# Introduction

- 5.1 Town, neighbourhood and village centres are an important focus for communities. They provide an essential mix of services and facilities, frequently in locations which are conveniently accessible by a variety of different means, including on foot and public transport. Their viability depends on a range of complementary uses. Other factors are important including the attractiveness of the environment and good overall accessibility.
- 5.2 Government guidance indicates that a clearly defined hierarchy of centres should remain the focus for many types of development, including retailing, commercial and public offices, entertainment, leisure, hotels, housing and community uses.
- 5.3 The aim of this Plan is to identify appropriate locations for these types of development within Royal Tunbridge Wells, the Borough's other town centres and its neighbourhood and village centres.
- This Chapter first considers the potential demand for town, neighbourhood and village 5.4 centre uses and the hierarchy of centres within the Borough. It then sets out a sequential approach to the selection of sites for new centre uses. Each town, neighbourhood and village centre is then considered in turn.

# **Definitions**

- 5.5 For the purposes of this Local Plan, the term 'gross floorspace' is defined as the total floorspace of a shop or shopping complex, measured in external dimensions, whereas 'net floorspace' is defined as the area that could be used for the selling of goods, measured in internal dimensions.
- 5.6 The term 'convenience' refers to a range of shops that are regularly used to meet dayto-day needs, for example food shops and newsagents. The term 'comparison' refers to a range of shops which cater for special needs, for example footwear, clothes, DIY, furniture/carpets and domestic appliances.
- 5.7 All reference to retail shops in this Chapter relate to uses within Class A1 of the Town and Country Planning (Use Classes) Order 1987 (as amended). References to Class A2 uses refer to financial and professional services such as banks, building societies and estate agents. Class A3 uses refer to restaurants and cafes. Class A4 and Class A5 uses refer to drinking establishments and hot food takeaways respectively. Nonretail uses are taken to be those which fall outside of Class A1.
- 5.8 Leisure and entertainment facilities are defined as those falling within the D2 Use Class, while hotel development falls within Class C1 and office development within the B1 Use Class. Arts, culture and tourism development are within Class D1.
- 5.9 For the purposes of this Plan, development providing over 500 square metres gross floorspace within the Use Classes A1, A2, A3, A4, A5, B1, D1 and D2 are defined as large-scale. Large-scale hotel development is defined as 10 bedrooms and above, or with a floorspace of 500 square metres or more.

# Aims

- To protect existing centres within the Plan area as the economic and social focal points of communities, maintain and improve their vitality and viability, and enable a compatible mix of uses.
- To maintain the retail position of Royal Tunbridge Wells relative to other major retail centres in Kent.

- 3. To maintain a range of town, neighbourhood and village centre services and shops ensuring that a viable and complementary mix of facilities are available locally.
- 4. To restrict sporadic, uncoordinated, large-scale development in out-of-centre locations.

# Potential Demand for Town, Neighbourhood and Village Centre Uses

**5.10** Government guidance indicates that centres should provide a focus for a range of uses including: retailing, professional offices, places to eat and drink, commercial and public offices, entertainment and leisure, hotels, housing and community uses. The anticipated demand for such uses during the Plan period is set out below.

# **RETAIL (A1 USE)**

- 5.11 The Tunbridge Wells Shopping Study (2003) assessed the level of available retail expenditure within the Borough over the Plan period for both convenience and comparison goods. In addition to defining the quantitative need for new retail development, the study also considered the scope for qualitative improvements which would reinforce the vitality and viability of existing centres within the Borough.
- 5.12 The study identifies scope to provide a medium sized food store in Southborough, but identifies no need for additional convenience stores elsewhere in the Borough within the Plan period. With regard to comparison shopping, the study forecasts a quantitative need for 23,400 square metres gross additional floorspace by the end of the Plan period in Royal Tunbridge Wells. However, permission has since been granted for retail schemes at Dowding Way and the former cinema site which would reduce this figure to approximately 15,200 square metres. Elsewhere in the Borough, there is only limited need for further comparison goods floorspace in the Plan period.

# FINANCIAL AND PROFESSIONAL SERVICES AND PLACES TO EAT AND DRINK (A2, A3, A4 AND A5 USES)

5.13 The Tunbridge Wells Shopping Study (1999) shows that there is likely to be incremental change within the financial and professional services sector during the Plan period. However, despite recent growth in the number of food and drink establishments such as cafes, restaurants and pubs, there is still substantial market demand for additional floorspace within Royal Tunbridge Wells.

# **COMMERCIAL OR PUBLIC OFFICES (B1 USE)**

There is no indication that there will be demand for speculative new offices during the Plan period. Major employers have headquarter offices in Royal Tunbridge Wells and further expansion, or the rationalisation of premises onto one site, could generate demand for additional purpose-built premises.

### **ENTERTAINMENT AND LEISURE USES (D2 USE)**

5.15 There is sufficient unmet demand for a multi-screen cinema within Tunbridge Wells town centre to serve the Plan area. In addition, the space occupied by fitness and health clubs may grow.

### **HOTELS (C1 USE)**

**5.16** Further demand is identified in the Tourism Chapter for up to 150 additional hotel bedrooms with conference facilities to serve Royal Tunbridge Wells and a further 20 bedrooms outside of the urban area.

# **HOUSING (C USE)**

5.17 The Housing Chapter indicates that a further 2,900 dwellings are required in the Plan area by 2011.

# **COMMUNITY USES (D1 USE)**

5.18 Demand for a number of new community uses such as primary schools and community halls is signalled in the Community Services Chapter.

# **Hierarchy of Centres**

5.19 Each of the Borough's centres has a different role and capacity to accommodate new development. Whilst a mix of uses is important within each of the centres, the appropriate scale of development and the preferred land use will vary between them reflecting their relative size, role and environmental capacity to accept development. The hierarchy of centres within the Plan area is listed below.

### **ROYAL TUNBRIDGE WELLS TOWN CENTRE**

- 5.20 The Royal Tunbridge Wells town centre comprises a Primary Shopping Area and adjoining areas of predominantly leisure, business and other main town centre uses.
- 5.21 Royal Tunbridge Wells is the main town centre and also the largest shopping area within the Borough. The range, scale and quality of facilities make it an important subregional centre and destination. The Primary Shopping Area serves a dual retail purpose: in terms of convenience goods, it serves a population focused on the town itself, whilst for comparison goods there is a much wider catchment area.
- 5.22 Financial and professional services, commercial and public offices, together with restaurants, cafes and public houses, are an important component of the mix of uses within, or close to, the Primary Shopping Area. The food and drink uses are complementary to retail, leisure/entertainment and office provision and are of particular importance to the evening economy. A range of entertainment and leisure venues operate from within the Primary Shopping Area or adjoining streets. A number of hotels are situated close to the Primary Shopping Area bringing additional custom to the retail, food and drink, and entertainment outlets.
- 5.23 The town centre is of special architectural and historic importance and much of the area is designated as a conservation area. Whilst the Borough Council is committed to the conservation and enhancement of the town centre, there are significant opportunities for the renewal of outmoded or unsympathetically designed buildings.
- 5.24 Royal Tunbridge Wells town centre is well-served by a range of modes of transport. including car, train (served by a central railway station), bus, walking and cycling. Schemes to facilitate access to the town centre and to manage traffic are contained in the Transport and Parking Chapter.
- 5.25 The status of Royal Tunbridge Wells town centre as a sub-regional centre, the scale, range and quality of inter-connected facilities, the choice of means of transport available and the significant opportunities for renewal mean that this is the preferred location within the Borough for large-scale A1 (retail), A2 (financial and professional services), A3, A4, A5 (food and drink), B1 (offices), C1 (hotels) and D2 (leisure and entertainment) Uses. Such uses should preferably be located within the Primary Shopping Area but, if capacity is not available, the uses should be located within an edge-of-centre location, within close and convenient walking distance of it.

### **OTHER TOWN CENTRES**

# Southborough

- 5.26 A Primary Shopping Area has been defined for Southborough. The character of the Primary Shopping Area is one of a small urban centre made up primarily of independent traders, many of them specialist, occupying fairly small units, with a limited number of ancillary uses serving the local community. Southborough town centre, which comprises the Primary Shopping Area and a limited adjoining area, offers both retail provision and a range of other complementary facilities which serve the local community, including the Royal Victoria Hall, Southborough Town Council offices and a library. The Tunbridge Wells Shopping Study (2003) indicates that Southborough is not adequately provided for in terms of convenience shopping and would benefit from new convenience provision to serve local needs. At present, only 22% of convenience retail expenditure available within the Southborough area is spent within the centre. The leakage of expenditure to centres such as Royal Tunbridge Wells and Tonbridge, which have a range of convenience retail supermarkets, detracts from the role of Southborough as a town centre and is unsustainable in terms of the length and number of trips to other centres.
- 5.27 The refurbishment of the Royal Victoria Hall and the provision of a new primary school are envisaged in POLICY CR6.
- **5.28** A large site which abuts the Primary Shopping Area provides the opportunity for new town centre uses.
- 5.29 POLICY CR6 allocates land for further parking provision within the centre and, in addition, the Transport and Parking Chapter proposes a range of traffic management measures and new transport provision to assist in reducing the impact of traffic, particularly on the A26, in the centre of Southborough. New transport provision will also assist in improving access to the centre by foot and cycle.
- 5.30 The need to reinforce the centre of Southborough is a major aim of the Planning Strategy during the Plan period. Capacity is available to integrate new uses within the town centre at a site adjoining the Primary Shopping Area. For this reason, new retail, professional offices, food and drink establishments, housing, leisure and entertainment facilities, school and community uses of the appropriate scale should be concentrated within the designated Primary Shopping Area or on the adjoining sites allocated in this Local Plan.

# Paddock Wood, Cranbrook and Hawkhurst

- 5.31 The centres of Paddock Wood, Cranbrook and Hawkhurst serve both the small rural towns and a rural catchment area beyond with a range of shops, pubs, restaurants and cafes, and professional and community services. The majority of shop units are small (less than 100 square metres gross floorspace) and shopping provision is centrally located in relatively compact clusters. The centres provide a basic range of convenience and durable goods. Paddock Wood and Cranbrook have larger convenience stores, and a new convenience supermarket in Hawkhurst is under construction. Each of the small rural towns has a defined Primary Shopping Area, adjoining which lies a limited additional built up area which makes up the town centre.
- 5.32 The desire to improve the provision of community facilities in Paddock Wood and Cranbrook is set out in the Community Services Chapter.
- 5.33 All of the small rural towns are served by public transport: Paddock Wood (train and bus services), Cranbrook (bus services) and Hawkhurst (bus services, including a bus station). All town centres have benefited from recent environmental enhancement measures. Brownfield sites are available in Paddock Wood, Cranbrook and Hawkhurst to aid the regeneration of these small rural town centres.

5.34 The important role of Paddock Wood, Cranbrook and Hawkhurst as rural centres means that their defined Primary Shopping Areas should be retained and reinforced as locations for retail development. The Primary Shopping Areas and limited adjoining areas should be the focus for professional offices, food and drink establishments, housing and community uses of the appropriate scale.

## **NEIGHBOURHOOD AND VILLAGE CENTRES**

5.35 Neighbourhood and village centres comprise the last level of hierarchy. Neighbourhood centres have been identified within the Limits to Built Development of Royal Tunbridge Wells and Southborough, and village centres apply to villages classified under the Kent Structure Plan 1996 as RS2 settlements and the Kent & Medway Structure Plan 2006 Policy SS1(d) (as listed in the Planning Strategy Chapter, para 2.28).

# **Neighbourhood Centres**

5.36 Neighbourhood centres comprise clusters of a minimum of five community facilities which are all located within a distance of some 400m. Each centre contains community facilities such as a primary school, shop, public house, community hall, place of worship and recreation facilities.

# **Village Centres**

- 5.37 Within the built up area of the smaller-scale villages, identified in the Planning Strategy Chapter, under the Kent Structure Plan 1996 Policy RS2 and the Kent & Medway Structure Plan 2006 Policy SS1(d), facilities are often within a reasonable walking distance of each other. However, some community facilities which lie a reasonable distance (approximately 400m) outside the Limits to Built Development are also relatively accessible and play an important part in the local provision of services.
- 5.38 It is important that such small-scale community facilities located close to the populations they serve, are retained and where feasible enhanced within neighbourhood and village centres. Neighbourhood and village centres are appropriate locations for small-scale shops, professional offices, food and drink establishments, housing and community facilities.

# **Sequential Approach to Development Proposals**

# **Large-Scale Development of Centre Uses**

- 5.39 In the light of Government guidance, the clear focus for large-scale retail provision and other large-scale uses, (such as hotel and conference facilities, B1 office development, leisure and entertainment facilities, and A2 and food and drink uses), should be the identified hierarchy of centres. PPS6 indicates that local centres will generally be inappropriate locations for large-scale new development and that local planning authorities should consider setting an indicative upper limit for the scale of developments likely to be permissible in different types of centres. For the purposes of this Local Plan, and consistent with the adopted Local Plan (1996), large-scale is defined as 500 square metres gross floorspace or greater, representing a substantial unit or units. Large-scale hotel development is defined as 10 bedrooms and above, or with a floorspace of 500 square metres or more.
- 5.40 The Borough Council recognises the importance of maintaining and enhancing the vitality and viability of the identified hierarchy of centres as the most sustainable locations for development within the Plan area. Allocations are made to meet the identified demand for town centre uses. Proposals for additional appropriate large-scale town centre development should not have a detrimental impact on the vitality and viability of the Primary Shopping Areas or town centres or prejudice the development of sites allocated in this Local Plan. Proposals should comply with any site-specific

policies and be consistent with the scale and function of the Primary Shopping Area or town centre within which they are located.

#### **POLICY CR1**

Proposals for large-scale A1 (retail) uses will be permitted on sites within the defined Primary Shopping Areas, and proposals for large-scale A2 (financial and professional services), A3 (restaurants and cafes), A4 (drinking establishments), A5 (hot food takeaways), B1 (offices), C1 (hotel), D1 (arts, culture and tourism) and D2 (leisure and entertainment) uses will be permitted on sites within the town centres, provided the following criteria are satisfied:

- 1 The proposal would not have a detrimental impact on the vitality and viability of the defined Primary Shopping Areas or town centres;
- Where the proposal is on a site allocated in the Local Plan, it complies with the relevant site-specific policy;
- 3 The proposal would not be likely to prejudice the development of sites allocated in the Local Plan; and
- 4 The proposal would be consistent with the scale and function of the Primary Shopping Area or town centre within which it is located.

# **Development outside Primary Shopping Areas and Centres**

- 5.41 Where new retail schemes and proposals for other town centre uses, including extensions of over 200 square metres to existing premises, are proposed in edge-of- or out-of-centre locations, they will be required to fully demonstrate that there is a need for the proposal and, if a need has been demonstrated, that the sequential approach to site selection has been followed
- 5.42 The sequential approach to the identification of sites, and the assessment of proposals, means that the first preference for development should be in the defined Primary Shopping Areas in the case of A1 (retail) uses and in the town centres for other uses; followed by edge-of-centre sites with preference given to sites that are, or will be, well-connected to the centre; followed by neighbourhood and village centres, and then out-of-centre sites with preference being given to sites which are, or will be, well-served by a choice of means of transport and which are close to the centre and have a high likelihood of forming links with the centre. Proposals for extensions to existing development where the gross floorspace of the proposed extension does not exceed 200 square metres will not be required to satisfy the sequential approach.
- 5.43 All proposals should provide access by a range of means of transport including walking, cycling and public transport and should comply with POLICIES TP1 or TP2 as appropriate.
- **5.44** Proposals should not result in sporadic development or prejudice the development of sites allocated in this Local Plan.
- **5.45** Large-scale proposals that could be located in neighbourhood and village centres in accordance with the sequential approach should be of a scale and form appropriate to the centre.
- 5.46 The growth of out-of-centre development can have a detrimental impact on the range of uses within the existing centres, eroding their attractiveness, particularly for those

wishing to combine trips, for example to food and non-food shops, restaurants, banks and other services and entertainment facilities. Proposals for development in such locations will be required to demonstrate that they will not have a detrimental impact on the vitality and viability of the defined Primary Shopping Areas, town centres, neighbourhood and village centres.

5.47 There has been a trend to locate small-scale proposals at the upper end of the threshold outside existing centres, for example small convenience supermarkets within petrol filling stations. Such proposals, whilst not large in scale, are not likely to be in the most sustainable locations and could potentially threaten the health of established centres. These centres are the most appropriate locations to concentrate a range of services, and allocations for mixed use development have been made in this Plan. Consequently, small-scale proposals which are outside the defined Primary Shopping Areas, town centres, neighbourhood centres and village centres defined as Kent Structure Plan 1996 RS2 or Kent & Medway Structure Plan 2006 SS1(d) settlements (see para 2.28 of this Plan), must meet the same criteria as larger-scale developments.

### **POLICY CR2**

Proposals for A1 (retail) uses outside the Primary Shopping Areas and for A2 (financial and professional services), A3 (restaurants and cafes), A4 (drinking establishments), A5 (hot food takeaways), B1 (offices), C1 (hotel), D1 (arts, culture and tourism) and D2 (leisure and entertainment) uses outside the town centres will be permitted if all of the following criteria are satisfied:

- It can be demonstrated that there is a need for the development;
- The proposal would be located in accordance with the sequential approach where first preference is for sites in the defined Primary Shopping Areas in the case of A1 (retail) uses and in the town centres in the case of A2 (financial and professional services), A3 (restaurants and cafes), A4 (drinking establishments), A5 (hot food takeaways), B1 (offices), C1 (hotel), D1 (arts, culture and tourism) and D2 (leisure and entertainment) uses, followed by edge-of-centre sites with preference given to sites that are, or will be, well-connected with the centre, followed by neighbourhood and village centres and then out-of-centre sites with preference being given to sites which are, or will be, well-served by a choice of means of transport and which are close to the centre and have a high likelihood of forming links with the centre;
- The proposal would not result in sporadic development; 3
- The proposal would not have a detrimental impact on the vitality and viability of the defined Primary Shopping Areas, neighbourhood centres or villages;
- 5 The proposal would not be likely to prejudice the development of sites allocated in the Local Plan; and
- The proposal would provide access by a range of means of transport including walking, cycling and public transport.

In applying the sequential approach, the relevant centres in which to search for sites will depend on the nature and scale of the proposed development and the catchment that the development seeks to serve.

Proposals for extensions to existing development where the gross floorspace of the proposed extension does not exceed 200 square metres will not be required to satisfy the sequential approach.

# **Small-Scale Development of Centre Uses**

- 5.48 Government and regional advice (PPG13 and RPG 9) states that day-to-day facilities which need to be near to their clients in local centres should be located so that they are accessible by walking and cycling. Such facilities would include small-scale local shops, public houses, community halls and surgeries. For the purposes of this Plan, such small-scale uses are defined as less than 500 square metres (gross floorspace).
- 5.49 The Local Planning Authority has identified neighbourhood centres and village centres where clusters of day-to-day facilities already occur and where similar uses should be located.
- 5.50 Small-scale proposals for day-to-day facilities would also be appropriate in the defined Primary Shopping Areas, neighbourhood centres and villages defined as Kent Structure Plan 1996 RS2 or Kent & Medway Structure Plan 2006 SS1(d) settlements (see para 2.28 of this Plan). Proposals should be compatible with POLICIES H1 (retention of existing housing stock), T2 (retention of existing tourist accommodation), Primary Shopping Area frontage policies as set out in this Chapter, CR13 (retention of neighbourhood centre community facilities) and CS6 (retention of community buildings).
- **5.51** The appropriate location for small-scale B1 offices and C1 hotels is set out in the Economic Development and Tourism Chapters respectively.

#### **POLICY CR3**

Proposals for small-scale A1 (retail), A2 (financial and professional services), A3 (restaurants and cafes), A4 (drinking establishments), A5 (hot food takeaways), B1 (offices), C1 (hotel), D1 (community uses) and D2 (leisure and entertainment) uses will be permitted on sites within the Primary Shopping Areas in the case of A1 (retail) uses, within the town centres in the case of A2 (financial and professional services), A3 (restaurants and cafes), ), A4 (drinking establishments), A5 (hot food takeaways), B1 (offices), C1 (hotel), D1 (community uses) and D2 (leisure and entertainment) uses and in both cases within defined neighbourhood centres and within villages defined as RS2 or SS1(d) settlements provided that both the following criteria are satisfied:

- 1 The proposal would not have a detrimental impact on the vitality and viability of the defined Primary Shopping Areas, neighbourhood centres or villages; and
- 2 The proposal would not be likely to prejudice the development of sites allocated in the Local Plan.

# **Royal Tunbridge Wells Town Centre**

### MIXED USE PROVISION

# **Convenience Retailing**

- 5.52 No quantitative need has been identified for additional convenience retailing over and above that already offered by the town centre. The town is served by two existing supermarkets and other smaller retailers within the Primary Shopping Area.
- **5.53** Outside the Primary Shopping Area, existing and proposed convenience floorspace is distributed in different sectors of the town. To the south, a large supermarket located at

West Station performs an out-of-centre function attracting customers from Royal Tunbridge Wells and the surrounding area. To the north there is further convenience retailing at Southborough, with an additional allocation made under POLICY CR6. To the east of the town, at Pembury, a convenience supermarket operates at a scale to serve the needs of Pembury and the eastern sector of Royal Tunbridge Wells.

5.54 Given the range and location of convenience retail provision within and around the town centre it is considered that, other than to the north of the town, there are no qualitative gaps in provision.

# **Comparison Retailing**

- 5.55 There are approximately 91,097 square metres of retail floorspace available within the town centre of which 87% is devoted to comparison goods. The town has a large catchment area with a wide variety of goods on offer, including clothing, furniture, electrical goods and specialist shops such as antiques. The completion of Royal Victoria Place in 1992, providing 27,950 square metres of additional retail floorspace, strengthened the town's position and confirmed the importance of the centre.
- 5.56 Substantial quantitative need has been identified for additional comparison retail floorspace within Royal Tunbridge Wells. Changes of use, refurbishment, redevelopment and extensions to existing buildings within the Primary Shopping Area will provide opportunities to meet some of the need whilst continuing to reinforce the role and position of the town centre. Specific provision for new retail floorspace is made through allocations in the vicinity of the Royal Victoria Place Shopping Centre, at the cinema site and other sites off Mount Pleasant Road. Mixed use schemes that complement and enhance the vitality and viability of the town centre will be encouraged.

### Financial and Professional Services and Places to Eat and Drink

5.57 A2 uses, such as financial and professional services, together with food and drink establishments falling within Use Classes A3, A4 and A5, are an important component of the mix of uses within and adjoining the defined Primary Shopping Area for Royal Tunbridge Wells. Food and Drink uses are complementary to both retail and leisure/entertainment provision within centres, and are of particular importance to the evening economy in Royal Tunbridge Wells. Despite recent growth in the number of these establishments within the town centre, the Tunbridge Wells Shopping Study (1999) has shown that there is still substantial market demand for additional facilities such as cafes, bars and restaurants.

# Leisure and Entertainment Uses and the Evening Economy

- 5.58 Royal Tunbridge Wells is an important leisure destination which has a wide catchment. As well as the Trinity Arts Centre and the Assembly Hall, there are a range of complementary attractions such as the art gallery, museum, and nightclubs. The Local Planning Authority is keen to ensure that these facilities continue to contribute to the overall attractiveness of the town centre, and is seeking to reinforce the range of leisure and entertainment facilities offered by enabling development of a new cinema.
- 5.59 Leisure and entertainment uses help contribute to a strong evening economy, which is also supported by a variety of pubs, bars and restaurants. The Tunbridge Wells Shopping Study (1999) shows that there is strong demand for additional facilities of this type which help to complement other key town centre uses adding to the town centre's attractiveness and the vitality and viability as a whole.

# **Hotel and Conference Uses**

5.60 Tourism is important to the vitality and viability of the town centre. In identifying demand for additional hotel accommodation in the Borough over the Plan period, the Tunbridge Wells Borough Hotel Needs Assessment (1999) highlights Royal Tunbridge Wells town centre as presenting a realistic development opportunity for a modern hotel(s) realising an additional 150 bedrooms or so. Prevision for large-scale hotel development is made on a number of mixed use sites in town centre and edge-of-centre locations, as outlined in POLICY CR4. These sites are strategically located to satisfy the requirements of modern hotel operators. Good access can be achieved due to their location on main routes through the town, proximity to existing public parking and the mainline railway station. In each location a visible street frontage could be achieved, and there may also be the opportunity to accommodate a range of conference, bar and restaurant facilities.

### **B1 Offices**

Provision for large-scale B1 office floorspace is made on a number of mixed use town centre and edge-of-centre sites in Royal Tunbridge Wells, under POLICY CR4. In addition to attracting new investment, these sites are available to satisfy the requirements of existing major employers in the town over the Plan period.

#### SITE ALLOCATIONS

5.62 A number of development opportunities have been identified for new comparison retail or mixed use development within the Primary Shopping Area of Royal Tunbridge Wells. The introduction of new uses should comply with POLICY CR5. In addition, the edge-of-Primary Shopping Area site of the Kent and Sussex Hospital presents an opportunity to accommodate new development.

Land to the north of Calverley Precinct, west of Camden Road and to the south of Victoria Road, including Royal Victoria Place, Market Square and Ely Court, Royal Tunbridge Wells

- 5.63 Royal Victoria Place, and land adjacent, as defined on the Proposals Map, has been identified for the provision of additional floorspace within Royal Tunbridge Wells town centre. Opportunities exist within the allocation for the redevelopment of the Market Square, Ely Court, infilling of Calverley Row and the further rationalisation of internal floorspace.
- 5.64 The allocation represents a major opportunity to assist in meeting the requirement for additional comparison goods floorspace in the Plan period. An appropriate development should provide a significant element of A1 comparison retail floorspace. The allocation allows some scope for the provision of non-A1 uses, provided that the proportion of non-retail frontage within the area now comprising Royal Victoria Place, the Market Square and Ely Court would not exceed 15%, in accordance with POLICY CR5.
- 5.65 Redevelopment at the Calverley Road/Camden Road junction would enhance the appearance, and emphasise the importance of, this town centre focal point. Redevelopment should provide the opportunity to retain or enhance the pedestrian entrance into Royal Victoria Place at this important junction.
- 5.66 Direct pedestrian links should be maintained between Royal Victoria Place and Camden Road in the vicinity of Market Square in order to satisfactorily integrate the shopping centre with Camden Road. If the Calvary Church buildings are retained in their present location, particular care should be taken to ensure that the design and siting of new development does not have an unacceptable effect on access to, and daylight reaching, these buildings.
- 5.67 In the event of the provision of improved links between Royal Victoria Place and Calverley Precinct through redevelopment at the Calverley Road/Camden Road junction, there would be the opportunity to infill Calverley Row within Royal Victoria Place to provide additional retail floorspace. The permeability between Calverley Precinct and Royal Victoria Place should be retained by the improved access provided by this redevelopment.

5.68 It is intended that a planning brief will be produced in consultation with the land owners and other interested parties.

# **Cinema and Land adjoining Mount Pleasant Road**

- 5.69 This key town centre site is located on the south-western corner of the junction of Mount Pleasant Road and Church Road, 250 metres north of the mainline railway station. It is situated within the Royal Tunbridge Wells Primary Shopping Area and a cluster of established entertainment facilities in the vicinity. Through redevelopment, the site offers the potential for a mixed use scheme, which would enhance the overall vitality and viability of the town centre, strengthen the Primary Shopping Area and support the evening economy.
- 5.70 The development should comprise a substantial area of retail comparison floorspace along the frontage of Mount Pleasant Road and Church Road. This will make a significant contribution to meeting the additional demand for retail floorspace identified for the early part of the Plan period.
- 5.71 The need for an additional multi-screen cinema to be located in the town centre could be met within this development. The location is well-suited to the expansion of restaurant facilities, complementing the proposed leisure and retail uses, and there may also be the opportunity for health and fitness uses to be provided on upper floors. Any frontage development must comply with the provisions of POLICY CR5.
- The site is situated at the heart of the Royal Tunbridge Wells Conservation Area and in close proximity to a number of listed buildings. Its position on a key corner site makes it important in townscape terms, being particularly visible from the north and from the east. The Local Planning Authority is seeking to achieve a high-quality development that sets a high standard of urban design in a key part of the town centre. The development should be sympathetic to the character of this part of the Conservation Area and offers the opportunity of an imaginative solution. The development should provide a visual focal point, contributing to the sense of place of the town centre, and complementing the civic use on the opposite corner. The introduction of public art should be considered as an integral part of this development. The massing, scale and modelling of development must avoid a bulky or amorphous appearance, and level changes on the site provide opportunities for interesting forms. An active frontage should be created to Mount Pleasant. One of the features of Royal Tunbridge Wells is the elevated vantage points and cross-town views. Consequently, the form, articulation and materials of the roof are of importance.
- 5.73 The site is accessible on foot from the railway station to the south, nearby bus stops and two public car parks. Pedestrian access into the development should be provided at a corner splay between Mount Pleasant Road and Church Road. Operational car parking should be incorporated into the built development in accordance with the provisions of POLICY TP5. Parking areas should be accessed via Clanricarde Gardens and servicing areas via Church Road.
- **5.74** A planning consent for this site has been approved.

# Kent and Sussex Hospital, Mount Ephraim

- 5.75 This site abuts the residential allocation on the northern part of the Kent and Sussex Hospital (POLICY H7). Given its strategic location at the northern approach to the town centre, it is considered suitable for a range of town centre uses.
- 5.76 The townscape on Mount Ephraim is an important transitional area between the approach to, and arrival at, the town centre. Any development should maintain a strong frontage to Mount Ephraim to reinforce this aspect. Trees are a characteristic element typical of Mount Ephraim and should be incorporated into the frontage of the site. Careful consideration should be given to roofscapes due to the elevated position of the

- site. The location and scale of the site make it suitable for the introduction of public art into the development.
- 5.77 Vehicular access to the site will be from Mount Ephraim. Operational car parking should be incorporated into the development in accordance with the provisions of POLICY TP5. Improved pedestrian crossing facilities should be provided on Mount Ephraim.

### **Land South of Grove Hill Road**

- This site is located at the lower end of Grove Hill Road, on the southern side, adjacent to the railway station and town centre spine. It comprises two separate elements, the existing retail frontage onto Grove Hill Road and the station car park, which is located at a lower level to the rear. The development of the site provides the opportunity to improve the vitality and viability of this part of the town centre, strengthening the link between the northern and southern ends of the centre, and providing a strong piece of townscape at a key focal point.
- 5.79 The site is within the Primary Shopping Area and is considered suitable for a range of town centre uses, including retail. Given proximity to the railway station, the site may be particularly suitable for the provision of hotel and conference facilities. The use or uses provided on the ground floor frontage to Grove Hill Road should comply with the provision of POLICY CR5.
- 5.80 Development to the rear of the site should take advantage of the topography, retain an important tree screen and provide a reasonable outlook from the development itself. Careful consideration should be given to roofscapes due to views into the site.
- Vehicular access to the site from Grove Hill Road should be located next to the public house, well away from its junction with Mount Pleasant Road. The development should be designed for ease of pedestrian access from Grove Hill Road through the development. It will be necessary to maintain a service access facility to the station platform on the line of the existing car park access. Operational car parking should be incorporated into the built development in accordance with the provisions of POLICY TP5.

# **Mount Pleasant House, Mount Pleasant Road**

- The site is located in the Primary Shopping Area at the centre of town, on the corner of Mount Pleasant Road and Lonsdale Gardens, in close proximity to the railway station. Mount Pleasant House is a modern office block, which has suffered periods of vacancy and does little to enhance the character of the Conservation Area. The development of the site provides the opportunity to improve the townscape and increase the vitality and viability of this part of the town centre.
- The site lies within the Primary Shopping Area and is considered suitable for a range of 5.83 town centre uses. The use or uses provided on the ground floor frontage to Mount Pleasant Road should comply with provisions of POLICY CR5. Given proximity to the railway station, the site may be particularly suitable for the provision of a hotel. The existing development is not compatible with the scale of the surrounding buildings. The height of new development should not be intrusive when viewed from Calverley Grounds or from the south and east.
- Vehicular access to the site should be from Lonsdale Gardens, away from the junction with Mount Pleasant Road. Pedestrian access will be from Mount Pleasant Road. Operational car parking should be incorporated into the built development in accordance with the provisions of POLICY TP5.

### **POLICY CR4**

The following sites, as defined on the Proposals Map, are allocated for retail or mixed use development. The Local Planning Authority will seek the uses, access, form and layout provision set out below. Comprehensive development of each site is sought. Each site may come forward in phases but proposals for development of part of a site which would prejudice eventual development of the whole allocation will not be permitted.

a) LAND TO THE NORTH OF CALVERLEY PRECINCT, WEST OF CAMDEN ROAD AND TO THE SOUTH OF VICTORIA ROAD, INCLUDING ROYAL VICTORIA PLACE, MARKET SQUARE AND ELY COURT, AS DEFINED ON THE PROPOSALS MAP, ROYAL TUNBRIDGE WELLS

The existing market at Market Square should be relocated elsewhere within the Primary Shopping Area before development of the Market Square commences.

### Type of Use:

The site should provide a significant element of A1 (retail) floorspace. Some provision of A2 (financial and professional services), A3 (restaurants and cafes), A4 (drinking establishments), A5 (hot food takeaway), D1 (community uses) and D2 (leisure and entertainment) uses will also be acceptable provided that non-retail frontage within the area now comprising Royal Victoria Place, the Market Square and Ely Court would not exceed 15%, in accordance with POLICY CR5.

# Access:

Pedestrian access to Royal Victoria Place should be provided from Camden Road and Calverley Precinct. Provision for servicing should be made through existing arrangements for Royal Victoria Place.

# Form and Layout:

Opportunities exist for infilling and redevelopment of the Food Hall, Market Square, Ely Court and Calverley Row. At the corner of Calverley Precinct and Camden Road development should maintain a strong built frontage.

b) CINEMA AND LAND ADJOINING MOUNT PLEASANT ROAD, ROYAL TUNBRIDGE WELLS

### Type of Use:

The Local Planning Authority will seek a mixed use development comprising A1, A3, A4, A5, D2 leisure and entertainment uses and a nightclub. Ground floor uses provided on the frontage to Mount Pleasant Road and Church Road should comply with the provisions of POLICY CR5.

### Access:

Pedestrian access into the development should be provided at a corner splay between Mount Pleasant Road and Church Road. Parking areas should be accessed via Clanricarde Road and servicing areas via Church Road.

# Form and Layout:

The development of the site should provide a visual focal point. The massing, scale and modelling of development must avoid a bulky or amorphous appearance, and the level changes should be used to provide interesting forms, and ensure an active frontage to Mount Pleasant. The design of the roofscape in terms of form, articulation and materials, should

be carefully considered. The introduction of public art should be considered as part of this development.

# c) KENT & SUSSEX HOSPITAL (PART), MOUNT EPHRAIM, ROYAL TUNBRIDGE WELLS

# Type of Use:

The Local Planning Authority will seek a mixed use development including B1 (office), C1 (hotel and conference facilities), and/or D1 (community uses) and D2 (leisure and entertainment uses).

# Access:

Pedestrian access should be provided from Mount Ephraim and lead through the site to the adjoining residential development (POLICY H7). Vehicular access to the site will be from Mount Ephraim. Improved pedestrian crossing facilities should be provided on Mount Ephraim.

# Form and Layout:

Any development should maintain a strong frontage to Mount Ephraim. Trees should be incorporated into the frontage of the site. The introduction of public art should be considered as part of this development.

### d) LAND SOUTH OF GROVE HILL ROAD, ROYAL TUNBRIDGE WELLS

### Type of Use:

The Local Planning Authority will seek a mixed use development including A1, A2, A3, A4 and A5, B1 office, C1 hotel and conference facilities, and/or D2 leisure and entertainment uses. Ground floor uses provided on the frontage to Grove Hill Road should comply with the provisions of POLICY CR5.

# Access:

Vehicular and pedestrian access to the site from Grove Hill should be located next to the public house, away from its junction with Mount Pleasant Road. The service access facility to the station platform should be maintained on the line of the existing car park access.

# Form and Layout:

Development should retain the important tree screen around the top of the retaining walls. Careful consideration should be given to roofscape design.

# e) MOUNT PLEASANT HOUSE, MOUNT PLEASANT ROAD, ROYAL TUNBRIDGE WELLS

# Type of Use:

The Local Planning Authority will seek a mixed use development including A1, A2, A3, A4 and A5, B1 office, C1 hotel, and/or D2 leisure and entertainment uses. Ground floor uses provided on the frontage to Mount Pleasant Road should comply with the provisions of POLICY CR5.

## Access:

Vehicular access to the site should be from Lonsdale Gardens, away from the junction with Mount Pleasant Road. Pedestrian access will be from Lonsdale Gardens and Mount Pleasant.

### Form and Layout:

The height of the development should not be intrusive when viewed from Calverley Grounds and the south and east.

### ROYAL TUNBRIDGE WELLS TOWN CENTRE PRIMARY SHOPPING AREA

- 5.85 The Primary Shopping Area lies at the heart of Royal Tunbridge Wells. It is predominantly linear in form and extends almost 1.5 km (1 mile) from Union Square in the south to Royal Victoria Place in the north.
- 5.86 There is very little depth to the shopping frontage. This, together with its linear form and hilly character, makes the Primary Shopping Area very susceptible to change, particularly to breaks in the continuity of the shopping frontage. Government guidance states that the retail function should underpin town centres and indicates that primary uses may be restricted to a high proportion of retail uses, particularly those in Use Class A1. In addition, the need to retain retail floorspace to accommodate the additional comparison floorspace forecast for the town centre is of considerable importance. Whilst the retail uses should continue to dominate the frontage of the Primary Shopping Area, the Local Planning Authority believes that it would be acceptable to allow some flexibility over the level of A1 uses within POLICY CR5.
- 5.87 The Royal Tunbridge Wells Primary Shopping Area represents a unique shopping environment. The diversity in character and function of different parts of the Primary Shopping Area means that, whilst retaining an overall predominance of retail uses, it is also important that the local distinctiveness is safeguarded. For this reason, the Primary Shopping Area has been sub-divided into ten distinct Character Areas. The boundaries of these areas are defined in Appendix 5. The Character Area frontages to which POLICY CR5 refers are defined on the Proposals Map. The measured frontage for each Character Area refers to the length of the buildings which front onto the roads. Gaps such as roads and footpaths are not included in the measurements.
- **5.88** PPG6 states that, whilst recognising and supporting the shopping function of the Primary Shopping Area, policies should reflect the differences between the type and size of centre. Different and complementary uses during the day and in the evening, can reinforce each other, making town centres more attractive to local residents, shoppers, workers and visitors. This advice has been taken into consideration when setting the non-A1 use threshold in the ten Character Areas.

**Character Area 1** 

Royal Victoria Place, Market Square and Ely Court

measured frontage: 1,274.5m

Royal Victoria Place (RVP) is a covered pedestrianised shopping centre on three levels located towards the northern end of the Primary Shopping Area. Ely Court forms a pedestrianised street and adjoins RVP. The opening of RVP in 1992 reinforced the strong retail presence at the northern end of the town centre and continues to do so.

Character Area 1, in association with Character Area 2, is the prime retail location within the Primary Shopping Area, catering for mainstream comparison shopping and accommodating the majority of the town's large multiple stores. Pedestrian flows are high and vacancy levels are low indicating the retail supremacy of the area. Rental values show an increase over the last few years.

This area is a primary attraction to shoppers visiting Royal Tunbridge Wells town centre and a strong retail presence is essential if Royal Tunbridge Wells is to remain as one of the main sub-regional centres in Kent. The retail function should continue to predominate in this Character Area, and POLICY CR4 identifies land including Royal Victoria Place, Market Square and Ely Court for significant additional retail development.

The retail function should continue to predominate strongly in this area. Very low vacancy levels and high pedestrian footfall indicate that this is a thriving shopping centre and a small increase in non-A1 uses could take place without detriment to the

function of Character Area 1. An increase in non-A1 uses to 15% would help to support the vitality of the shopping centre.

Character Area 2
Calverley Road (west)
measured frontage: 360.13m

Calverley Road (west) is a pedestrianised street adjoining the Royal Victoria Place Shopping Centre. It forms part of the retail core of the Primary Shopping Area, catering for mainstream comparison shopping and accommodating a large number of the town's large multiple stores. The retail predominance of the area is evident in the pedestrian flow count which is one of the highest of the Character Areas.

As with Character Area 1, Calverley Road (west) is a primary attraction to shoppers visiting Royal Tunbridge Wells town centre. A strong retail presence is essential to retain Royal Tunbridge Wells' sub-regional shopping centre status.

The retail function should continue to predominate strongly in this area. Very low vacancy levels and high pedestrian counts indicate that this is a thriving area and a small increase in non-A1 uses could take place without detriment to the shopping function of Character Area 2. An increase in non-A1 uses to 15% would help to support the vitality of the precinct.

Character Area 3
Monson Road and Camden Road
measured frontage: 656.67m

The frontages forming Character Area 3 extend immediately from Areas 1 and 2, and perform an important retail function on the periphery of the main shopping area. The area is characterised by a mixed retail presence including a number of specialist, independent traders in smaller units and some multiple stores. This area is important as a gateway to the town's primary retail location.

Pedestrian flows are highest in Monson Road, primarily because of its importance in providing pedestrian access to and from the Crescent Road car park in the vicinity of this Character Area. Camden Road car park and the Royal Victoria Place multi-storey car park also serve this shopping area. Vacancy levels in this Character Area are low.

An increase in the non-A1 frontage in this Character Area to 30% of the measured frontage would allow further scope for a range of uses within the Character Area without damaging the current function of the area.

Character Area 4
Calverley Road (east)
measured frontage: 312.66m

This Character Area adjoins Character Areas 2 and 3. This area comprises a mix of uses including a few smaller multiple stores, restaurants and specialist independent traders, attracting people to this section of the Primary Shopping Area. The popularity of this area is evidenced by a relatively high footfall and low vacancy rates.

To maintain the primary retail focus of this Character Area, whilst allowing scope for limited further change to non-A1 use, the non-A1 frontage should be set at 30% of the total measured frontage.

# Character Area 5 Grosvenor Road and Goods Station Road measured frontage: 387.6m

The frontage in Character Area 5 extends immediately from Areas 1 and 2. The area exhibits similar characteristics to that of Character Areas 3 and 4. The vacancy levels and the pedestrian flows are relatively high in all of the frontage areas. The north-western side of Grosvenor Road has the highest pedestrian flows within the Character Area probably due to the presence of the convenience store at the end of this Character Area.

The proximity of this area to Royal Victoria Place, and its importance as a gateway to the town's primary retail location (Character Areas 1 and 2), means that the retail function should predominate in this area. However, there is some scope to increase the percentage of non-A1 uses to 30% of the measured frontage.

Character Area 6
Mount Pleasant Road (north)
measured frontage: 240.66m

This Character Area is located within easy walking distance of Character Areas 1 and 2 and performs the important link between the retail core to the north and the southern part of the Primary Shopping Area, acting as a safeguard against polarisation of the shopping areas. The area experiences high pedestrian footfall and low levels of vacancy. This Character Area acts mainly as a mixed use area with banks and restaurants featuring along with some retail provision, many of which are multiple stores.

The area links a cluster of entertainment facilities including the Assembly Hall, Trinity Arts Centre, and the proposed cinema redevelopment, as well as restaurants and bars. In recent years a number of banks have been converted into places to eat and drink, complementing the entertainment uses. This area adds vitality and viability to the town centre, particularly to the evening economy.

In order to minimise further changes to non-A1 use and maintain the retail presence between the Character Areas in the north of the town and those at the southern end, a threshold of 40% non-A1 uses is set.

### **Character Area 7**

Mount Pleasant Road (south), including the Great Hall Arcade measured frontage: 641.39m

This area has a distinct linear form and experiences a significant change in level from north to south. It is separated from Character Area 6 by the busy Church Road and by the slope, both of which can act as a deterrent to pedestrians. The pedestrian flow is fairly high but not as high as Character Area 6, and the vacancy rates are relatively high.

Specialist multiple stores and a department store form the retail focus for this Character Area. The area has the advantage of the presence of the Tunbridge Wells Central railway station at the southern end of the Character Area, which is an important point of "arrival" in the town, and the proximity of the Calverley Grounds.

Within this Character Area, provision is made for new mixed use schemes on the cinema site and adjoining land and at Mount Pleasant House in accordance with POLICY CR4.

Whilst shopping uses should remain predominant in this linear "boulevard", limited additional diversity, possibly through further food and drink uses, would be appropriate.

POLICY CR5 allows a limited increase to 40% to allow for further diversity of uses and to complement the adjacent Character Areas to the north and south.

Character Area 8 Vale Road/Grove Hill Road measured frontage: 343.29m

This Character Area lies between Character Areas 7 and 9. The area is currently severely dissected by Vale Road, leading into London Road which is often congested at busy times. This could account for the low pedestrian flows experienced in this area. The convenience store dominates the northern end of Vale Road and a good mix of specialist independent traders operate in Grove Hill Road, along with a department store attracting visitors to this end of the town centre. This area also acts as an important arrival point to the town, due to the proximity of the Tunbridge Wells Central railway station.

Within this Character Area, provision is made for new mixed use schemes on land south of Grove Hill Road and land adjoining Tunbridge Wells Central railway station in accordance with POLICY CR4.

POLICY CR5 sets the proportion of non-A1 uses at 40% allowing further diversity of uses in the frontage whilst maintaining the primary retail focus.

Character Area 9
High Street, Castle Street and Chapel Place
measured frontage: 853m

Character Area 9 is made up of a series of attractive historic shopping streets comprising generally small-scale specialist units, selling high value goods, the majority of which are occupied by independent traders. To the pedestrian, the area is segregated from Character Area 8 and the Tunbridge Wells Central railway station by the busy Grove Hill Road and Vale Road, and Character Area 10 by Nevill Street. The area experiences low pedestrian footfall and a relatively high number of vacant units.

Potential exists to increase the tourism role of the area by building on the specialist shopping theme and permitting a limited number of additional complementary uses, although the importance of the area to regular shoppers must not be overlooked. Chapel Place is important as a link between the Pantiles and the High Street.

Due to the high number of vacant units and the low pedestrian footfall, a limited increase to 45% would be acceptable without causing detriment to the shopping area whilst allowing for further diversity of uses.

Character Area 10
The Pantiles and Union Square measured frontage: 585.9m

This unique historic part of the Primary Shopping Area performs an important tourism function. The current specialist, independent retail and eating/drinking establishments complement this role. Footfall is relatively low in comparison with other Character Areas and is subject to seasonal variation. Vacancy in this area has been relatively high although, through the introduction of a great diversity of uses, this has fallen in recent years. The Character Area includes the historic Pantiles and Union Square, both of which are pedestrianised.

Given the continued importance of this area for tourism and the mix of uses already present, POLICY CR5 allows an increase up to 45% of the measured frontage to be in non-A1 use.

#### **POLICY CR5**

Within the Royal Tunbridge Wells Primary Shopping Area, as defined on the Proposals Map, proposals for Class A1, A2, A3, A4, A5 and other uses appropriate to the character of the shopping area will be permitted provided both of the following criteria are satisfied:

1 The proposal would not result in non-A1 uses exceeding the stated proportion of the measured frontages for each Character Area, as defined on the Proposals Map:

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Character Area 1 frontages – Royal Victoria Place/Market	
Square/Ely Court:	15%
Character Area 2 frontages – Calverley Road (west):	15%
Character Area 3 frontages – Monson Road/Camden Road:	30%
Character Area 4 frontages – Calverley Road (east):	30%
Character Area 5 frontages – Grosvenor Road/Goods	
Station Road:	30%
Character Area 6 frontages – Mount Pleasant Road (north):	40%
Character Area 7 frontages – Mount Pleasant Road (south):	40%
Character Area 8 frontages - Vale Road/Grove Hill Road:	40%
Character Area 9 frontages - High Street/Castle Street/	
Chapel Place:	45%
Character Area 10 frontages – The Pantiles/Union Square:	45%

The proposal would not result in such a concentration as to lead to a significant interruption in the shopping frontage, reducing its character and thus harming the vitality and viability of the Character Area as a whole.

# Southborough Town Centre

5.89 Southborough town centre offers both retail provision and a range of other complementary uses which serve the local community. The shopping centre comprises approximately 3,842 square metres gross floorspace, of which 1,628 square metres is devoted to convenience goods and approximately 2,214 square metres to comparison goods.

### Retail Supermarket and Residential Provision

- 5.90 The Tunbridge Wells Shopping Study (2003) found that there is a substantial leakage of available convenience expenditure from Southborough and its immediate catchment area to surrounding centres. This indicates that Southborough is not adequately provided for in terms of convenience shopping and would benefit from new convenience provision of an appropriate scale to serve local needs. The provision of a convenience retail supermarket would represent a qualitative improvement to the centre. It would increase its attractiveness, improving the vitality and viability of the district centre, whilst strengthening its position in the identified hierarchy of centres. A supermarket in this location should also reduce the number and length of trips.
- 5.91 It has been necessary to balance the optimum size of the store against the needs for other community uses (set out below) at the centre of Southborough. It would be inappropriate to allocate land for a large-scale superstore which would dominate other large stores and centres in the area. Such an approach would be contrary to the thrust of Government advice in PPS6 and PPG13 and in conflict with the sustainable aims of this Local Plan. Although the centre is well-served by public transport and can be accessed on foot or cycle, the size of the store is constrained by the traffic movements

onto the A26. The size of the store should be sufficient to retain a substantial proportion of convenience expenditure in Southborough without compromising the capacity of the site to accommodate the range of uses proposed or exceeding local transport capacity. The floorspace of the store should be between 1,400 and 2,000 square metres gross in order for it to have sufficient scale and attraction within an urban area containing a number of existing large foodstores to attract main food shopping trips.

5.92 The mixed use development should maximise the use of urban land and reduce as far as possible the use of undeveloped land. This may require the residential element of the development to be provided above the supermarket. The shop should front London Road and the development should be at a scale that would be compatible with the townscape of this part of Southborough. Such a location would enhance the townscape of the town centre and provide a retail presence opposite the parade of existing shops.

# **Community Building**

5.93 At Southborough a need has been identified for a community building which would be capable of fulfilling a number of functions to meet community and recreation activities. Examples of such need include play sessions for toddlers, school holiday activities, keep fit and functions for older residents, the library and the Citizens Advice Bureau. The facility is most likely to be achieved through a refurbishment and extension of the Royal Victoria Hall at the centre of Southborough and/or potential dual use of the new primary school which is allocated at the Ridgewaye site immediately adjacent to the Royal Victoria Hall.

# **Primary School**

5.94 There is an opportunity to situate a new primary school to meet existing and future demand within the proposed mixed use development. Consideration should be given to the design of a two-storey development of the primary school.

### Children's Playspace

5.95 A need has been identified for a Neighbourhood Equipped Area of Play (NEAP) and in this town centre location is proposed as part of this mixed use allocation.

### **Public Car Park and Access**

5.96 In order to address the inadequacy of current provision, it is proposed that additional parking will be provided behind the London Road frontage Provision of short-stay public car parking at this location will serve the differing parking needs generated by these new uses, while also serving the needs of the centre as a whole, thus enhancing its vitality and viability. Due to the traffic impact on the local road network, no more than 150 parking spaces should be provided in addition to the Yew Tree Road car park. Thus, a total off-street car parking provision of some 200 spaces will serve the centre of Southborough. Secure cycle parking facilities to serve the residential and other uses will also be sought.

### **Form and Layout**

- 5.97 The new development should provide a visual focal point and create a sense of identity for the centre. The Local Planning Authority is seeking to achieve a high-quality form of development that sets a high standard of urban design. The introduction of public art would also be appropriate.
- 5.98 Development along the frontage of London Road and the pedestrian street, including any extension to the Royal Victoria Hall, should address the scale and context of adjacent buildings. It should replicate the dominant height of buildings along the commercial section of London Road and comprise a lively ground floor frontage, both in terms of design, type of use and pedestrian access into the development.

#### MIXED USE ALLOCATION

A site for a mixed use development has been allocated to the east of London Road, opposite its junction with Western Road. It comprises the Royal Victoria Hall and Town Council offices, vacant land to the south on the frontage with London Road (formerly the Bell Inn) and vacant land to the rear backing onto the Ridgewaye. The site comprises partly previously-developed land, but incorporates part of a greenfield site. However, in the absence of an alternative previously-developed site within, or on the edge of, Southborough's Primary Shopping Area, the release of greenfield land is considered justified to meet identified needs. The redevelopment of a large part of this site for a mix of retail, residential and community uses brings about the opportunity to upgrade the quality of the built environment and significantly improve the vitality and viability of the centre.

#### **POLICY CR6**

Land east of London Road, Southborough, as defined on the Proposals Map, is allocated for a mix of uses. The Local Planning Authority will seek the uses, access, form and layout provisions set out below. Any proposals will be required to demonstrate that they would not prevent all of the uses set out below from being satisfactorily accommodated on the site. The site may come forward in phases but proposals for development of part of the site which would prejudice eventual development of the whole allocation will not be permitted. Development that involves the loss of existing playing fields within the allocated site will be required to provide a satisfactory replacement.

### Type of Use:

The Local Planning Authority will seek a mixed use development comprising an A1 convenience retail supermarket of between 1,400 and 2,000 square metres gross floorspace; residential uses; a primary school; a community building; a multi-use all-weather surface area; a children's playspace and a public car park.

### Access:

Public car parking at the rear of the site will be served by a new access off the Ridgewaye. New traffic signals at the Ridgewaye/Yew Tree Road junction and improvements to the Yew Tree Road/London Road/Speldhurst Road junction, both including provision for pedestrians, may be required. A segregated pedestrian/cycle access through the development will be provided to create a link from London Road to Hill Crest to serve the retail supermarket, the area of public car parking, the primary school and community and recreational facilities. This provision should link up with a new toucan crossing over London Road, which is required alongside the new site frontage. A financial contribution may be sought towards the implementation of a residents' parking scheme in the vicinity of the site.

# Form and Layout:

The retail supermarket should be located within the Primary Shopping Area and should front London Road. Development along the frontage of London Road and the town square should replicate the dominant height of buildings in London Road and comprise an active ground floor frontage, having regard to design, type of use and pedestrian access into the development. The introduction of public art should be considered as part of this development.

### SOUTHBOROUGH PRIMARY SHOPPING AREA

- 5.100 The shopping area at Southborough is concentrated in a linear fashion along the western side of London Road running from the junction with Speldhurst Road to the junction of Springfield Road. This area is severely dissected from the proposed convenience retail supermarket site by the busy London Road running through Southborough. These two areas have been defined for the purposes of this Local Plan as the Southborough Primary Shopping Area.
- 5.101 The character of the Primary Shopping Area is one of a small urban centre made up primarily of independent traders, many of them specialist, occupying fairly small units, and a limited number of ancillary uses serving the local community. Vacancy rates are fairly high, but have fallen since 1997. Pedestrian flows are relatively low in comparison with other centres.
- **5.102** The defined frontage within the area measures 428m (including current buildings at the Ridgewaye). A loss of A1 uses would be detrimental to the vitality and viability of the area as a whole and units in non-A1 use should be limited to 40% of the measured frontage.
- **5.103** POLICY CR7 seeks to protect the retail frontages of the Primary Shopping Area whilst allowing proposals for non-A1 uses to be assessed. The Policy also aims to protect against the excessive concentration of uses outside Class A1 which might cause significant interruptions to the shopping frontage.

#### **POLICY CR7**

Within the Southborough Primary Shopping Area, as defined on the Proposals Map, proposals for A1, A2, A3, A4, A5 and other uses appropriate to the character of the shopping area will be permitted provided both of the following criteria are satisfied:

- 1 The proposal would not result in non-A1 uses exceeding 40% of the ground floor measured frontages, as defined on the Proposals Map; and
- 2 The proposal would not result in the excessive concentration of non-A1 uses which would cause a significant interruption in the shopping frontage, reducing its attractiveness and thus harming the vitality and viability of the centre as a whole.

# **Paddock Wood Town Centre**

5.104 The town centre of Paddock Wood serves both the town and a rural hinterland with a range of retail provision, community and small-scale business uses. The character of the Primary Shopping Area is one of a small rural centre made up of largely independent retail traders occupying small units. A very low number of national multiple stores are present. Current retail floorspace provision totals some 8,683 square metres of which approximately 3,816 square metres is convenience floorspace with the majority (1,994 square metres) provided by the recently extended town centre superstore, located off Station Road. The store attracts shoppers from Paddock Wood and the surrounding area to the town centre and plays a key role in maintaining the quality and range of shopping in the town centre and in sustaining the vitality and viability of the town centre as a whole.

- **5.105** Paddock Wood Town Centre contains approximately 4,867 square metres gross floorspace devoted to the sale of comparison goods drawing on a relatively restricted catchment for this kind of shopping. Changes in population and expenditure levels for Paddock Wood catchment area are unlikely to justify any significant growth in comparison floorspace in the town during the Plan period. Most new retail development is likely to be of a minor incremental nature within the town centre.
- **5.106** Vacancy levels are low and pedestrian flows are high, particularly on Commercial Road.
- 5.107 Traffic management and environmental enhancement measures have been introduced into the Commercial Road area and the two adjoining car parks have been considerably improved.

#### **MIXED USE ALLOCATION**

- 5.108 To the west of premises on Commercial Road and south of Station Road is an area of under-used land with potential for comprehensive redevelopment. Located close to the commercial centre of Paddock Wood, the development of this land for a mix of uses provides the opportunity to improve the facilities, environment and attraction of the centre, and the image of the town generally. A proportion of this site has been identified by the Environment Agency as being at high risk of flooding and any proposed development should comply with the requirements of POLICY EN18.
- **5.109** New development is likely to provide a range of uses appropriate to the centre. The Community Services Chapter highlights the need for a new multi-purpose community building within or near the town centre and some housing development would be appropriate. Any housing development would need to comply with policies in the Housing Chapter.
- **5.110** A new access will be required off Station Road, away from the junction with Maidstone Road. Subject to the amenity of surrounding residential properties, the new development would benefit from being higher than the typical two-storey development in Paddock Wood, given the central location.

### **POLICY CR8**

Land off Station Road, Paddock Wood, as defined on the Proposals Map, is allocated for a mix of uses. The Local Planning Authority will seek the uses, access, form and layout provisions set out below. Comprehensive development of the site is sought. The site may come forward in phases but proposals for development of the site which would prejudice eventual development of the whole allocation will not be permitted.

### Type of Use:

The Local Planning Authority will seek a mixed use development including A1 retail, C residential and D1 community uses.

# Access:

Vehicular access to the area should be provided off Station Road, away from the junction with Maidstone Road.

# Form and Layout:

A high-quality development that respects the amenity of adjoining uses and residential properties is sought. This should take the form of development higher than the surrounding buildings.

#### PADDOCK WOOD PRIMARY SHOPPING AREA

- 5.111 Most of the established retail premises are at the northern end of Commercial Road. The core of the shopping area is reinforced by a supermarket close to the Commercial Road/Church Road junction. The area is defined in this Plan as the Paddock Wood Primary Shopping Area.
- **5.112** The frontage of the defined area measures 353.2m.
- **5.113** Paddock Wood has experienced population growth which has helped sustain and enhance shopping provision in the town centre.
- 5.114 The proportion of non-retail uses should not become dominant and undermine the retail function of the shopping area and a limit of 40% of the frontage is set for non-A1 use.
- 5.115 POLICY CR9 aims to protect the retail frontages of the shopping area whilst allowing proposals for non-retail to be assessed. The Policy also seeks to protect the excessive concentration of uses outside Class A1 which might cause significant interruptions in the frontage and thus reduce its attractiveness to shoppers. In judging the significance of interruptions to shopping frontages the Local Planning Authority will consider the presence of existing non-A1 uses in the vicinity and the length of frontage in non-A1 uses.

### **POLICY CR9**

Within the Paddock Wood Primary Shopping Area, as defined on the Proposals Map, proposals for A1, A2, A3, A4, A5 and other uses appropriate to the character of the shopping area will be permitted provided both of the following criteria are satisfied:

- 1 The proposal would not result in non-A1 uses exceeding 40% of the ground floor measured frontages as defined on the Proposals Map\*; and
- The proposal would not result in the excessive concentration of non-A1 uses which would cause a significant interruption in the shopping frontage, reducing its attractiveness and thus harming the vitality and viability of the shopping area as a whole.
- \* Excludes the frontage of the supermarket on Church Road.

# **Cranbrook Town Centre**

- 5.116 The character of the town centre is one of a thriving historic rural centre comprising largely independent traders occupying small units (many of which are listed buildings). Non-A1 uses (banks, building societies, public houses and restaurants) are well distributed throughout the area and add to the diversity of provision. The town centre offers approximately 8,514 square metres shopping floorspace of which around 2,800 square metres is devoted to convenience goods.
- 5.117 There is scope for a further qualitative improvement in convenience provision in Cranbrook over the Plan period. Outstanding planning consent exists to extend the existing supermarket to the rear of the High Street which has now been implemented and provides additional floorspace. Such a development will add vitality and viability to the town centre without detriment to the smaller shop units in Cranbrook. It is considered unlikely that there will be any requirement for further significant additional floorspace for convenience goods during the Plan period in addition to this committed floorspace.

#### MIXED USE ALLOCATION

- 5.118 An area of land with frontage to both Stone Street and the High Street is allocated for redevelopment for a mix of uses. The area includes a motor showroom fronting Stone Street with workshops to the rear, and the post office building fronting the High Street with parking to the rear. Existing frontage development to Stone Street and the High Street detract from the character of the Conservation Area, and sensitive redevelopment of the area would enhance its character and improve the vitality of this part of the centre.
- 5.119 The Local Planning Authority has allocated the site for a mix of uses appropriate to the centre, including A1 retail, residential and offices. The Tunbridge Wells Shopping Study (1999) identifies a requirement over the Plan period for additional comparison goods retail development within Cranbrook town centre. Retail uses should be provided on the ground floor frontage to both High Street and Stone Street, given the high proportion of non-retail uses within the defined shopping area. The rear of the site and upper floors are suitable for high-density residential development. Any residential development would need to comply with policies in the Housing Chapter.
- 5.120 The area is situated in Cranbrook Conservation Area and is visible on the skyline from a wider area due to local topography. The design of any development should integrate fully with its sensitive context in terms of layout, scale, roofscape and materials.
- **5.121** To reflect the character of Cranbrook, development on the frontages to Stone Street and the High Street should respect the scale of nearby buildings.
- 5.122 Vehicular access to the area should be off High Street to access service areas and residents' parking. No new road link between High Street and Stone Street should be created. A pedestrian route linking High Street with the public car park to the south runs along the western boundary of the site and should be retained.

# POLICY CR10

Land off Stone Street and High Street, Cranbrook, as defined on the Proposals Map, is allocated for a mix of uses. The Local Planning Authority will seek the uses, access, form and layout provisions set out below. Comprehensive development of the site is sought. The site may come forward in phases but proposals for development of part of the site which would prejudice eventual development of the whole allocation will not be permitted. Any proposals for development of part of the site will be required to demonstrate how they would relate to a redevelopment of the site as a whole.

# Type of Use:

The Local Planning Authority will seek a mix of uses, including A1 retail, B1 office and C residential use. Retail use should be provided on the ground floor frontages to Stone Street and High Street, and may be provided elsewhere on the site.

# Access:

Pedestrian access to High Street and Stone Street will be sought. Vehicular access to High Street to serve all of the site is preferred. No new road link should be created between High Street and Stone Street.

# Form and Layout:

A high-density, small-scale development is sought.

#### CRANBROOK PRIMARY SHOPPING AREA

- 5.123 Shopping in Cranbrook is concentrated in a linear fashion mainly along the eastern end of High Street, Stone Street and Carriers Road. The area comprises primarily retail uses and has been defined as the Cranbrook Primary Shopping Area in this Local Plan.
- **5.124** The measured frontage for the defined area is 765.8m (excluding the large supermarket which is impractical to include given its position set back from the frontage).
- 5.125 Vacancy levels are low in this centre and pedestrian flows are moderate, especially in High Street. A convenience supermarket is located to the rear of properties on High Street. At approximately 1,700 square metres this accounts for a major part of the convenience floorspace provision in the centre.
- **5.126** The presence of a large supermarket attracts shoppers from Cranbrook and the surrounding area to the town centre and plays a role in maintaining the quality and range of shopping, and in sustaining the vitality and viability of the town centre as a whole.
- 5.127 The proportion of non-A1 uses marginally exceeds the 40% threshold. Mixed use redevelopment of the Stone Street site in accordance with the provisions of POLICY CR10 will reduce the percentage non-retail to below 40%. A loss of A1 uses would be detrimental to the vitality and viability of the area as a whole, and consequently units in non-A1 use should not exceed this figure.
- 5.128 Cranbrook Primary Shopping Area contains a number of residential units, and subject to compliance with other policies contained in this Plan, a change of use of the ground floor to a shop within the defined area would be acceptable. However, in these cases it is desirable that part of the building be retained in residential use in order to retain a residential unit and help sustain the character and vitality of the centre.
- **5.129** POLICY CR11 aims to protect the retail frontages of the Primary Shopping Area and seeks to protect against the excessive concentration of uses outside Class A1 which might cause significant interruptions to the shopping frontages.

# **POLICY CR11**

Within the Cranbrook Primary Shopping Area, as defined on the Proposals Map, proposals for A1, A2, A3, A4, A5 and other uses appropriate to the character of the shopping area will be permitted provided both of the following criteria are satisfied:

- 1 The proposal would not result in non-A1 uses exceeding 40% of the ground floor measured frontages as defined on the Proposals Map\*; and
- 2 The proposal would not result in the excessive concentration of non-A1 uses which would cause a significant interruption in the shopping frontage, reducing its attractiveness and thus harming the vitality and viability of the centre as a whole.

\*Excludes the frontage of the supermarket off the High Street.

# **Hawkhurst Town Centre**

- **5.130** Retail provision and other services are concentrated around the major crossroads of the A229 and the A268 at the centre of Hawkhurst.
- **5.131** The centre offers approximately 3,977 square metres shopping floorspace. Approximately 1,914 square metres floorspace is devoted to convenience shopping.
- **5.132** There are a high number of vacant units, pedestrian flows are low and the centre lacks the attraction of a convenience supermarket.
- 5.133 The Tunbridge Wells Shopping Study (1999) indicated that Hawkhurst would benefit from new convenience provision, to serve local needs. The provision of a new convenience retail supermarket represents a qualitative improvement to the centre, reinforcing Hawkhurst's position within the identified hierarchy of centres.

# HAWKHURST PRIMARY SHOPPING AREA

- 5.134 The cluster of retail and other uses has been defined as the Hawkhurst Primary Shopping Area. The measured shopping frontage is 329.3m (excluding the proposed supermarket) and the percentage non-A1 use exceeds 40%. The mixed use development of the site south of Rye Road, including a convenience retail supermarket, will reduce the percentage non-retail to approximately 40%.
- 5.135 The Hawkhurst Primary Shopping Area is relatively small and relies on retaining a range and number of retail outlets to retain its attractiveness. A loss of A1 uses would be detrimental to the vitality and viability of the area as a whole and units in non-A1 use should be limited to 40% of the measured frontage.
- **5.136** POLICY CR12 aims to protect the retail frontages of the Primary Shopping Area. The Policy also seeks to protect against the excessive concentration of uses outside Class A1 which might cause significant interruptions to the shopping frontages.

### **POLICY CR12**

Within the Hawkhurst Primary Shopping Area, as defined on the Proposals Map, proposals for A1, A2, A3, A4 and A5 and other uses appropriate to the character of the shopping area will be permitted provided both of the following criteria are satisfied:

- 1 The proposal would not result in non-A1 uses exceeding 40% of the ground floor measured frontages as defined on the Proposals Map; and
- The proposal would not result in the excessive concentration of non-A1 uses which would cause a significant interruption in the shopping frontage, reducing its attractiveness and thus harming the vitality and viability of the centre as a whole.

# **Neighbourhood and Village Centres**

5.137 Neighbourhood centres have been identified within Limits to Built Development of Tunbridge Wells and Southborough, and village centres apply to villages classified in the Planning Strategy Chapter (see para 2.28) and under Policy RS2 of the Kent Structure Plan 1996 and Policy SS1(d) of the Kent & Medway Structure Plan 2006.

- **5.138** There are a number of small-scale uses which are important in serving the regular needs of local neighbourhoods or villages. Such uses include:
  - post office service;
  - shop;
  - restaurant or public house;
  - surgery (doctor and dentist or complementary therapies such as osteopathy and homeopathy);
  - places of worship;
  - community hall;
  - children's playspace;
  - recreation facilities;
  - primary school or early years and child care;
  - library;
  - recycling centre.
- 5.139 Within the urban area of Royal Tunbridge Wells and Southborough, a neighbourhood centre has been defined where a minimum of five existing or proposed such uses are clustered within a distance of some 400m.
- 5.140 The following neighbourhood centres within Royal Tunbridge Wells and Southborough are defined on the Proposals Map:

Broadmeads Neighbourhood Centre
Hawkenbury Neighbourhood Centre
High Brooms Neighbourhood Centre
North Southborough Neighbourhood Centre
Rusthall Neighbourhood Centre
Sherwood Neighbourhood Centre
Showfields Neighbourhood Centre
Silverdale Neighbourhood Centre
St Barnabas Neighbourhood Centre
St John's Neighbourhood Centre
St Peter's Neighbourhood Centre

- 5.141 In the smaller-scale villages, identified under the approved Kent Structure Plan 1996 Policy RS2 and Policy SS1(d) of the Kent & Medway Structure Plan 2006 (as defined at para 2.28 of this Plan), facilities are often within a reasonable walking distance of each or located within a reasonable distance (400 metres) outside the Limits to Built Development.
- 5.142 Government guidance indicates the mix of uses in local centres should be carefully managed to provide easily accessible shops (meeting day-to-day needs) and local services. Local authorities should, where appropriate, seek to protect existing facilities which provide for people's everyday needs. In meeting sustainable objectives it is important that existing clusters of facilities within neighbourhood and village centres are retained and, where demand exists, enhanced. Proposals contained in the Transport and Parking Chapter and the Transport Strategy aim to achieve better pedestrian and cycle movement to, and within, these centres. In this way, multi-purpose trips can be made to local facilities by sustainable means. It also means that a range of services are conveniently located for those without a car. For these reasons it is important to retain existing clusters of community facilities.
- 5.143 POLICY CR13 seeks to retain existing provision within the defined centres, or 400m from a defined village Limit to Built Development unless suitable alternative provision is available within the centre. For example, if a defined centre contained more than one public house, it may be acceptable to reduce the number of pubs within the centre. In the case of a commercial enterprise, a change of use may be permitted where it can be clearly demonstrated that an existing use is no longer viable. In demonstrating that an existing use is not viable, applicants must produce evidence that genuine and sustained

efforts to promote, improve and market the facility at a reasonable value have failed. In the case of public facilities, it should be demonstrated that demand within the locality no longer exists, or that there is clear evidence available to the Local Planning Authority of the operational reasons for closing or moving a facility, and that the wider importance of the facility to the local community has been taken into account.

- 5.144 Particular community uses may contribute significantly to the character of a listed building or a conservation area and all proposals would need to comply with POLICIES EN3 and EN5 which seek to protect the character of a listed building or the character of a conservation area.
- **5.145** Changes of use between the identified community functions within a Neighbourhood or Village Centre may be permitted where this would complement the overall character and role of that centre.
- **5.146** Some of these facilities are afforded protection through more generally applied policies elsewhere in this Plan.

# Children's Playspace and Recreation Facilities

5.147 Playspace and recreation facilities are covered within the Recreation Chapter, and in particular POLICY R1 resists proposals for development on open space and seeks to protect existing facilities. These facilities are important in the local area and reduce the need to travel elsewhere to use such facilities.

### **Community Buildings**

**5.148** The retention of community buildings is also covered in POLICY CS6 in the Community Services Chapter. POLICY CR13 affords extra protection to community buildings within neighbourhood and village centres.

### **Doctors, Dentists and Other Surgeries**

**5.149** The provision of doctors, dentists and other surgeries is discussed in the Community Services Chapter. POLICY CR13 seeks to retain existing surgeries within neighbourhood and village centres.

# **POLICY CR13**

Proposals that would result in the loss of a community facility, as listed below, from within the defined neighbourhood centres or within, or a 400m distance from, the defined Limits to Built Development of RS2 and SS1(d) Villages, will not be permitted unless it can be demonstrated that suitable alternative provision is available within the defined centre or that:

- (1) in the case of commercial enterprises, it can be clearly demonstrated that the facility is no longer viable; or
- (2) In the case of public facilities, it can be demonstrated that demand within the locality no longer exists, or there are clear operational reasons for closing or moving the facility and the wider importance of the facility to the community has been taken into account.
  - Retail provision (including post office service and shop);
  - Restaurant and public house;
  - Surgery (doctor, dentist and other healthcare centres);
  - Primary School, early years and child care (unless referred to in POLICY CS5);

- Children's playspace;
- Library;
- Community hall;
- Place of worship; and
- Recycling centre.
- 5.150 Whilst POLICY CR13 seeks to prevent the loss of a community facility which is important to a locality, POLICY CR3 aims to group new small-scale uses, including the community facilities listed for the purposes of POLICY CR13, in existing town, neighbourhood or village centres.

# **Implementation**

### 5.151

**Implementing Agency Policy Number** 

CR4 Private Sector CR6 Private Sector CR8 Private Sector **CR10 Private Sector** 

5.152 Other policies and paragraphs in this Chapter will be applied by the Local Planning Authority to retain and enhance the established hierarchy of centres within the Plan area and meet the sustainable objectives of this Plan.