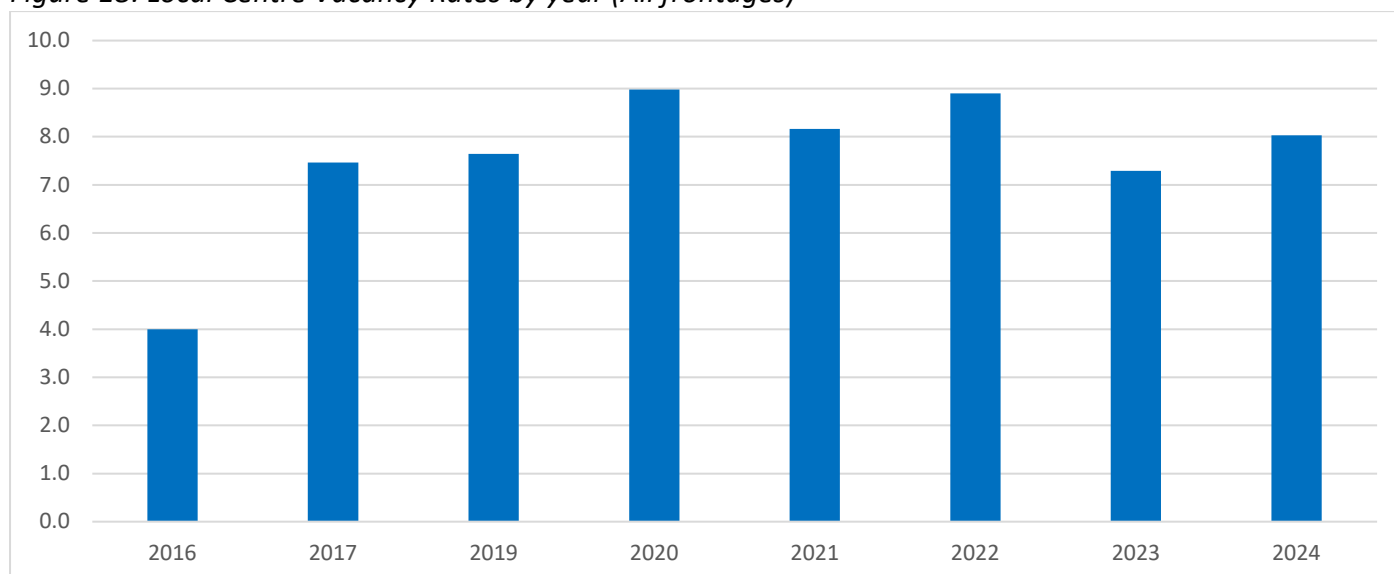
## 25. Local Centre vacancy rates

The vacancy rate in **all frontages** in local centres has increased from 7.3% to 8% since 2023. Hampton Hill saw the largest increase from 9.2% in 2023, to 13.8%. Kew Gardens and Ham Parade also saw increases of 4.2% and 2.3%, respectively. East Twickenham saw a significant decrease of 6.4% to 5.3% which is the lowest rate in this local centre since 2019.

*Table 21: Local Centre Vacancy Rates by year (All frontages)*

	2016	2017	2019	2020	2021	2022	2023	2024	Average
Barnes	2.4	8.6	7.0	8.6	7.9	8.7	6.3	6.3	7.1%
East Twickenham	2.7	3.9	5.3	9.3	9.3	13.3	11.7	5.3	7.9%
Hampton Hill	6.2	12.9	13.6	14.9	12.8	10.0	9.2	13.8	11.7%
Hampton Village	2.5	1.3	7.4	6.2	8.5	8.5	9.8	9.8	6.6%
Ham Parade	7.0	9.3	0.0	2.3	0.0	7.0	2.3	4.7	4.1%
Kew Gardens	4.1	2.0	2.1	4.1	4.2	8.3	2.1	6.3	3.9%
St Margarets	4.4	8.8	8.7	8.7	5.9	4.4	4.3	4.3	6.2%
Grand Total	4.0	7.5	7.6	9.0	8.2	8.9	7.3	8.0	7.6%

*Figure 18: Local Centre Vacancy Rates by year (All frontages)*



## 26. Local Centre Land Use categories

Table 22: Percentage of trading units by land use category – Local Centres

	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
Barnes	17%	19%	25%	10%	18%	4%	6%
East Twickenham	9%	29%	29%	3%	19%	0%	10%
Ham Common	20%	25%	20%	8%	20%	3%	5%
Hampton Hill	11%	22%	22%	10%	21%	3%	12%
Hampton Village	17%	29%	15%	11%	19%	0%	8%
Kew Gardens	23%	17%	15%	6%	30%	2%	6%
St Margarets	18%	23%	15%	12%	22%	2%	8%
<b>Grand Total</b>	<b>16%</b>	<b>23%</b>	<b>21%</b>	<b>9%</b>	<b>21%</b>	<b>2%</b>	<b>8%</b>

Figure 19: Percentage of trading units by land use category – Local Centres



## 27. Neighbourhood Centre vacancy rates

The vacancy rate in **all frontages** in the neighbourhood centres has decreased from 10.4% to 8.5%. Castelnau saw the largest decrease from 6 vacant units to 4, a vacancy rate of 16%. Sheen Road and White Hart Lane also saw decreases of 6.8% and 4.8%, respectively. Stanley Road was the only neighbourhood centre to see an increase with 2 units becoming unoccupied since the previous survey.

Table 23: Neighbourhood Centre Vacancy Rates by year (All frontages)

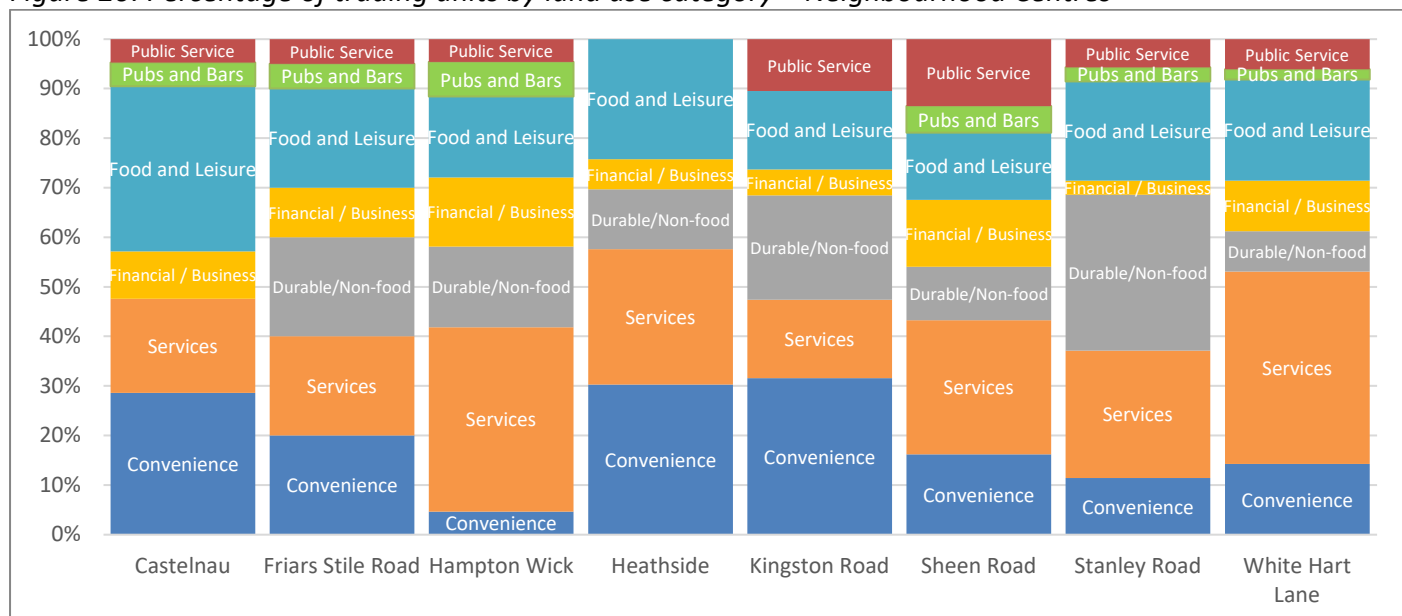
	2016	2017	2019	2020	2021	2022	2023	2024	Average
Castelnau	0	0	8	0	12	20	24	16	10%
Friars Stile Road	4.8	4.8	4.8	0	4.8	0	0	0	2.4%
Hampton Wick	8.6	6.9	5.1	8.1	14.5	9.5	11.1	11.3	9.4%
Heathside	3	0	15.2	11.8	11.8	11.8	5.7	5.7	8.1%
Sheen Road	6.4	4.3	8.7	4.3	6.8	11.4	11.4	4.5	7.2%
Kingston Road	4.8	9.5	4.8	4.8	0	4.8	9.5	9.5	6.0%
Stanley Road	4.4	6.7	8.7	2.2	2.2	6.5	6.5	10.9	6.0%
White Hart Lane	5	8.3	8.1	6.3	6.3	6.3	12.7	7.9	7.6%
Grand Total	5.2	5.5	8	5.3	7.9	8.8	10.4	8.5	7.5%

## 28. Neighbourhood Centre land use categories

Table 24: : Percentage of trading units by land use category – Neighbourhood Centres

	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
Castelnau	29%	19%	0%	10%	33%	5%	5%
Friars Stile Road	20%	20%	20%	10%	20%	5%	5%
Hampton Wick	5%	37%	16%	14%	16%	7%	5%
Heathside	30%	27%	12%	6%	24%	0%	0%
Kingston Road	32%	16%	21%	5%	16%	0%	11%
Sheen Road	16%	27%	11%	14%	14%	5%	14%
Stanley Road	11%	26%	31%	3%	20%	3%	6%
White Hart Lane	14%	39%	8%	10%	20%	2%	6%
Grand Total	18%	29%	15%	9%	20%	4%	6%

Figure 20: Percentage of trading units by land use category – Neighbourhood Centres



## 29. Local Parades vacancy rates

The vacancy rates in the Local Parades have increased slightly by 0.7% since the 2023 survey, with the number of vacant units increasing from 28 to 30. There was no change in the number of vacant units in 11 of the 15 local parades. Waldegrave Road saw a decrease, whilst Kew Green (1 unit) and Sandycombe Road (2 units) saw an increase in vacancies compared to 2023. Whitton Road, Strawberry Hill, and Hospital Bridge Road had no vacancies in 2024.

*Table 25: Local Parade Vacancy Rates by year (All frontages)*

	2016	2017	2019	2020	2021	2022	2023	2024	Average
Ashburnham Road	0	0	0	25.0	25.0	12.5	12.5	12.5	9.7%
Fulwell	8.3	0	16.7	8.3	25.0	16.7	15.4	15.4	11.6%
Ham Street/ Back Lane	11.1	16.7	22.2	11.1	16.7	22.2	16.7	16.7	16.7%
Hampton Nursery Lands	0	0	9.1	8.3	9.1	9.1	27.3	25.0	9.8%
Hospital Bridge Road	0	0	0	0	0	0	0	0	0.0%
Kew Green	5.3	15.8	0	5.3	5.3	5.3	5.3	10.5	6.4%
Kew Road	2.9	2.9	8.6	2.9	8.6	8.6	5.7	5.7	5.1%
Lower Mortlake Road	0	4.5	0	13.6	13.6	13.6	13.6	13.6	8.1%
Nelson Road	18.2	18.2	27.3	9.1	9.1	9.1	18.2	18.2	15.2%
Sandycombe Road	5.1	7.7	10.3	10.3	5.3	7.9	7.9	13.2	8.0%
Strawberry Hill	0	0	0	0	0	0	0	0	0.0%
Twickenham Green	11.4	4.5	9.1	4.5	6.8	9.1	9.1	9.1	8.7%
Waldegrave Road	6.7	13.3	13.3	6.7	6.7	13.3	13.3	6.7	9.6%
St Margarets Road	9.1	9.1	18.2	7.1	14.3	14.3	14.3	14.3	13.2%
Whitton Road	26.7	26.7	33.3	13.3	16.7	0	0	0	13.7%
<b>Grand Total</b>	<b>7.1%</b>	<b>7.9%</b>	<b>10.8%</b>	<b>7.9%</b>	<b>9.8%</b>	<b>9.8%</b>	<b>10.1%</b>	<b>10.8%</b>	<b>8.9%</b>