LONDON BOROUGH OF
RICHMOND UPON THAMES

2025 Town Centre Land Use Survey

Planning

2 July 2026

Local Plan Monitoring Report

2025 Centre Land Use Survey

Richmond upon Thames

June 2026

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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 2024.

The following report shows that the boroughwide vacancy rate has decreased slightly from 8.4% in 2024 to 8% in 2025. The overall Town Centre vacancy rate has also decreased from 8% to 7.6%, although the individual circumstances of each Town Centre vary. For example, East Sheen Town Centre recorded a vacancy rate of 6.9% in 2025 compared to 9% in 2024, and Whitton recorded a vacancy rate of 7.2% compared to 4.4% in 2024. The vacancy rates of Local Centres also decreased slightly from 8% in 2024 to 7.5% in 2025. Neighbourhood Centres saw vacancy rates increase by 1.9%, and Local Parades decreased by 2%.

2. Introduction

This report summarises the results of the town centre land use survey conducted in the borough between 22nd September and 2nd October 2025 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.[1]

- Town centres - the Mayor's town centre network set out in the London Plan effectively sets the top tier which in Richmond upon Thames is made up of the five town 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), Twickenham Green 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.
- Important 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, Waldegrave Road and Whitton Road

Following the introduction of the combined planning use class in 2020[2], for the purposes of this report premises were classified into seven broad categories.

[1] https://www.richmond.gov.uk/services/planning/planning_policy/local_plan/local_plan_evidence/towns_retail_leisure_research
[2] https://www.planningportal.co.uk/permission/common-projects/change-of-use/use-classes

3. Town Centre Retail Policy Changes: Local Plan (2024–2039)

The adopted Local Plan 2024–2039[3] adopted on 7 October 2025, introduces a restructuring of retail policy compared to the 2015–2018 Local Plan. The previous approach relied on designated Key and Secondary Shopping Frontages to manage retail uses and maintain shopping character. This system has been replaced by Primary Shopping Areas (PSAs) within clearly defined town centre and local centre boundaries, providing a centre-wide basis for policy application rather than frontage-specific controls.

The centre hierarchy has been updated with Parades of Local Importance renamed as Important Local Parades. Twickenham Green, formerly a Parade of Local Importance, is now designated as a Neighbourhood Centre. There is greater flexibility for change of use to other appropriate uses outside of PSAs.

Essential shops and services, including post offices and public houses, now benefit from stronger protection under Policies 17, 18 and 20. Where applicable, changes of use require evidence of redundancy and marketing, and the existence of genuine alternatives within 400 metres where feasible. This represents a more explicit safeguard compared to the earlier plan.

While vacancy rates have been recorded since 2015, the new Monitoring Framework[4] formalises indicators such as annual vacancy rates by centre tier, net retail floorspace change within PSAs, and loss of essential services. These indicators enable trend-based analysis and inform intervention where sustained increases or significant changes occur.

Following the adoption of the new local plan and the removal of designated frontages a number of adjustments have been made to the monitoring survey and report. These are detailed in the methodology section below.

2018 Local Plan	2025 Local Plan
Key & Secondary Shopping Frontages	Primary Shopping Areas (5 town centres only) + Town/Local Centre Boundaries
Town, Local, Neighbourhood, Parades of Local Importance	Town, Local, Neighbourhood, Important Local Parades
Frontage-based	Boundary based
Vacancy data collected	Annual vacancy trends, zero net-loss floorspace target

[3] https://www.richmond.gov.uk/services/planning/planning_policy/local_plan/adopted_local_plan
[4] https://www.richmond.gov.uk/media/gleevkmi/sd_018_richmond_local_plan_monitoring_framework.pdf

4. Net loss of retail floorspace in Primary Shopping Areas

This indicator, established within the Monitoring Framework of the updated Local Plan, provides a clear measure of changes in retail floorspace within Primary Shopping Areas, supporting consistent assessment of how well town centres are maintaining their retail function.

Net Floorspace Changes (E Use Class)

- Loss:
  - 91 sqm at *Church Court, Richmond*
  - 130 sqm at *Heath Road, Twickenham*
- Gain:
  - 58 sqm at *Upper Richmond Road West, East Sheen*

Net Change:

- Total loss: 221 sqm
- Total gain: 58 sqm
- Overall net reduction: 163 sqm in E use floorspace.

Table 1: Net Floorspace Changes in Primary Shopping Areas

Planning Ref:	Address	Proposal	Floorspace Existing sqm	Floorspace Existing use class	Floorspace Proposed sqm	Floorspace Proposed use class
21/3818/FUL	1A Church Court, Richmond	Change of use from class E to beauty salon (sui generis)	91	E	91	SG
23/1406/FUL	477 Upper Richmond Road West, East Sheen	Change of use from Sui Generis microbrewing and retail to Class E	58	SG	58	E(a)
24/0335/PS192	20 Heath Road, Twickenham	Change use of ground floor of property from Class E (a) retail to Class E (f) nursery/baby unit.	130	E(a)	130	E(f)

5. Essential Shops and Services

As part of the updated Local Plan Monitoring Framework, this indicator tracks year-on-year changes in the number of Essential Shops and Essential Services across the borough. Monitoring these uses helps assess whether town and local centres continue to provide core everyday goods and services.

Essential Shops	Essential Services
• Baker • Butcher • Chemist • Fishmonger • Greengrocer • Newsagent • Off licence • Post Office • Supermarket / General store / Delicatessen / Health food shop	• Bank / Building society • Car & tyre servicing • Funeral director • Hairdresser & barber • Launderettes and dry cleaners • MOT centre • Nail salons, beauty and tanning salons • Shoe repairer • Tailor • Other in-person health and beauty services

Essential Shops

Notable changes in Essential Shops since 2024 include a loss of 2 butchers, at Station Parade Kew and at Waldegrave Road Teddington. There were 3 new greengrocers including 1 at East Sheen and 1 at Richmond Road, East Twickenham. Overall, there was a net gain of 6 Essential Shop units since 2024.

Table 2: Net Change in Essential Shops 2024-2025

Type	Essential Shops 2024	Essential Shops 2025	2024-2025
Bakery/Cafe	27	26	-1
Butcher	12	10	-2
Chemist	42	43	1
Convenience Store	81	83	2
Delicatessen	10	11	1
Greengrocer	11	14	3
Off Licence	19	18	-1
Supermarket	54	57	3

Essential Services

Notable changes in Essential Services since 2024 include the loss of a Building society at The Quadrant Richmond and the loss of a Funeral Director at Hampton Hill. Overall, there was a net gain of 8 Essential Services units since 2024.

Table 3: Net Change in Essential Services 2024-2025

Type	Essential Services 2024	Essential Services 2025	2024-2025
Bank	8	7	-1
Barber	62	67	5
Beautician	37	43	6
Dry Cleaner	40	41	1
Funeral Director	17	16	-1
Hairdresser	95	94	-1
Physiotherapist	9	8	-1

6. 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 floorspace needed in the High Street. The most recent forecasts[5] 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^2. 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.

[5] https://www.richmond.gov.uk/media/sttjoeqb/retail_and_leisure_study_update_addendum.pdf

7. 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:

Came into force in May 2013	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[6]. Some exemptions and limited prior approval process.
Came into force in April 2014	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.
Came into force in April 2015	change of use from shops (A1) to financial and professional services (A2). There is no prior approval process and no exemptions.
Came into force in April 2017	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.
Came into force in September 2020[7]	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.) • **Class E** - subsuming the existing A1, A2, A3, B1 (including R&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. • **Class F1 -** 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. • **Class F2 -** 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. * Meeting criteria which means that this protection is unlikely to be applicable in this borough Drinking establishments are categorised as sui generis. 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.
Came into force August 2021	A new Permitted Development right introducing change of use from Class E to residential. There are exceptions including Listed Buildings. [8]

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

[6] 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.

[7] https://www.gov.uk/guidance/ensuring-the-vitality-of-town-centres

[8] https://www.planningportal.co.uk/permission/responsibilities/planning-permission/permitted-development-rights

8. 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 31st August 2020	Use Class from 1st 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):[9]

- 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[10] was made on 21st 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.

[9] https://www.planningportal.co.uk/permission/common-projects/change-of-use/use-classes
[10] https://www.richmond.gov.uk/services/planning/conservation_and_urban_design/conservation_areas/article_4_directions

9. 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 or Food and Leisure outlets.

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 centre boundaries 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. Following the adoption of the new Local Plan (2025) and the removal of designated frontages a number of residential units within centres have been removed from the monitoring data. In some cases, this has led to a higher vacancy rate as the total number of units has reduced. In addition, the re-designation of Twickenham Green from Local Parade to Neighbourhood Centre has changed the total number of units in these categories. Historic data for these designated areas has been adjusted accordingly.

10. The Borough's centres

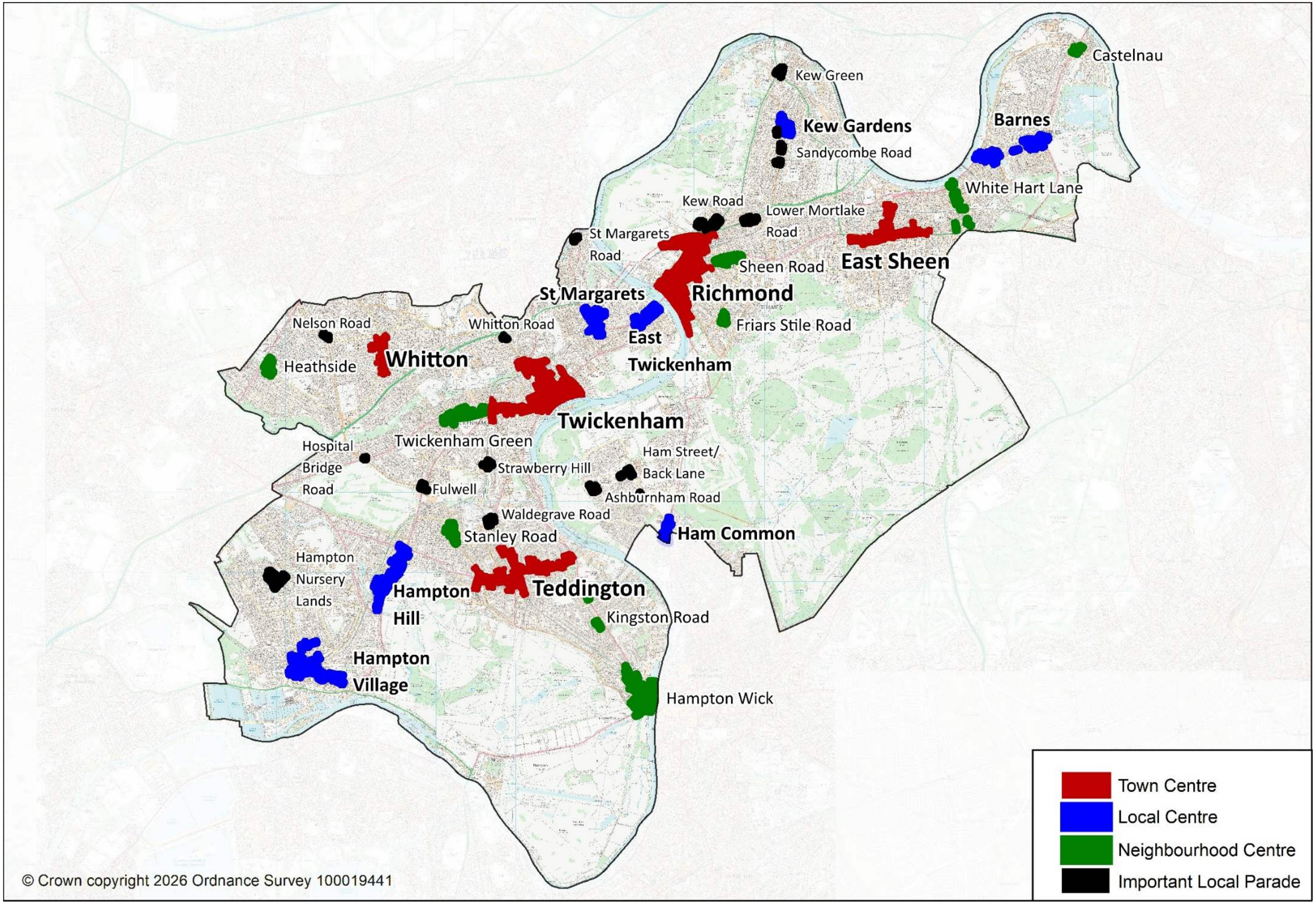
Table 4: Adopted Local Plan Centre hierarchy

Type of centre	Name of centre
Town centres	Richmond Twickenham Teddington East Sheen Whitton
Local centres	Barnes (High Street & Church Road) East Twickenham Hampton Hill Hampton Village Ham Parade (Common) Kew Gardens St Margarets
Neighbourhood centres	Castelnau Friars Stile Road Hampton Wick Heathside (Powder Mill Lane) Sheen Road Kingston Road (Teddington) Stanley Road (Teddington) Twickenham Green White Hart Lane (Barnes/Mortlake)
Important local parades	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 Waldegrave Road Whitton Road

Hierarchy as set out in the adopted Local Plan Policy 17[11]

[11] https://www.richmond.gov.uk/services/planning/planning_policy/local_plan/adopted_local_plan

Figure 1: Hierarchy of centres



11. Land Use Category Definitions

Table 5: Classification of the type of land use

Convenience Retailer	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
Durable/Non-food	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
Food and Leisure	Bakery/Café Bar and Restaurant Café Fast Food & Take Away Restaurant	Restaurant and Bar Sushi Bar Take Away/Restaurant Wine Bar/Restaurant
Services	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
Financial and Business	Accountant Bank & Building Society Betting Shop	Estate Agent Office Solicitor
Public Service/Facilities	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

12. 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 2024, the total number of vacant units in the borough's high streets and local parades has experienced a slight decrease, continuing a downward trend seen after the high vacancy rates of 2021. At 8% the borough vacancy rate is slightly above the ten-year average of 7.8%, but lower than the 8.4% recorded in 2024. Town Centres saw a slight decrease from 8% to 7.6% and Local centres saw a similar decrease from 8% to 7.5%. Vacancies for the neighbourhood centres saw an increase of 3 units and there has been a decrease of 7 vacant units in the Important Local Parades.

3. Table 3 below shows that the total number of vacancies has decreased by 18 units since 2024, from 206 to 188.

4. The town centres have seen a decrease of 5 vacant units compared to 2024, and the vacancy rate is now at a similar level to the ten-year average. The local centres also saw a decrease of 5 vacant units. The neighbourhood centres saw a slight decrease of 1 vacant unit, and important local parades saw a large decrease of 7 vacant units since 2024 to a total of 19 vacant units.

5. Richmond Town Centre saw a slight decrease in vacant units compared to 2024, from 40 to 39 as shown in Table 13. East Sheen had a large decrease of 7 vacant units and Whitton increased by 3 additional vacant unit.

Table 6: Summary of Vacancies – 2015 - 2025

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Total number of vacancies	**186**	**133**	**159**	**195**	**206**	**220**	**206**	**199**	**206**	**188**	**190**
town centres	84	74	77	96	115	121	100	96	103	98	96
local centres	44	23	43	44	52	47	51	42	46	41	43
neighbourhood centres	47	24	21	29	19	28	32	37	31	30	30
important local parades	11	15	20	26	20	24	23	24	26	19	21
Vacancy rate (%)	7.7	5.5	6.6	8.0	8.3	8.9	8.4	8.1	8.4	8.0	7.8

13. 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 decreased to 188 vacant units, compared to 206 in 2024. This gives a vacancy rate of 8%, which is below the average of the last 5 years and remains well below the national average estimate of around 14%, and the estimate for Greater London of 11%.[12]

Figure 2: Boroughwide Centre Vacancy Rate 2002 – 2025

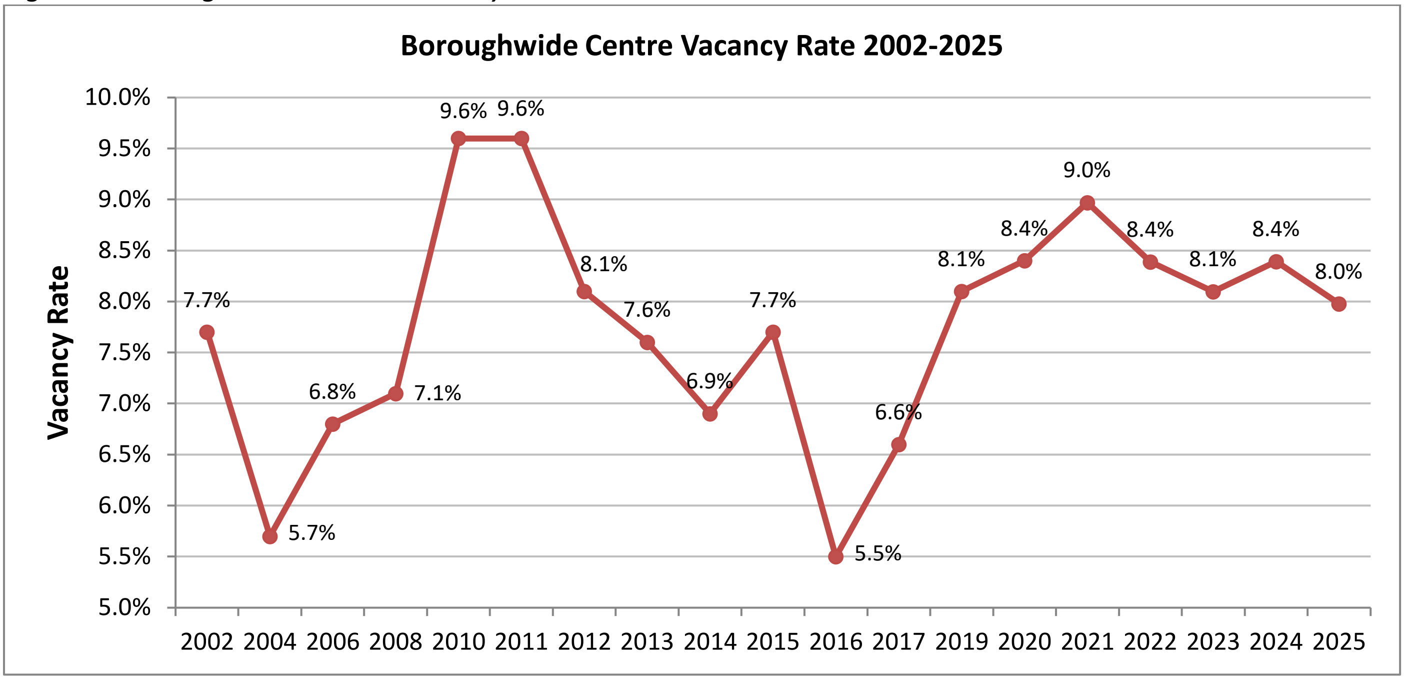


Table 7: Boroughwide Centre Vacancy Rate 2015 - 2025

Year	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Vacancy Rate	7.5%	5.6%	6.5%	8.0%	8.3%	9.0%	8.4%	8.1%	8.4%	8.0%	7.8%

[12] https://www.savills.co.uk/research_articles/229130/368743-0

14. Categories by type of centre

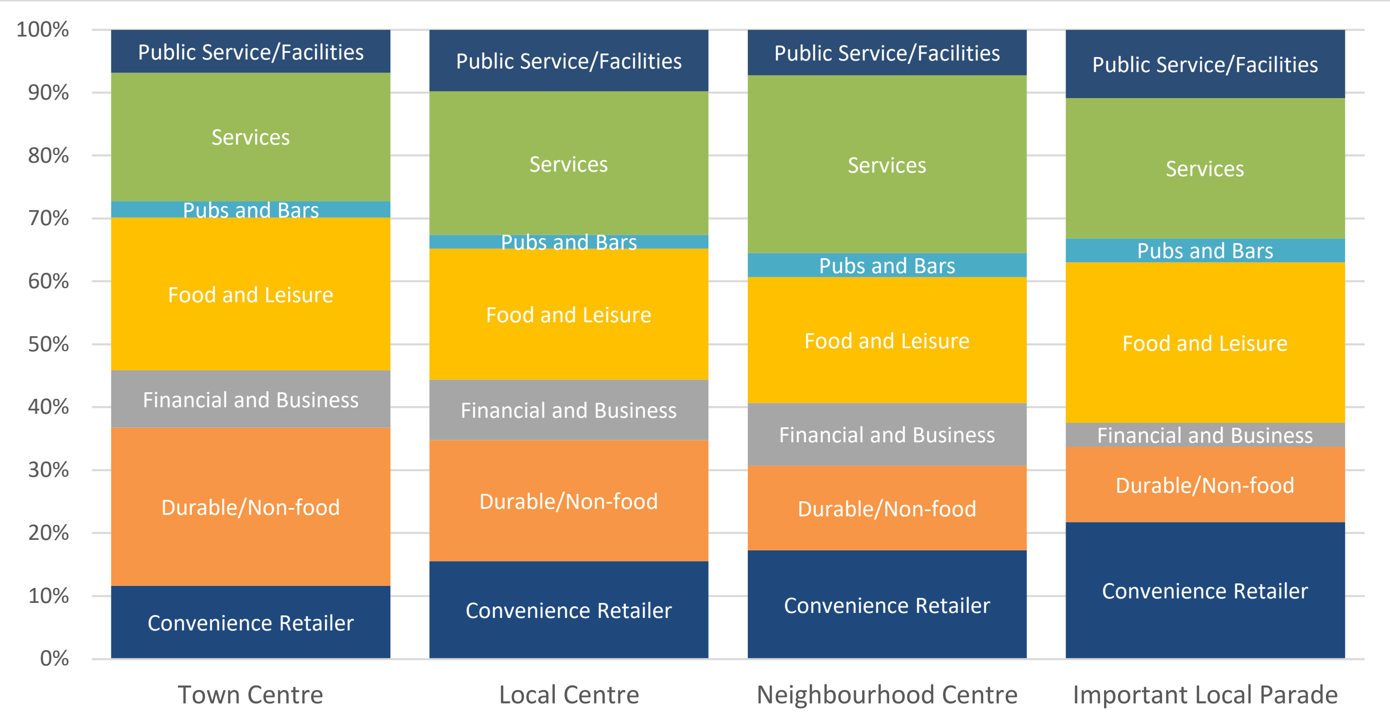
The table and chart below show the percentage of all units by category that are in the hierarchy of centres in the borough. These show for example, that the majority of Durable/Non-food outlets are generally in Town Centres and the majority of Convenience Retailers are in the Neighbourhood Centres and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

Table 8: 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	12%	20%	25%	9%	24%	3%	7%
Local Centre	16%	23%	19%	10%	21%	2%	10%
Neighbourhood Centre	17%	28%	13%	10%	20%	4%	7%
Important Local Parade	22%	22%	12%	4%	26%	4%	11%

Red = increase, Blue = decrease when compared to 2024

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



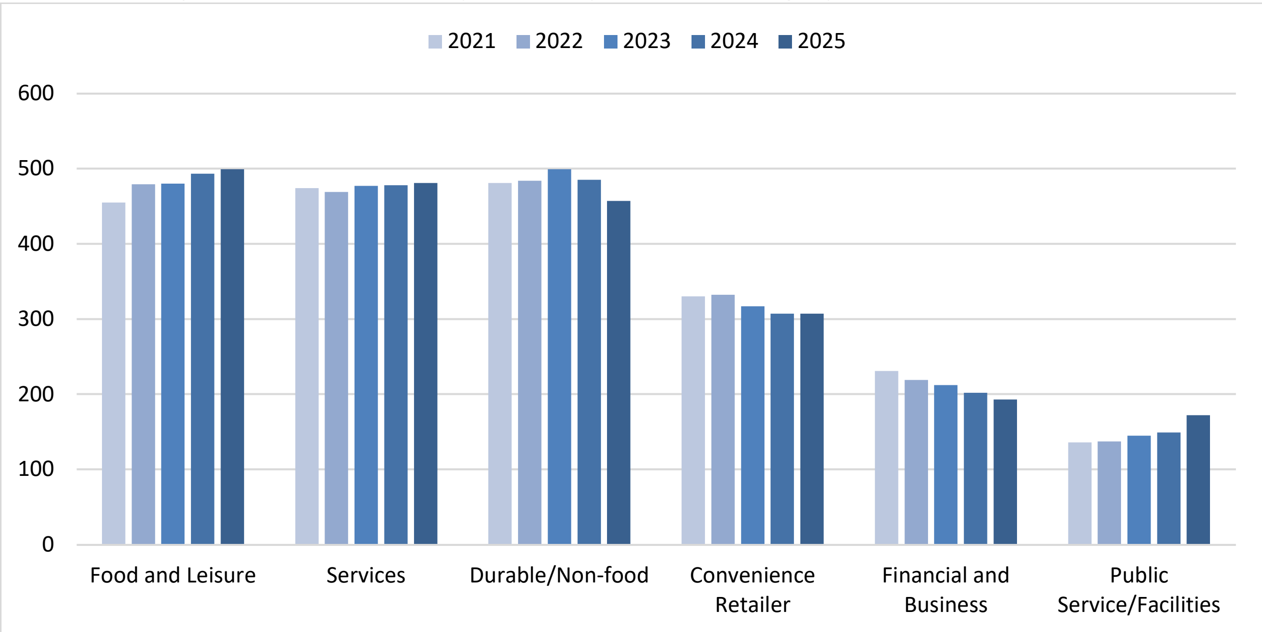
15. Land Use Category change 2021 - 2024

The table and chart below show the number of units by category for the years 2021 to 2025, 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 units. 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 2025 to below 2021 levels.

Table 9: Count of units by land use category – 2021 - 2025

Land Use Category	2021	2022	2023	2024	2025	2021-25 Change
Food and Leisure	455	479	480	493	499	44
Services	474	469	477	478	481	7
Durable/Non-food	481	484	499	485	457	-24
Convenience Retailer	330	332	317	307	307	-23
Financial and Business	231	219	212	202	193	-38
Public Service/Facilities	136	137	145	149	172	36
Pubs and Bars	60	55	57	57	60	0

Figure 4. Number of units in centres and parades by land use category – 2021 - 2025



16. Town Centre Vacancy Rates

The overall vacancy rate in the borough's five town centres in 2025 is 7.6%, a slight decrease on the 8% recorded in 2024, following a significant fall from the 2021 peak of 9.4%, when rates were at their highest since 2011. Vacancy numbers fell overall, but changes varied by centre.

Richmond town centre recorded the highest rate at 10.2%, despite a small decrease from 2024, while East Sheen dropped to 6.9% which is the lowest rate since 2016. Whitton saw the largest increase, rising from 4.4% to 7.2%. Teddington and Twickenham town centres both saw minor changes in vacancy rates increasing by +0.5% and decreasing by -0.4%, respectively.

In total, 98 units were vacant in 2025, compared to 103 in 2024, 96 in 2023, and 100 in 2022. The lowest vacancy rate during the period was 5.8% in 2016.

Figure 5: Town Centre Vacancy Rate 2002 - 2025

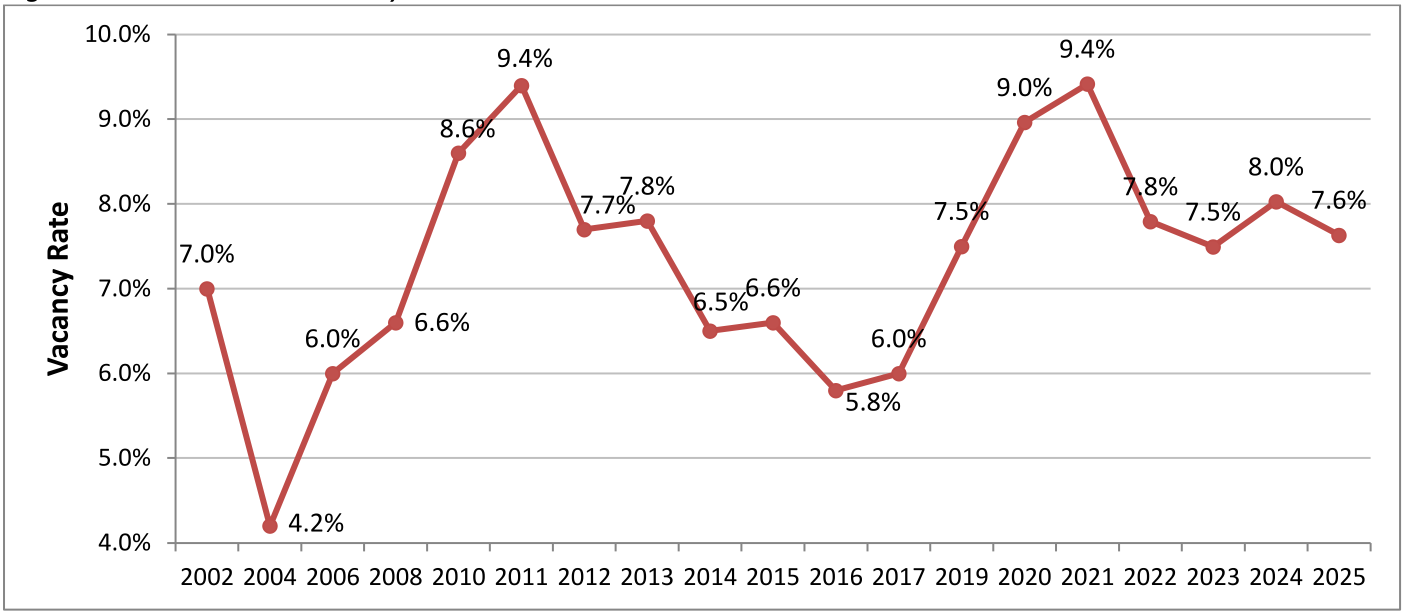


Table 10: Town Centre Vacancy Rate 2015 – 2025

Year	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Total Units	1273	1279	1274	1275	1283	1285	1283	1281	1283	1284	1280
Vacant Units	84	74	77	96	115	121	100	96	103	98	96
Vacancy Rate	6.6%	5.8%	6.0%	7.5%	9.0%	9.4%	7.8%	7.5%	8.0%	7.6%	7.5%

Table 11: Town Centre Vacancy Rate by Centre 2015 – 2025

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Richmond	7.3	5.3	4.7	6.7	9.7	12.1	8.3	9.5	11.0	10.2	**8.3**
East Sheen	4.8	6.2	7.6	9.3	9.9	11.4	9.0	9.0	9.0	6.9	**8.5**
Teddington	3.6	7.7	7.2	4.6	8.2	7.2	8.8	5.6	5.1	5.6	**6.5**
Twickenham	8.4	5.7	5.7	9.1	9.4	6.6	7.0	6.0	7.0	6.6	**7.2**
Whitton	9	3.8	5.2	6.6	5.1	7.4	4.4	5.1	4.4	7.2	**5.7**
Total	**6.6**	**5.8**	**6.0**	**7.5**	**9.0**	**9.4**	**7.8**	**7.5**	**8.0**	**7.6**	**7.5**

17. Town Centre Vacancy Rates in Primary Shopping Areas

Following the introduction of the Primary Shopping Centre designation in the Local Plan the survey data shows that vacancy rates are generally lower than in the wider Town Centre boundaries. The Primary Shopping Area vacancy rate is 7.5% compared to 7.6% in the Town Centre as a whole.

In 2025, vacancy rates in Primary Shopping Areas averaged 7.5%, slightly below the overall town centre average of 7.6%. Richmond had the highest Primary Shopping Area rate at 8.5%, compared to 10.2% overall, while East Sheen recorded 7.3% versus 6.9% overall. Twickenham matched its overall rate at 7.6%, and Teddington was slightly higher in the PSA (6.8%) than overall (5.6%). Whitton saw the sharpest increase, reaching 6.4% in the PSA compared to 7.2% overall. These figures suggest primary shopping areas remain marginally more resilient than town centres as a whole, though patterns vary by centre.

Average vacancy rates in Primary Shopping Areas increased steadily from 6.3% in 2023 to 6.9% in 2024 and 7.5% in 2025, representing an overall rise of 1.2%. Richmond peaked at 9.4% in 2024 before falling to below the three-year average. Twickenham has remained high at 7.6% after a sharp increase from 5.6%, and Whitton recorded a significant increase of 3.2% following an initial decline.

Table 12: Town Centre Vacancy Rates by year in Primary Shopping Areas

	2023	**2024**	**2025**	**Average**
Richmond	8.0	9.4	8.5	**8.7**
East Sheen	6.8	6.3	7.3	**6.8**
Teddington	5.5	5.5	6.8	**5.9**
Twickenham	5.6	7.6	7.6	**6.9**
Whitton	4.3	3.2	6.4	**4.6**
Total	**6.3**	**6.9**	**7.5**	**6.9**

18. 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, role and the socio-economic and demographic make-up of each area. Table 11 shows changes in each town centre since the 2024 survey. Overall, there was an increase in Services and Financial and Business uses, and a decrease in Durable/ Non-food.

Table 13: 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%	22%	29%	8%	23%	1%	6%
Richmond	7%	17%	31%	11%	25%	4%	5%
Teddington	11%	22%	25%	10%	23%	2%	7%
Twickenham	13%	19%	21%	11%	26%	3%	7%
Whitton	18%	22%	21%	11%	22%	1%	4%
Grand Total	**11%**	**20%**	**26%**	**10%**	**24%**	**2%**	**6%**

Figure 6: Percentage of trading units in Town Centres by category

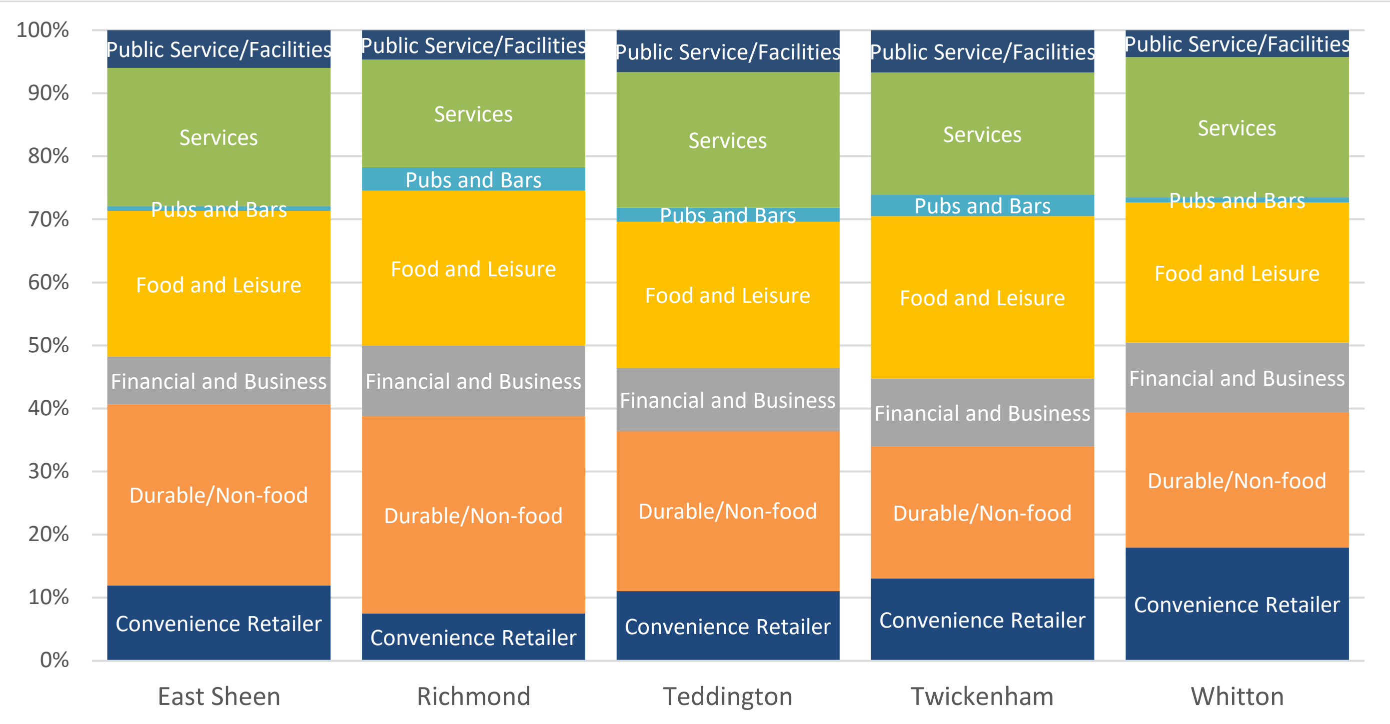


Table 14: Change in percentage of trading units in Town Centres by category – 2024 - 2025

Town Centre	Convenience Retailer	Services	Durable/ Non-food	Financial and Business	Food and Leisure	Pubs and Bars	Public Service/ Facilities
East Sheen	-0.3%	0.2%	-0.6%	0.5%	0.2%	0.0%	0.0%
Richmond	-0.1%	-0.2%	0.6%	-0.1%	-0.2%	0.0%	0.0%
Teddington	0.1%	0.2%	-0.8%	0.1%	0.3%	0.0%	0.1%
Twickenham	0.2%	0.4%	-0.6%	0.1%	-0.1%	0.1%	-0.1%
Whitton	0.3%	0.6%	-0.2%	0.7%	-0.2%	-0.7%	-0.5%
Total	-0.1%	0.2%	-0.1%	0.2%	0.0%	0.0%	-0.1%

19. Richmond Town Centre – Headline results

- Richmond town centre had 39 vacancies, with 37 being vacant units and 2 undergoing refurbishments. In 2024, there were 40 vacant units recorded.
- 18 of the vacant units were also recorded as vacant in 2024, and 11 of these were also vacant in 2023.
- Vacancies are spread evenly across the centre, with 7 located on Kew Road, 4 on both Richmond Hill and The Quadrant, and 3 on Sheen Road, Hill Rise, and George Street.
- 4 of the vacant units on Kew Road were newly vacant.
- Newly vacant units included a Bank, Supermarket and Betting Shop. Previously vacant units that had returned to trading in 2025 included 3 Restaurants, a Gallery, Gymnasium and a Public House.
- 19 of the 39 vacant units were in the Primary Shopping Areas.
- There were 21 units added to the survey within Richmond Town Centre boundary, including restaurants around the waterfront to the south, and retail units to the north. These additions include two theatres, a cinema, a dentist and funeral director. While the number of vacant units has remained similar to last year, the increase in the total number of units means the vacancy rate has fallen to 10.2%.

Figure 7: Richmond Town Centre

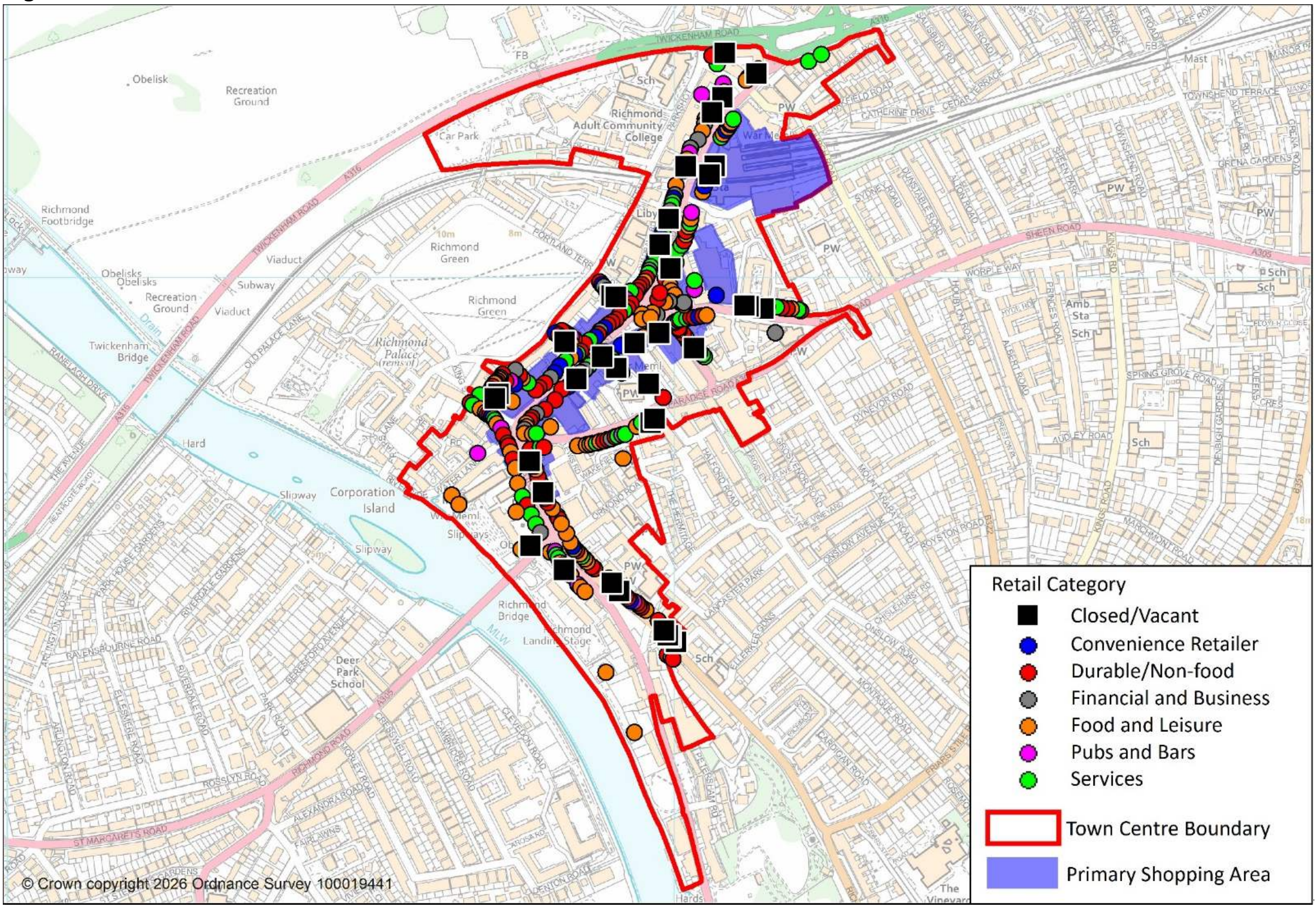


Table 15: Richmond Town Centre Vacancy Rates

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Vacant Units	26	19	17	24	35	44	30	34	40	39	31
Total Units	356	361	359	358	361	363	362	359	362	384	363
Vacancy Rate	7.3%	5.3%	4.7%	6.7%	9.7%	12.1%	8.3%	9.5%	11.0%	10.2%	8.5%

20. Twickenham – Headline results

- There were 20 vacancies in Twickenham Town Centre compared to a total of 21 vacant units in 2024.
- 7 newly vacant units included an estate agent, a solicitor and a public house which was closed for refurbishment.
- 9 vacant shops remained unoccupied from 2023.
- King Street saw the most vacancies with 7 units, London Road had 5, and Heath Road and York Street both had 3 vacant units.
- There were 15 units added to the survey within Twickenham Town Centre boundary, including 6 units around the recently completed Train Station redevelopment, and opposite the station at Brewery Lane. Units include a theatre, supermarket and two gymnasiums. 13 units are outside of the centre boundary on Richmond Road and were removed from the survey.

Figure 8: Twickenham Town Centre

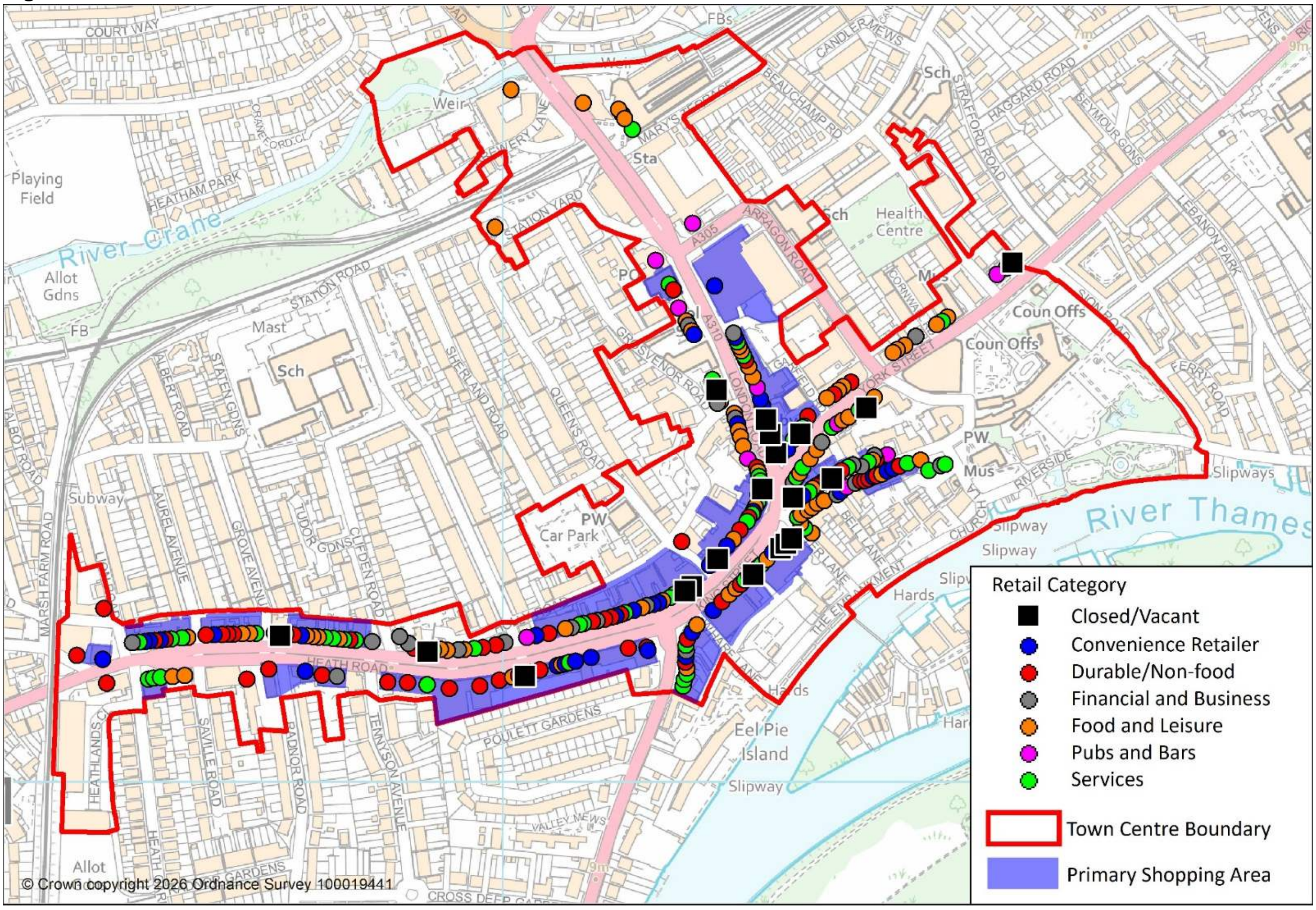


Table 16: Twickenham Town Centre Vacancy Rates

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Vacant Units	25	17	17	27	28	20	21	18	21	20	21
Total Units	298	298	297	296	299	302	302	302	302	304	300
Vacancy Rate	8.4%	5.7%	5.7%	9.1%	9.4%	6.6%	7.0%	6.0%	7.0%	6.6%	7.1%

21. Teddington – Headline results

- Teddington had 11 vacant units in 2024, compared to 10 recorded in 2024.
- There were 5 newly vacant units which included a supermarket, café and estate agent.
- 6 units have remained vacant since the 2024 survey, and 5 of these were recorded as vacant in 2023.
- 5 vacant units were on High Street, 3 on Broad Street and 1 each on Church Road and The Causeway
- There were 5 units added to the survey within Teddington Town Centre boundary, including two nursery schools and a dentist.

Figure 9: Teddington Town Centre

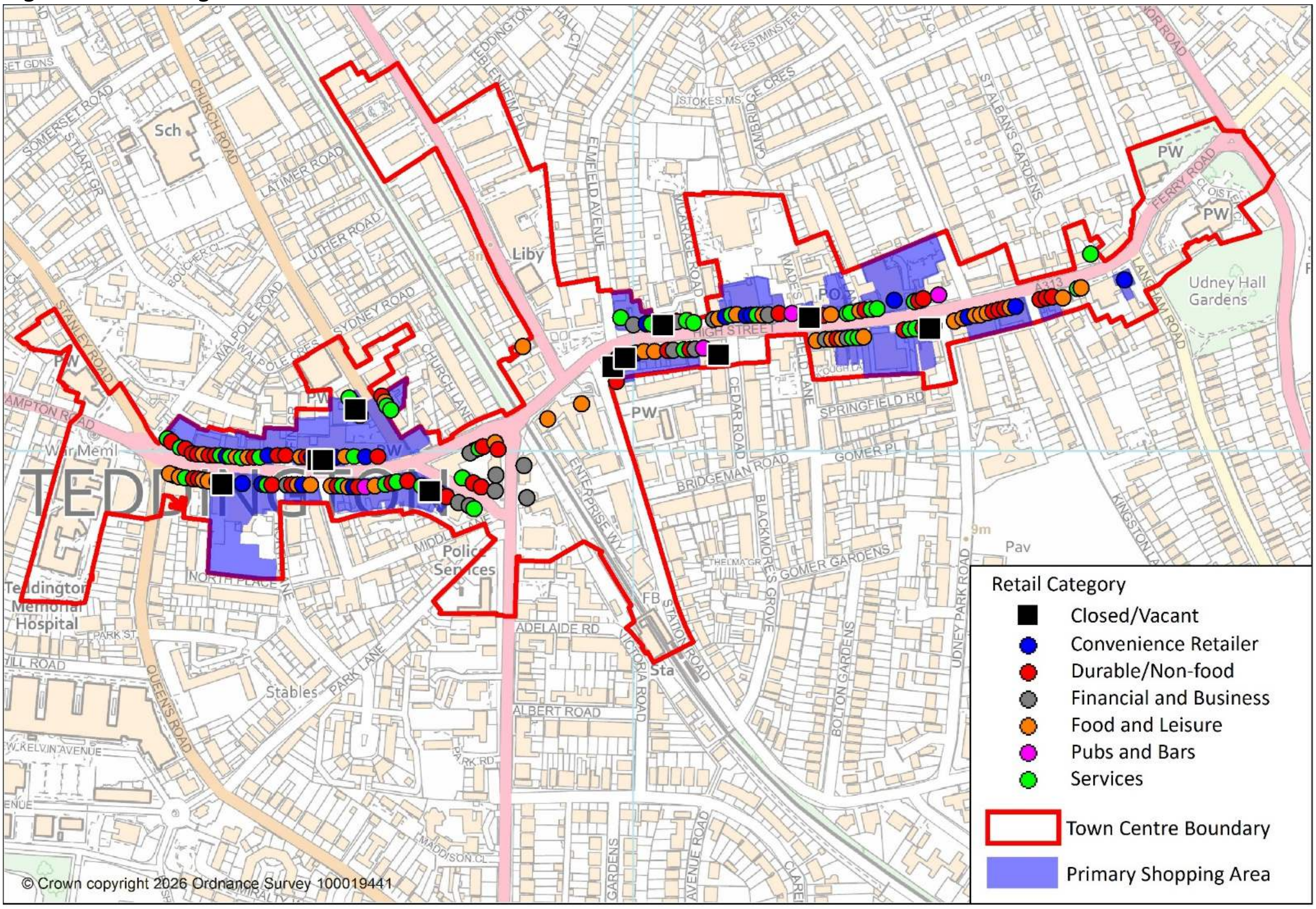


Table 17: Teddington Town Centre Vacancy Rates

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Vacant Units	7	15	14	9	16	14	17	11	10	11	12
Total Units	195	195	195	194	194	194	194	195	195	196	195
Vacancy Rate	3.6%	7.7%	7.2%	4.6%	8.2%	7.2%	8.8%	5.6%	5.1%	5.6%	6.4%

22. East Sheen – Headline results

- East Sheen had 19 vacant units in 2025, compared to 26 recorded in 2024.
- 9 units remained unoccupied since the 2024 survey and 4 of these were also vacant in 2023.
- 10 newly vacant units included 2 cafes, an estate agent and a solicitor and 2 cafes.
- 17 vacant units were on Upper Richmond Road West and there were 5 vacant units on Sheen Lane.
- There were 2 units added to the survey within East Sheen Town Centre boundary, which are DIY & Home Improvement Shops at Mortlake Train Station.
- A total of 18 units were removed from the survey, including four vacant units, as well as a greengrocer, a DIY store and a fast-food takeaway. As a result, both the total number of units and the number of vacant units have decreased since last year, and the vacancy rate has fallen to 6.9%. This means the 2025 vacancy rate is not fully comparable with 2024. However, if the four vacant units that were removed were still included, the total number of vacant units would be 23.

Figure 10: East Sheen Town Centre

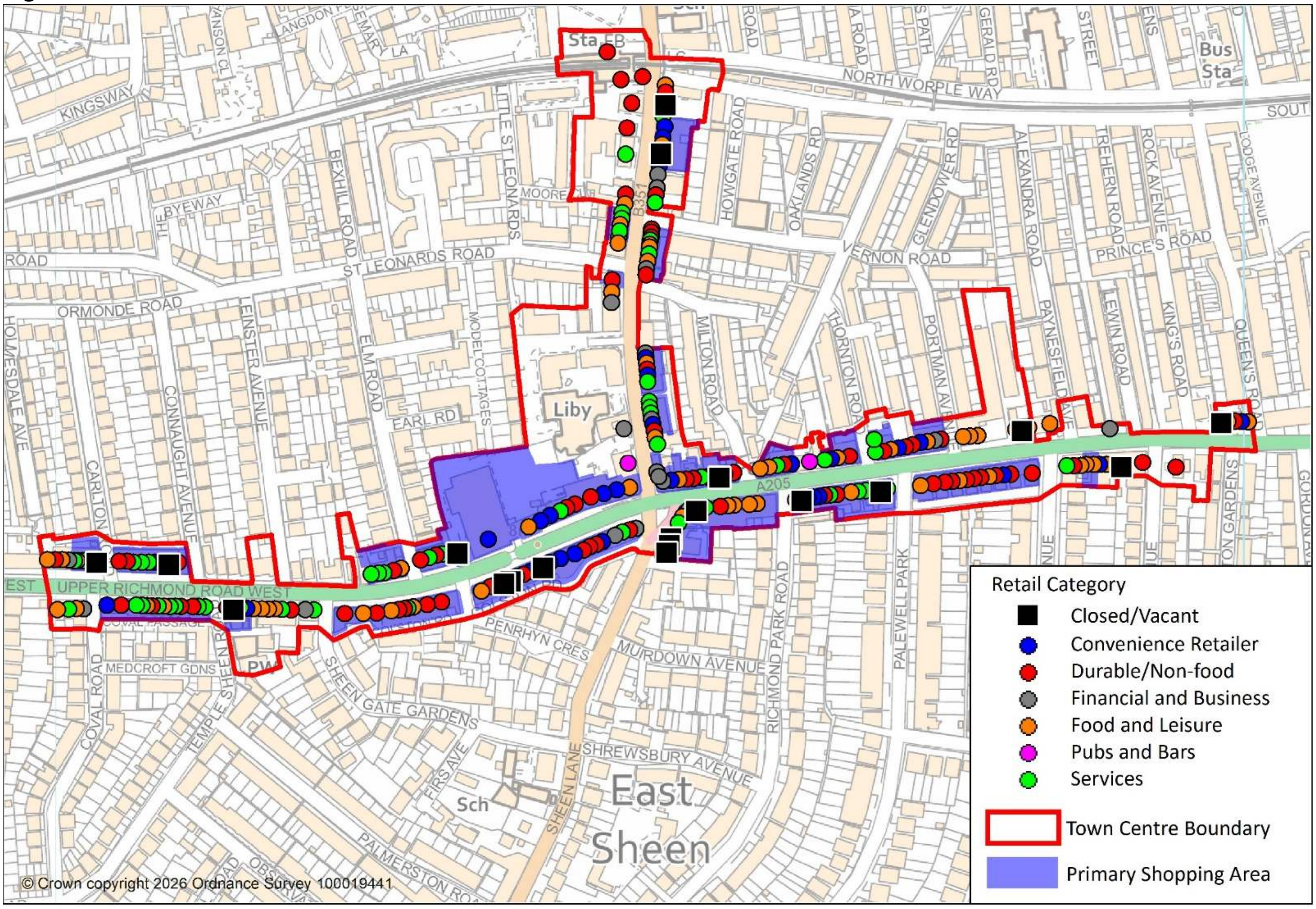


Table 18: East Sheen Town Centre Vacancy Rates

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Vacant Units	14	18	22	27	29	33	26	26	26	19	24
Total Units	290	291	289	291	293	290	289	289	289	275	289
Vacancy Rate	4.8%	6.2%	7.6%	9.3%	9.9%	11.4%	9.0%	9.0%	9.0%	6.9%	8.3%

23. Whitton – Headline results

- There were 9 vacant units in Whitton compared to 6 vacancies in 2024.
- 5 of these units were also recorded as vacant in the 2024 survey, and there were 4 newly vacant units – a clothes shop, home furnishing shop, interior designer and a sandwich shop.
- There were 3 units added to the survey within Whitton Town Centre boundary – a dentist, nursery school and a library. 14 units were excluded including the small group of shops on Hounslow Road.

Figure 11: Whitton Town Centre

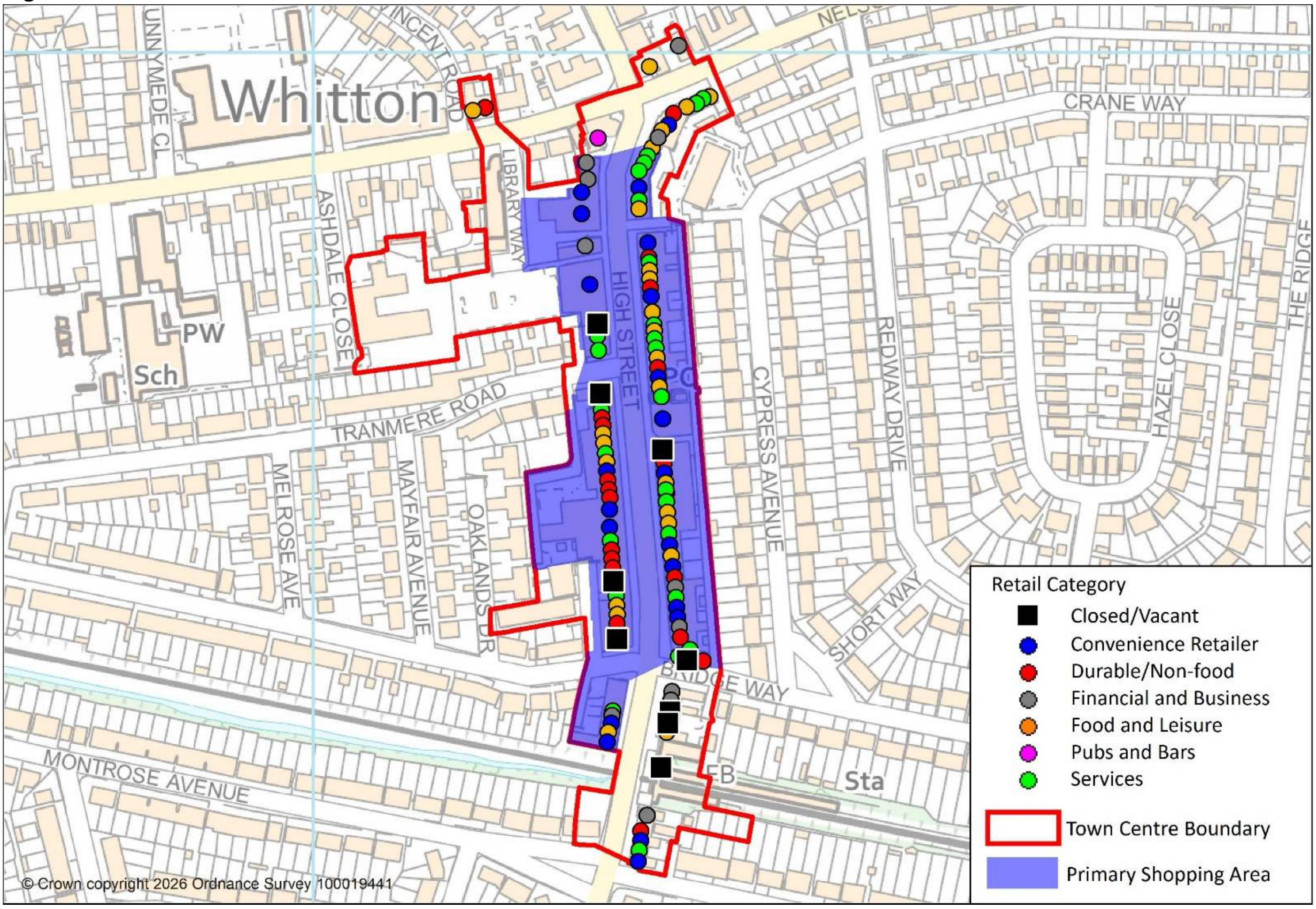


Table 19: Whitton Town Centre Vacancy Rates

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Vacant Units	12	5	7	9	7	10	6	7	6	9	8
Total Units	134	134	134	136	136	136	136	136	135	125	134
Vacancy Rate	9.0%	3.7%	5.2%	6.6%	5.1%	7.4%	4.4%	5.1%	4.4%	7.2%	5.8%

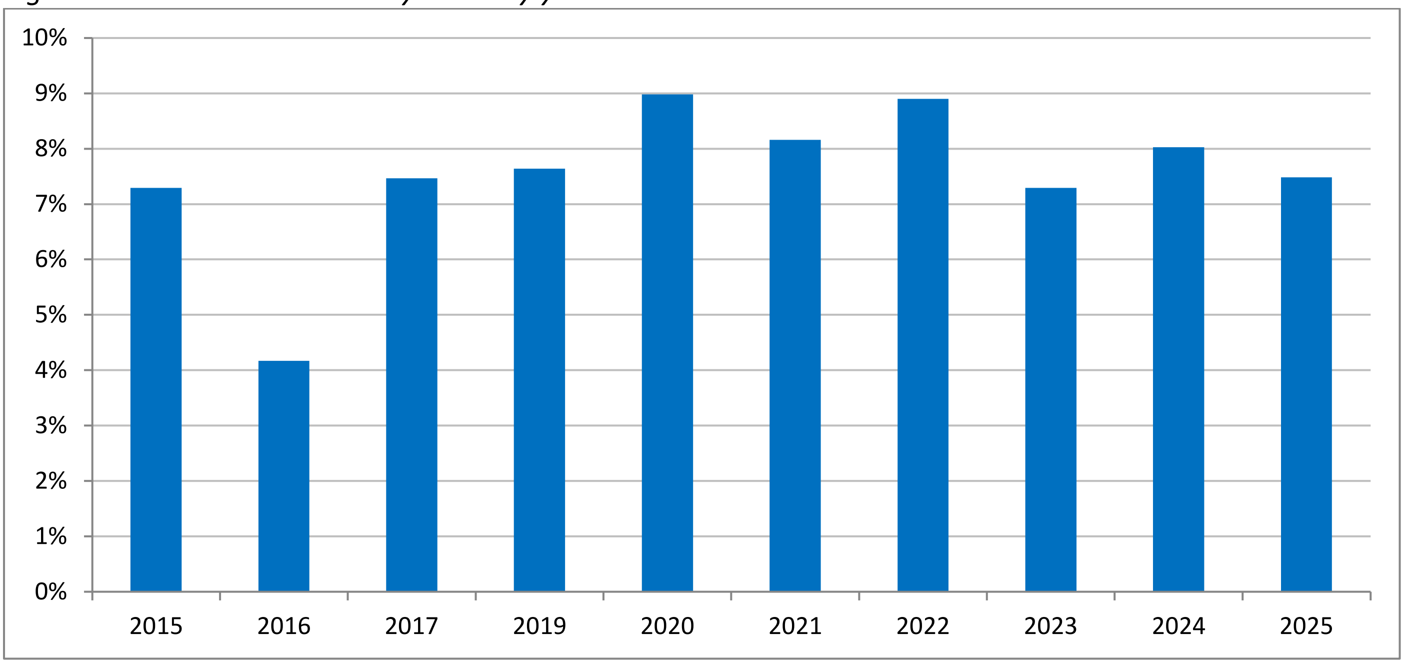
24. Local Centre vacancy rates

The vacancy rate in local centres has decreased from 8% to 7.5% since 2024. Hampton Hill continues to have the highest vacancy rate at 12.4% despite an improvement from 13.8% in the previous year. East Twickenham saw an increase from 5.3% to 7.8% following last year's significant fall. Kew Gardens fell sharply from 6.3% to 2% which is below the average for the local centre. Overall, the long-term average vacancy rate across all centres stands at 7.5%, which aligns with the average of the annual overall rates recorded between 2015 and 2025.

Table 20: Local Centre Vacancy Rates by year

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Barnes	2.4	3.1	8.6	7.0	8.6	7.9	8.7	6.3	6.3	6.7	6.6
East Twickenham	18.2	5.3	3.9	5.3	9.3	9.3	13.3	11.7	5.3	7.8	9.0
Hampton Hill	11.4	6.0	12.9	13.6	14.9	12.8	10.0	9.2	13.8	12.4	11.7
Hampton Village	3.8	1.3	1.3	7.4	6.2	8.5	8.5	9.8	9.8	7.6	6.4
Ham Parade	4.7	7.0	9.3	0.0	2.3	0.0	7.0	2.3	4.7	7.3	4.5
Kew Gardens	3.9	2.0	2.0	2.1	4.1	4.2	8.3	2.1	6.3	2.0	3.7
St Margarets	4.5	4.4	8.8	8.7	8.7	5.9	4.4	4.3	4.3	4.3	5.8
Grand Total	7.3	4.2	7.5	7.6	9.0	8.2	8.9	7.3	8.0	7.5	7.5

Figure 12: Local Centre Vacancy Rates by year

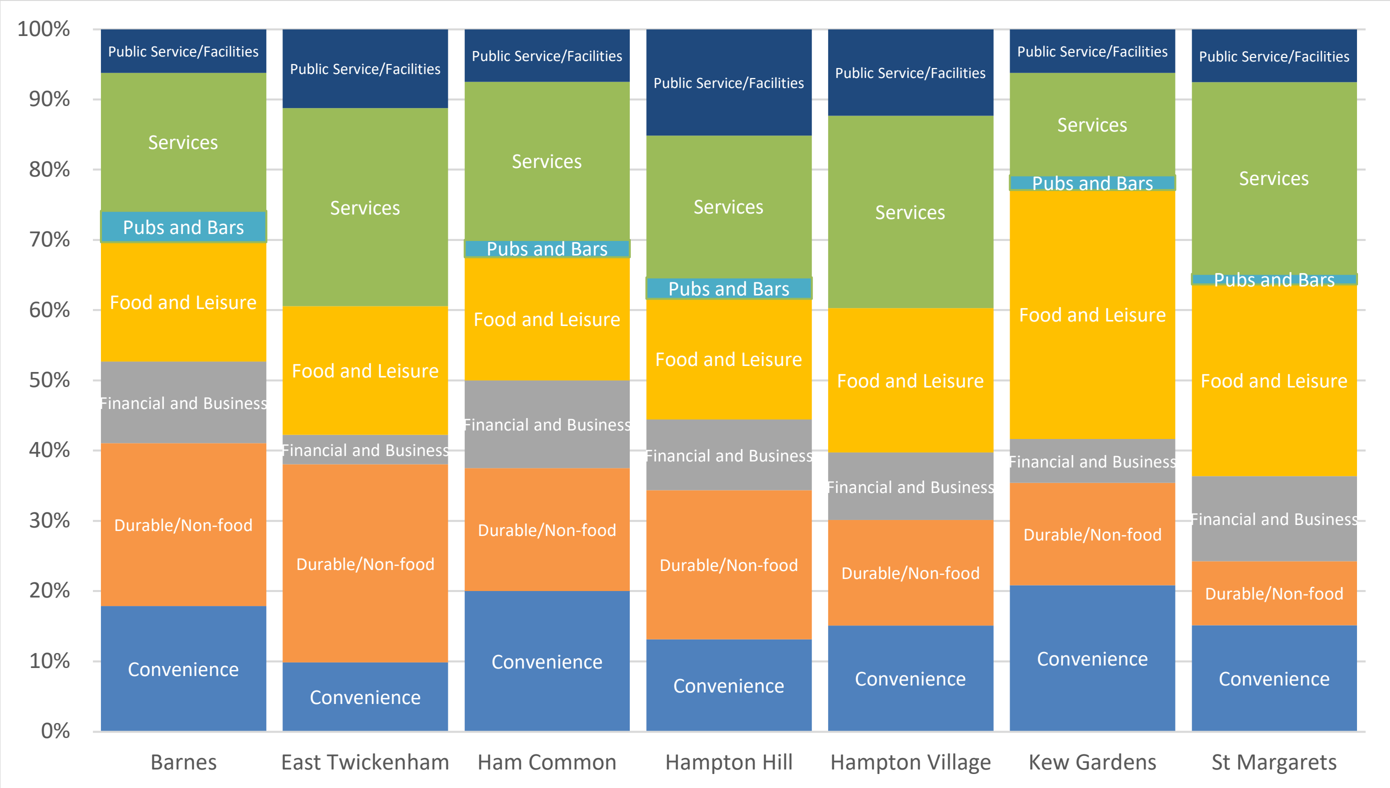


25. Local Centre Land Use categories

Table 21: 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	18%	20%	23%	12%	17%	4%	6%
East Twickenham	10%	28%	28%	4%	18%	0%	11%
Ham Common	20%	23%	18%	13%	18%	3%	8%
Hampton Hill	13%	20%	21%	10%	17%	3%	15%
Hampton Village	15%	27%	15%	10%	21%	0%	12%
Kew Gardens	21%	15%	15%	6%	35%	2%	6%
St Margarets	15%	27%	9%	12%	27%	2%	8%
Grand Total	16%	23%	19%	10%	21%	2%	10%

Figure 13: Percentage of trading units by land use category – Local Centres



26. Neighbourhood Centre vacancy rates

The vacancy rate in the neighbourhood centres has increased slightly from 8.6% in 2024 to 9.4% in 2025. Castelnau remained high with a vacancy rate of 16%, which was unchanged from 2024. Hampton Wick and Stanley Road also saw increases to 14% and 15.4% respectively. There were no vacant units recorded at Kingston Road or Friars Stile Road. Twickenham Green was re-designated as a Neighbourhood Centre from a Local Parade following adoption of the Local Plan, and its vacancy rate of 14.3% represents 6 vacant units out of a total of 42. The increased vacancy rate is partly due to removal of the designated frontages in the Local Plan (2025) and the re-designation of Twickenham Green from Local Parade to Neighbourhood Centre.

Table 22: Neighbourhood Centre Vacancy Rates by year

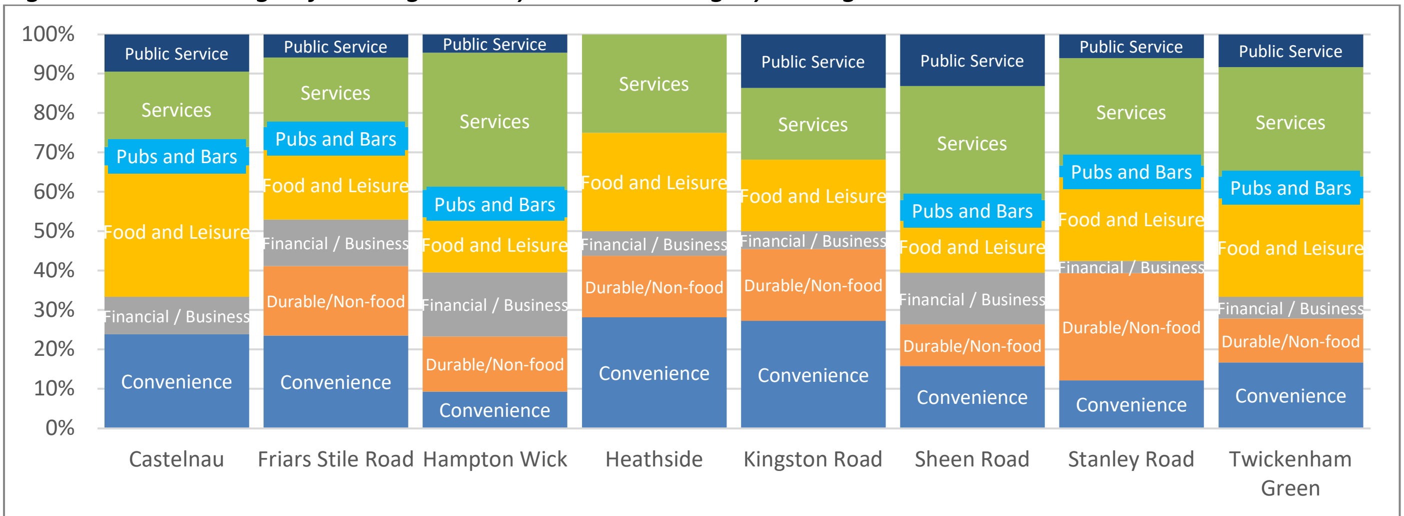
	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Castelnau	12.0	0.0	0.0	8.0	0.0	12.0	20.0	24.0	16.0	16.0	10.8
Friars Stile Road	14.3	4.8	4.8	4.8	0.0	4.8	0.0	0.0	0.0	0.0	3.3
Hampton Wick	29.3	8.6	6.9	5.1	8.1	14.5	9.5	11.1	11.3	14.0	11.8
Heathside	0.0	3.0	0.0	15.2	11.8	11.8	11.8	5.7	5.7	8.6	7.3
Sheen Road	4.8	6.4	4.3	8.7	4.3	6.8	11.4	11.4	4.5	2.6	6.5
Kingston Road	23.8	4.8	9.5	4.8	4.8	0.0	4.8	9.5	9.5	0.0	7.1
Stanley Road	6.7	4.4	6.7	8.7	2.2	2.2	6.5	6.5	10.9	15.4	7.0
Twickenham Green	14.3	11.4	4.5	9.1	4.5	6.8	9.1	9.1	9.1	14.3	9.2
White Hart Lane	13.3	5.0	8.3	8.1	6.3	6.3	6.3	12.7	7.9	5.9	8.0
Grand Total	13.5	5.9	5.4	8.1	5.2	7.8	8.8	10.4	8.6	9.4	8.3

27. Neighbourhood Centre land use categories

Table 23: 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	24%	19%	0%	10%	33%	5%	10%
Friars Stile Road	24%	18%	18%	12%	18%	6%	6%
Hampton Wick	9%	35%	14%	16%	14%	7%	5%
Heathside	28%	25%	16%	6%	25%	0%	0%
Kingston Road	27%	18%	18%	5%	18%	0%	14%
Sheen Road	16%	29%	11%	13%	13%	5%	13%
Stanley Road	12%	27%	27%	3%	21%	3%	6%
Twickenham Green	17%	28%	11%	6%	25%	6%	8%
White Hart Lane	13%	38%	8%	15%	19%	2%	6%
Grand Total	17%	28%	13%	10%	20%	4%	7%

Figure 14: Percentage of trading units by land use category – Neighbourhood Centres



28. Important Local Parades vacancy rates

The vacancy rate in the Important Local Parades decreased slightly from 11.2% in 2024 to 9.4% in 2025. Overall, the long-term average vacancy rate across all Local Parades stands at 9.0%. Whitton Road, Strawberry Hill, and Hospital Bridge Road had no vacancies in 2025, continuing the trend of full occupancy over recent years. Results for 2025 are not fully comparable with previous years, as the newly adopted Local Plan designated Important Local Parade boundaries instead of frontages, resulting in the removal of a small number of units from most parades. However, the overall number of vacant units decreased from 26 in 2024 to 19 in 2025 confirming the decrease in the vacancy rate.

Table 24: Local Parade Vacancy Rates by year

	2015	2016	2017	2019	2020	2021	2022	2023	2024	2025	Average
Ashburnham Road	0.0	0.0	0.0	0.0	25.0	25.0	12.5	12.5	12.5	11.1	9.7
Fulwell	0.0	8.3	0.0	16.7	8.3	25.0	15.4	15.4	15.4	8.3	11.6
Ham Street/ Back Lane	16.7	11.1	16.7	22.2	11.1	16.7	22.2	16.7	16.7	10.5	16.7
Hampton Nursery Lands	0.0	0.0	0.0	9.1	8.3	9.1	9.1	27.3	25.0	16.7	9.8
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
Kew Green	5.3	5.3	15.8	0.0	5.3	5.3	5.3	5.3	10.5	5.6	6.4
Kew Road	0.0	2.9	2.9	8.6	2.9	8.6	8.6	5.7	5.7	5.9	5.1
Lower Mortlake Road	0.0	0.0	4.5	0.0	13.6	13.6	13.6	13.6	13.6	13.3	8.1
Nelson Road	9.1	18.2	18.2	27.3	9.1	9.1	9.1	18.2	18.2	18.2	15.2
Sandycombe Road	4.7	5.1	7.7	10.3	10.3	5.3	7.9	7.9	13.2	6.3	8.0
St Margarets Road	14.3	7.1	7.1	14.3	9.1	18.2	18.2	18.2	18.2	28.6	13.9
Strawberry Hill	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Waldegrave Road	6.7	6.7	13.3	13.3	6.7	6.7	13.3	13.3	6.7	20.0	9.6
Whitton Road	6.7	26.7	26.7	33.3	13.3	16.7	0.0	0.0	0.0	0.0	13.7
Grand Total	6.0	7.1	7.9	10.8	8.5	9.8	9.8	10.1	11.2	9.4	9.0