SUMMER 2024

SCOTTISH BORDERS COUNCIL
TOWN CENTRE & RETAIL SURVEY

1. INTRODUCTION

1.1 This report sets out the results of the Council's survey of ground floor town centre units within 18 Scottish Borders' settlements. The purpose of the survey is to monitor town centre health and is used to inform the Council's town centre planning policies.

1.2 Since 2007 retail units, food outlets, holiday accommodation (hotels, B&Bs & hostels) and public facing offices for professional services were counted to monitor how well town centres were performing.

1.3 The units being surveyed, since the summer 2023 audit, include a wider range of businesses and uses (within use class 4, see below), residential institutions (e.g. care homes; use class 8), non-residential institutions (e.g. creches, community halls; use class 10) and places of assembly & leisure (e.g. cinemas, bowling clubs; use class 11).

1.4 The town centres covered by the study are those with a population of over 1000:

- Chirnside
- Coldstream
- Duns
- Earlston
- Eyemouth
- Galashiels*
- Hawick
- Innerleithen
- Jedburgh
- Kelso
- Lauder
- Melrose
- Newtown St Boswells
- Peebles
- Selkirk
- St Boswells
- Tweedbank
- West Linton

**Note: Two centres are monitored in Galashiels, the town centre and a second centre at Wilderhaugh. Where this report refers to Galashiels this will always refer to Galashiels town centre only, unless stated otherwise.*

2. POLICY CONTEXT

2.1 National Planning Framework 4 (NPF4) was adopted by Scottish Ministers on 13 February 2023, replacing National Planning Framework 3 and Scottish Planning Policy. NPF4 incorporates updated Scottish Planning Policy, containing detailed national policy on a range of planning topics. NPF4 now forms part of the Development Plan, alongside the adopted Local Development Plan (2024).

2.2 Policy 27 encourages the facilitation of development in our city and town centres, recognising they are a national asset. Furthermore, Policy 27 maintains the policy stance of a Town Centre First approach, with desired outcomes focusing on vibrant and healthy places for people to live, learn, work, enjoy and visit. A Town Centre First approach is the focus of town centre policy, which encourages a flexible mix of footfall generating uses, to maintain vitality and viability within town centres.

2.3 At a local level, the Council's Local Development Plan (LDP) was adopted in August 2024. The LDP includes Policy ED4 Core Activity Areas in Town Centres; the policy encourages retail and food units, which increase footfall within the central part of town centres, encouraging greater town centre activity.

2.4 The Council previously introduced a Town Centre Core Activity Area Pilot scheme. The pilot scheme operated for an initial one-year period. The primary purpose of the pilot scheme was to examine ways to revitalise and reinvigorate the town centres of Hawick and Galashiels by considering options to add more flexibility to Policy ED4 within the adopted LDP, which is aimed at protecting Core Activity Areas within these towns. In essence, the approved pilot scheme removed the Core Activity Area in Hawick and, whilst retaining the Core Activity Area in Galashiels, proposed a wider and more flexible range of uses, which could be supported. The pilot scheme also outlined further guidance, in relation to Policy ED4, for planning application proposals in other Core Activity Areas within Scottish Borders towns (*i.e.* Galashiels, Peebles, Kelso, Melrose, Jedburgh, Selkirk, Eyemouth and Duns).

2.6 As part of the LDP process, Policy ED4 (Core Activity Areas in Town Centres) was reviewed. This review took into consideration feedback from the pilot study outlined above. Policy ED4 was revised as part of the Proposed LDP, which saw the removal of the Core Activity Areas for Hawick and Stow. The Galashiels Core Activity Area was reduced in size to only include Bank Street and part of Market Street. Channel Street and Douglas Bridge were removed from the designation. As the Core Activity Areas for Kelso, Melrose and Peebles continue to perform at a comparatively high level, there is less requirement for additional flexibility of uses.

2.7 The current Town Centre and Retail Survey for the Scottish Borders will continue to include the changes to the methodology that were introduced in summer 2023. Surveys and reporting now take into consideration the policy requirements set out within NPF4 and the implications of the recent update to the Use Class Order (UCO). The new UCO supersedes the former UCO (Scotland) 1997. The most significant change, in relation to this survey report, is that Use Class 1A now covers shops and financial & professional services.

3. METHODOLOGY

3.1 The survey covers the town centre of each of the surveyed settlements; explained in detail in Appendix 1. The Council's retail survey is undertaken every six months. The survey only includes the units that fall within each of the settlement's town centre boundaries as shown in the Local Development Plan. Where there is no defined town centre boundary in the LDP, a boundary has been identified that includes the retail focus of the town. Any units that fall outwith these areas are excluded from the survey.

3.2 The survey only includes ground floor units operating within the use classes listed below:

- Class 1A - shops, financial, professional and other services
- Class 3 - food and drink
- Class 3 - non classified (sui generis) - predominantly hot food take-aways
- Class 4 – business
- Class 7 - hotels and hostels
- Class 8 – residential institutions
- Class 10 - non-residential institutions
- Class 11 - assembly & leisure
- Sui generis

4. RESULTS – SUMMER 2024

4.1 Between 2007 - 2023, the results of the retail survey have focused on Use Classes 1, 2, 3 and 7, namely shops, professional services, food outlets and hotels/B&Bs.

4.2 In total, 1,535 units were counted, as part of the summer 2024 survey, of these 189 of all units were vacant at the time of surveying. The overall Scottish Borders vacancy rate is 12%, this is the same at the national average.

4.3 Settlement vacancy rates vary across the Scottish Borders, Newtown St Boswells (36%) and Duns (22%) recorded the highest vacancy rates. Table 1 shows that some settlements have a relatively small number of shops and, therefore, any increase or decrease in vacancy can significantly affect the overall percentage total. Galashiels (including Galashiels 2nd centre) and Hawick together account for 48% of all vacant units. No vacant units were recorded in Lauder or Tweedbank, though these settlements have a relatively low number of units overall (20 & 3), compared to other settlements.

4.4 Table 1 shows the results from the summer 2024 survey, including the total number of units per settlement, the number of vacant units per settlement and the vacancy rate.

Table 1: Number of units and vacancy rate by settlement

Settlement	Number of units	No. of vacant units	Vacancy rate
Chirnside	9	1	11%
Coldstream	42	5	12%
Duns	64	14	22%
Earlston	19	2	11%
Eyemouth	73	7	10%
Galashiels	251	40	16%
Galashiels 2nd Centre	47	7	15%
Hawick	285	43	15%
Innerleithen	57	8	14%
Jedburgh	99	14	14%
Kelso	187	11	6%
Lauder	20	0	0%
Melrose	82	3	4%
Newtown St Boswells	11	4	36%
Peebles	153	9	6%
Selkirk	101	18	18%
St Boswells	16	1	6%
Tweedbank	3	0	0%
West Linton	16	1	6%
Total	**1,535**	**189**	**12%**

4.5 Table 2 shows the changes in vacancy rates since the previous audit which was undertaken in winter 2023. Since the last audit, there has been an overall decrease in the Scottish

Borders vacancy rate, which has fallen from 13% to 12%. There has only been a decrease of one unit since the previous survey taking the total number of units from 1,536 to 1,535.

4.6 On a settlement level, the most significant changes occurred in Earlston where the vacant rate has increased from 5% to 11%, Melrose where it has decreased from 10% to 4% and Lauder which has seen the vacancy rate fall from 5% to 0% as no vacant units were recorded in summer 2024. It should be noted that due to the small number of units in Newtown St Boswells and St Boswells, a minor change of one unit can significantly impact the vacancy rate of the settlement. The vacancy rate for Newtown St Boswell has fallen from 45% to 36% however this is the result of one less vacant unit. Similarly in St Boswells one new vacant unit has resulted in the vacancy rate increasing from 0% to 6%.

Table 2: Vacancy rate changes over the last six months

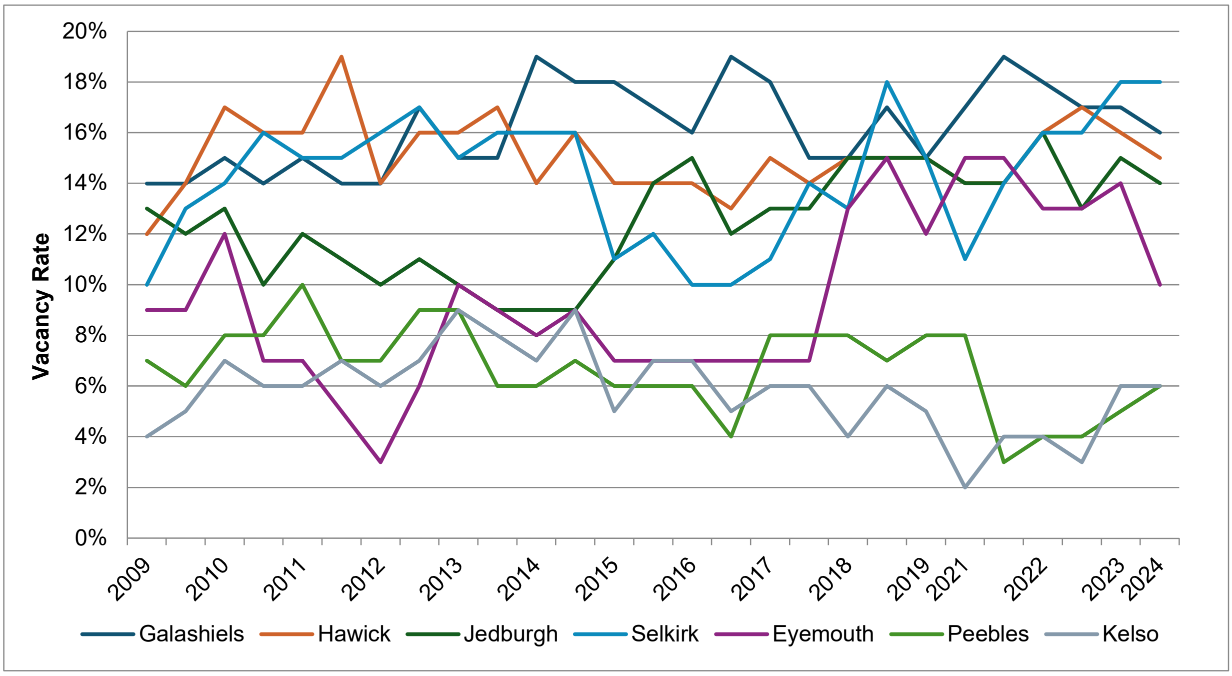
	Winter 2023			Summer 2024		
Settlement	**No. of units**	**No. of vacant units**	**Vacancy rate**	**No. of units**	**No. of vacant units**	**Vacancy rate**
Chirnside	9	1	11%	9	1	11%
Coldstream	42	6	14%	42	5	12%
Duns	65	14	22%	64	14	22%
Earlston	19	1	5%	19	2	11%
Eyemouth	73	8	11%	73	7	10%
Galashiels	252	41	16%	251	40	16%
Galashiels 2nd Centre	46	8	17%	47	7	15%
Hawick	284	40	14%	285	43	15%
Innerleithen	57	9	16%	57	8	14%
Jedburgh	98	13	13%	99	14	14%
Kelso	187	11	6%	187	11	6%
Lauder	20	1	5%	20	0	0%
Melrose	83	8	10%	82	3	4%
Newtown St Boswells	11	5	45%	11	4	36%
Peebles	153	7	5%	153	9	6%
Selkirk	102	16	18%	101	18	18%
St Boswells	16	0	0%	16	1	6%
Tweedbank	3	0	0%	3	0	0%
West Linton	16	1	6%	16	1	6%
Total	**1,536**	**190**	**13%**	**1,535**	**189**	**12%**

4.7 Figure 1 shows the longer-term vacancy rates for the seven largest towns by population. The unit vacancy rate in **Galashiels** has decreased by one percent since the previous audit. Over a five-year period, and despite fluctuations in vacancy rates, from 15-19%, Galashiels vacancy rate is still higher than the Scottish Borders and the Scottish average vacancy rate. There are a cluster of vacant units on Douglas Bridge, the top of Channel Street and the north-west end of the High Street. Many of the remaining vacant units are interspersed throughout the town centre. The vacancy rate within the **Galashiels 2nd Centre**

(Wilderhaugh) has decreased from 17% to 15%. There are only 47 units in Galashiels 2nd centre, therefore, a small change in the number of vacant units creates more significant percentage changes.

4.8 Over the last five years, the unit vacancy rate in **Hawick** has varied between 14%-17%. The current vacancy rate is 15% which is an increase of 1% since the previous survey. Hawick has the highest number of units with 285 retail units within its town centre and a much higher number of use class 10 & 11 than other Borders towns. This can be a positive indicator in a town as it relates to several criteria (*e.g.* social interaction and identity & belonging) in the Place Standard tool . Generally, the vacancies are interspersed throughout the High Street, Buccleuch Street and North Bridge Street; of the units west of the River Teviot, around Commercial Road, none are vacant. Hawick's town centre performance will continue to be monitored closely going forward following the removal of the towns Core Activity Area. The Hawick Conservation Area Regeneration Scheme (CARS) focuses on a range of regeneration activities within the town centre over a six-year period from 2019-2025.

Figure 1: Unit vacancy rates of seven largest towns summer 2009- summer 2024



4.9 **Peebles** has consistently recorded a lower-than-average unit vacancy rate, although this has risen by 1% and now sits at 6% (9 vacant units); which is double the vacancy rate of 3% in winter 2021. This figure is still well below the Scottish Borders and Scottish average of 12%. Peebles town centre is still considered to be performing well.

4.10 **Kelso** has a below average vacancy rate of 6% (11 units vacant), this remains unchanged since the previous survey. Kelso has repeatedly recorded a lower-than-average vacancy rate in comparison to the Scottish Borders average and continues to perform well.

4.11 **Jedburgh's** unit vacancy has fluctuated between 13-16% over the last five years and is 14% in the current audit. Jedburgh town centre has been impacted by scaffolding and demolition works making the town centre less accessible. Jedburgh will be closely monitored going forward.

4.12 The vacancy rate in **Selkirk** has remained unchanged at 18% since the previous survey despite two additional vacant units being recorded as part of this survey. This Selkirk vacancy rate is significantly higher than the Borders average of 12%. Selkirk received funding through the Selkirk Conservation Area Regeneration Scheme (CARS). The scheme gave grants for qualifying buildings in the conservation area to do external repairs, in conjunction with an upgraded streetscape.

4.13 **Eyemouth's** unit vacancy rate has decreased from 11% from 10% since the previous survey. Eyemouth received £400,000 through the Scottish Government's Place Based Investment Programme for redevelopment of the waterfront. The town is particularly busy throughout the summer months

4.14 Turning to the towns not shown in Figure 1, **Coldstream's** unit vacancy rate has decreased from 14% to 12% as one of the vacant units is now occupied, therefore there are now five vacant units within the town centre.

4.15 **Innerleithen's** unit vacancy rate has decreased from 16% to 14%, following one of the vacant units being occupied. It is noted that there has been some recent investment in some of the vacant units, which continues to improve the overall streetscape.

4.16 **Earlston's** vacancy rate rose from 5% to 11%, although there has only been an increase from one vacant unit to two, since the previous survey.

4.17 The unit vacancy rate of **Duns** has remained unchanged at 22%, with 14 vacant units. This is significantly higher than the Scottish Borders average and will continue to be monitored.

4.18 **Lauder's** unit vacancy rate had decreased from 5% to 0%, as there are currently no vacant units in the town centre. This is a significant contrast to 2019 where Lauder had a vacancy rate of 22%.

4.19 Since the previous retail survey, the vacancy rate for **Melrose** has decreased significantly from 10% to 4%, as a result of five vacant units in the town now being occupied. Melrose generally performs well and has been consistently below the Scottish Borders average vacancy rate.

4.20 Historically there have been significant fluctuations in Chirnside, Newtown St Boswells and Tweedbank although these results, in part, simply reflect the low numbers of units in the settlement. This means any change in occupancy of a single unit has a significant effect on vacancy rate as a percentage. In this current audit, Chirnside's vacancy rate has remained unchanged at 11%. Tweedbank has no vacancies since the former restaurant, overlooking Gunknowe Loch, remains occupied. Newtown St. Boswells' vacancy rate has decreased from 45% to 36% as one unit has been taken up since the last audit. Although the vacancy rate remains high at 36%, there is only a total of 11 units with the town/village centre of which four units are vacant.

4.21 **West Linton's** vacancy rate remains unchanged at 6% which relates to a single vacant unit. **St Boswells** has recorded a vacancy rate of 0%, since 2018 (no data for 2020 and winter 2021) however, the addition of one new vacant unit has resulted in a vacancy rate of 6%.

4.22 In **comparison to the rest of the UK,** Table 3 shows the overall Scottish Borders unit vacancy rate alongside the UK average unit vacancy rate over the last five years. The table shows that the Scottish Borders unit vacancy rate is currently 2% lower than the UK average vacancy rate, the same as the previous retail survey.

Table 3: National and Scottish Borders vacancy rates 2019 - 2024

	2019		2020		2021		2022		2023		2024
	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer	Winter	Summer
Scottish Borders vacancy rate	12%	*	**	**	11%	**	13%	13%	12%	12%	12%
UK vacancy rate	13%	*	**	**	15%	**	14%	14%	14%	14%	14%
No. of vacant units in the Scottish Borders	165	*	**	**	160	**	167	175	183	187	189

Source: Local Data Company
** The Winter 2019 audit was only partly completed, so no figures given.*
*** Covid-19 restrictions and advice prevented surveys being completed in 2020 & winter 2021.*

CHAINS/MULTIPLES

4.23 The presence of chains, or multiple shops/offices, can be an indicator of external industry confidence in a town centre, whilst high numbers of local independent shops can be an indicator of local confidence in a town centre and can be attractive to visitors. Table 4 lists the number of chain shops/offices per settlement and the proportion of shops/offices, which are operated by parent companies. This data covers use class 1A only; sui generis uses are excluded. The definition of chain shops/offices covers both regional and national chains, and smaller, local, multiple shop/office chains. Overall, 23% of all class 1A units (246 units) are operated by a parent company or are local/regional multiples; the highest proportion of chains/multiples (excluding Tweedbank, which only has two use class 1A units) is in Galashiels 2nd Centre at Wilderhaugh. The main town centre of Galashiels has the next highest proportion of chains/multiples at 30% (58 units). It should be noted that some of the smaller settlements seem to have a high proportion of chains/multiples. However, they have a small number of units; therefore, the percentage is misleadingly high (Earlston, Newtown St. Boswells & Tweedbank).

Table 4: Number/proportion of 'Use Class 1A' units which are chains/multiples (summer 2024)

Settlement	No. of chains/ multiples (Class 1A)	Total number of Class 1A Units	% of Class 1 units which are chains/ multiples
Chirnside	1	4	25%
Coldstream	3	25	12%
Duns	9	42	21%
Earlston	3	10	30%
Eyemouth	9	37	24%
Galashiels	58	193	30%
Galashiels 2nd Centre	12	31	39%
Hawick	38	192	20%
Innerleithen	2	37	5%
Jedburgh	11	66	17%
Kelso	37	138	27%
Lauder	2	11	18%
Melrose	14	62	23%
Newtown St Boswells	2	10	20%
Peebles	26	111	23%
Selkirk	14	68	21%
St Boswells	2	8	25%
Tweedbank	1	2	50%
West Linton	2	11	18%
Total	**246**	**1058**	**23%**

Note: Some of the smaller settlements seem to have a high proportion of chains/multiples. They have a small number of units; therefore, the percentage is misleadingly high (Earlston, Newtown St. Boswells & Tweedbank).

USE CLASSES

4.24 The town centre survey categorises units by their Use Class Order, as defined through the Town and Country Planning (Use Classes) (Scotland) Order 1997 (as amended), and also by the Council's own categorisation system. Only units operating within the following use class categories are monitored through the survey:

- Class 1A - shops, financial, professional and other services
- Class 3 - food and drink; class 3-non classified (sui generis)
- Class 4 - business
- Class 7 - hotels and hostels
- Class 8 – residential institutions
- Class 10 - non-residential institutions
- Class 11 - assembly & leisure
- Sui generis

4.25 These categories are explained in further detail in Appendix 2. By categorising the units by use class, it is possible to establish whether a particular type of unit is in decline and where concentrations of use classes are located.

4.26 Of the 1,535 units included in the retail survey, 1,058 operate as shops and professional services (use class 1A), 128 units are restaurants or cafes (use class 3) and 110 are a combination of town halls, community centres, museums or other uses within use class 10, including children's nurseries; the rest of the surveyed units are made up of use classes 4, 7 and 11 and 69 sui generis units (unclassified uses).

CHARITY SHOPS

4.27 As charity shops are normally entitled to 80% mandatory rate relief, charity shops may be viable in circumstances where other shops are not. However, the presence of charity shops may be one factor that can increase footfall on a high street; although, a combination of factors is likely to affect footfall in any given town.

4.28 Table 5 lists the towns where charity shops are operating; the number of charity shops operating per town; and the percentage of shops operating as charity shops. There are a total of 34 units across the Scottish Borders, the towns with the highest number of charity shops surveyed are Hawick (7), Kelso (6), Galashiels (6) and Peebles (5).

Table 5: Total number of retail units and number operating as charity shops

Settlement	No. of charity shops	Total no. of retail units	% of charity shops
Chirnside	0	9	0%
Coldstream	1	42	2%
Duns	2	64	3%
Earlston	0	19	0
Eyemouth	1	73	1%
Galashiels	6	251	2%
Galashiels 2nd Centre	0	47	0%
Hawick	7	287	2%
Innerleithen	1	57	2%
Jedburgh	2	99	2%
Kelso	6	187	3%
Lauder	0	20	0%
Melrose	1	82	1%
Newtown St Boswells	0	11	0%
Peebles	5	153	3%
Selkirk	2	101	2%
St Boswells	0	16	0%
Tweedbank	0	3	0%
West Linton	0	16	0%

5. TOWN CENTRE HEALTH CHECKS

5.1 Town Centre Health Checks are undertaken for each settlement to assess town centre vitality. The settlements are scored on a range of criteria relating to accessibility, safety, diversity of uses and the quality of the built environment. A copy of the checklist can be found in Appendix 3.

5.2 Settlements with smaller populations may have high scoring for the quality of the town centre environment, however, are unlikely to score as well for accessibility and diversity of uses. Settlements with larger populations have an advantage, in terms of both infrastructure and diversity of uses (see Table 6 for population figures below). The largest towns in the Borders are Hawick and Galashiels, the smallest settlements, included in the town centre survey, are Chirnside, Newtown St. Boswells and St. Boswells.

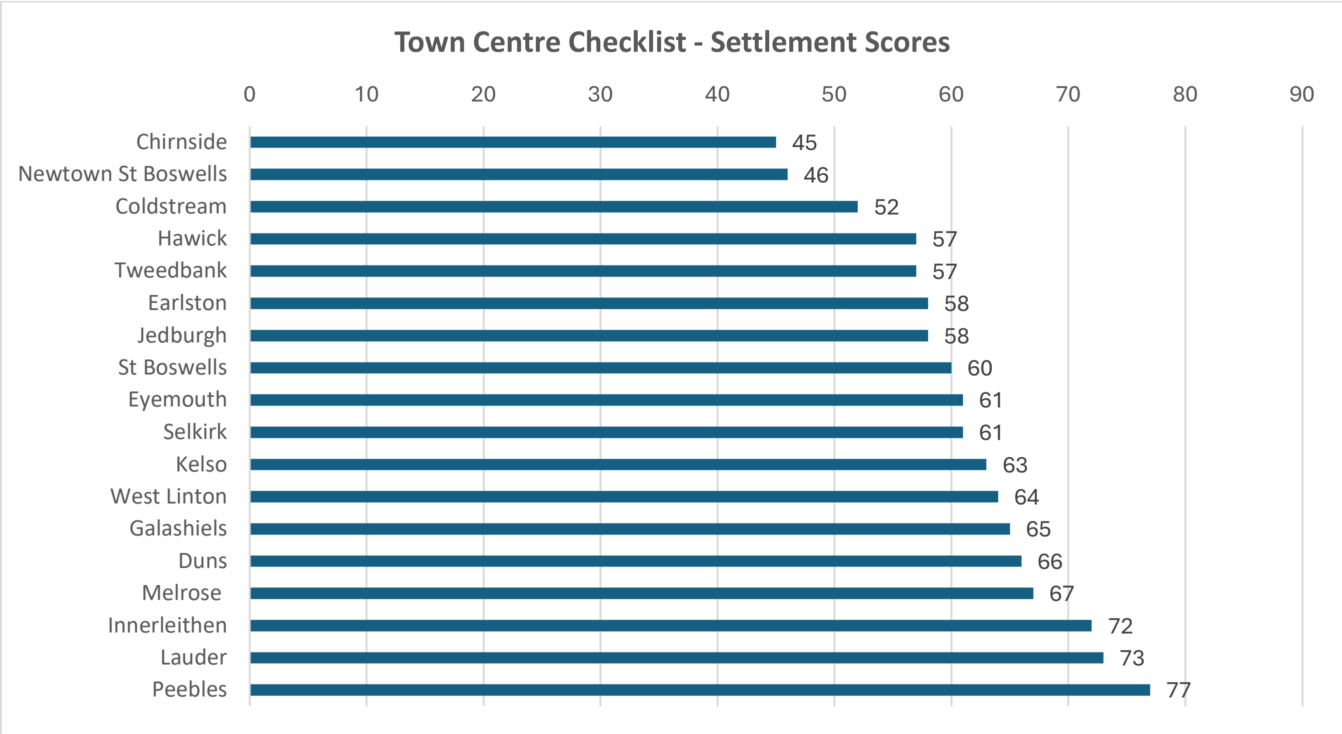
Table 6: Population by settlement from the 2021 Census

Settlement	Population	Settlement	Population
Chirnside	1,457	Kelso	6,681
Coldstream	1,944	Lauder	1,887
Duns	2,887	Melrose	1,904
Earlston	1,715	Newtown St Boswells	1,465
Eyemouth	3,473	Peebles	8,581
Galashiels	12,302	Selkirk	5,458
Hawick	13,586	St Boswells	1,418
Innerleithen	3,225	Tweedbank	1,994
Jedburgh	3,835	West Linton	1,851

Source National Records of Scotland

5.3 The average vitality rating across all surveyed settlements is 61%, which is down 2% from winter 2024. The settlements ranking highest were Peebles (81%), Lauder (77%) and Innerleithen (76%). The towns, which ranked lowest, were, Chirnside (47%), Newtown St. Boswells (48%) and Coldstream (55%) (see Figure 2 below).

Figure 2: Town Centre Vitality Scores – Summer 2024



APPENDIX 1 – RETAIL SURVEY METHODOLOGY

The town centre survey covers ground floor town centre units within eighteen Borders settlements and has been carried out on a bi-annual basis since winter 2006. The process for the audit is summarised below:

Data preparation:	Database set up
	Database changes, as necessary
	Identification of survey coverage
	Production of town centre survey maps
Survey:	Town centre site visits and surveying with town centre maps
	Recording of data
	Recording of new unit and unit spatial changes
Data update:	Database data entry
	GIS spatial changes
	Run database queries
	Results analysis

Database

The database records the following information for each unit: unique unit reference number; name of the business (if the unit is occupied); description of the business (e.g., bakery, clothes shop, newsagents); full address; use classification; SBC use categorisation; whether the unit is a chain/multiple; unit floorspace data; and whether unit is within a Core Activity Area.

New fields

New fields have been added to the database over time. These have enabled monitoring to extend to cover specific policy areas such as Core Activity Areas, charity shops, long-term vacancies and chain/ multiple units. The coverage of the survey can be extended or reduced going forward in line with new trends, which happen to emerge in the future.

Geographic coverage

In 2006 thirteen town centres were surveyed. In addition to these, a second centre for Galashiels was also introduced in 2006. This was included due to the town’s substantial retail and commercial developments outside the town centre. In 2007 this surveying was extended to include all eighteen settlements in the Borders with a population greater than 1000. There have been no additional towns added following the publication of census 2021 results.

Central Retail Districts

The survey covers a single designated central retail district for each town, except Galashiels where both the town centre and a second centre at Wilderhaugh are monitored. Where the town has a designated town centre boundary in the Local Development Plan, this is used as the central retail district boundary. Where no LDP town centre boundary exists, a central retail district (which has no planning status and is only used for retail survey monitoring purposes) covers the parts of the town where retail units are focussed.

In 2006 three settlements (Tweedbank, Earlston and Coldstream) did not have boundaries identified in the Finalised Local Plan. Central retail districts were created for these three settlements following site visits. This was repeated in the 2007 survey for the additional five settlements brought into the survey: Chirnside, Lauder, Newtown St Boswells, St Boswells and West Linton.

In 2016, following the adoption of the Council's Local Development Plan, Hawick's town centre boundary was subject to a significant change, which resulted in a notable extension to the town centre. This resulted in 11 new units being monitored through the retail survey. There was also a minor change in the Garfield Street area, which resulted in two units now sitting outside the town centre. Overall, there was a net increase of 9 units following these changes to the town centre. Minor changes were also made to Galashiels town centre boundary, but these did not result in any changes to surveyed units.

APPENDIX 2 – GLOSSARY

Additional Units	Units in use classes 4, 8, 10 & 11 included for the first time as part of the summer 2023 survey.
All Units	All units included in the survey from summer 2023 – use classes 1A, 3, 4, 7, 8, 10, 11 and sui generis
Central Retail District	The survey covers a single designated central retail district for each town, except Galashiels where both the town centre and a second centre are monitored.
Core Activity Area	Policy ED4 identifies Core Activity Areas within a number of town centres. In order to support the vitality and viability of Core Activity Areas, acceptable uses are restricted.
Original Units	Units included in the survey prior to the summer 2023 audit – use classes 1, 2, 3, 7 and sui generis.
Retail Units	Refers to units originally in the redundant use class 1.
Town Centre Boundary	Boundaries designated in the Local Development Plan for the nine largest towns.
Units	Generic term for units included in the survey.

APPENDIX 3 – DESCRIPTION OF USE CLASSES INCLUDED IN THE SURVEY

USE CLASS	DESCRIPTION
Class 1A Shops and financial, professional and other services	(1) Use — (a) for the retail sale of goods other than hot food, (b) as a post office, (c) for the sale of tickets, (d) as a travel agency, (e) for the sale of cold food for consumption off the premises, (f) for hairdressing, (g) for the direction of funerals, (h) for the display of goods for sale, (i) for the hiring out of domestic or personal goods or articles, (j) as a laundrette or dry cleaners, (k) for the reception of goods to be washed, cleaned or repaired, where the sale, display or service is principally to visiting members of the public. (2) Use for the provision of— (a) financial services, (b) professional services, (c) any other services, which it is appropriate to provide in a shopping area and where the sale, display or service is principally to visiting members of the public. Other examples: supermarket; chemist; auction room; showroom, box office, offices of lawyers, accountants and other professionals (only where there are visiting members of the public); estate agent; health centre; doctors', dentists' or vets' surgery, bank, building society, foreign currency exchange; beautician; nail salon; massage or other therapies;
Class 3 Food and Drink	Use — for the sale of food or drink for consumption on the premises. Examples: Cafés; snack bars; restaurants.
Class 4 Business	Use — (a) as an office, other than a use within paragraph 2 of class 1A (financial, professional and other services); (b) for research and development of products or processes; or (c) for any industrial process; being a use which can be carried on in any residential area without detriment to the amenity of that area by reason of noise, vibration, smell, fumes, smoke, soot, ash, dust or grit. Examples: Corporate office, research laboratory, government office with no visiting members of the public; manufacturing of goods (not within class 5)
Class 7 Hotels and Hostels	Use as a hotel, boarding house, guest house, or hostel where no significant element of care is provided, other than premises where alcohol (within the meaning given by section 2 of the Licensing Scotland Act 2005) is sold, pursuant to a premises

	licence issued under that Act to persons other than residents or to persons other than persons consuming.
Class 8 Residential Institutions	Use — (a) for the provision of residential accommodation and care to people in need of care other than a use within class 9 (houses); (b) as a hospital or nursing home; or (c) as a residential school, college or training centre. Other examples: hospices, boarding schools, care home.
Class 10 Non-residential Institutions	Use, not including residential use — (a) as a crèche, day nursery or day centre; (b) for the provision of education; (c) for the display of works of art (otherwise than for sale or hire); (d) as a museum; (e) as a public library or public reading room; (f) as a public hall or exhibition hall; or (g) for, or in connection with, public worship or religious instruction, or the social or recreational activities of a (h) as a law court.
Class 11 Assembly and Leisure	Use as — (a) a cinema; (b) a concert hall; (c) a bingo hall or casino; (d) a dance hall or discotheque; or (e) a swimming bath, skating rink, gymnasium or area for other indoor or outdoor sports or recreation, not involving motorised vehicles or firearms. Examples: amusement arcade; amusement park; bowling alley; break-out rooms; casino; children's soft play; pool or snooker hall.
Sui Generis Uses	Use as/ for – • as an amusement arcade, centre or funfair • a theatre • the sale, or display for the sale of motor vehicles • a taxi business or for the hire of motor vehicles • a scrap yard or yard for the breaking of motor vehicles • the storage or distribution of minerals • as a public house • any work registerable under the Alkali etc. Works Regulations Act 1906 • the sale of hot food for consumption off the premises. • a waste disposal installation for incineration, chemical treatment (as defined in Annex IIA to Directive 75/442/EEC under heading D9), or landfill of waste to which Directive 91/689/EEC applies • a residential flat • a betting office • a pay day loan shop

APPENDIX 4 – TOWN CENTRE HEALTH CHECKLIST

	Rating 1-5 (1:Poor 5: Excellent)				
Town Centre: Officer Initials: Date:	1	2	3	4	5
Quality of town centre environment					
Overall cleanliness of town centre					
Property appearance, condition and maintenance					
Quality/ built heritage of buildings					
Evidence of recent investment by retailers					
Availability and quality of visitor infrastructure - e.g. street furniture, public toilets, payphones, signage					
Accessibility to Tourist Information Centre					
Presence and quality of open space					
Landscaping within the town centre					
Accessibility					
Provision of facilities for cyclists e.g. cycle lanes, cycle storage					
Ease of pedestrian movement e.g. signage, pedestrian crossings, pedestrianised zones					
Ease of movement for the less mobile e.g. lowered kerbs, pavement condition, automatic entrances					
Public Transport - e.g. presence and quality of bus timetables and bus shelters					
Location and quality of car parks, availability of disabled parking bays					
Impact of traffic on the town centre - e.g. traffic calming measures in place					
Safety and security					
Feeling of security - e.g. Presence of CCTV					
Presence of graffiti & vandalism (1= lots/5=none)					
Diversity of uses					
Presence of entertainment/leisure facilities e.g. swimming pool, cinema, bingo					
Presence of cultural and community facilities e.g. libraries, information boards, community halls					
Availability of food & drink facilities					
Additional Notes:					