

WANDSWORTH BOROUGH COUNCIL

REGENERATION AND COMMUNITY SAFETY OVERVIEW AND SCRUTINY
COMMITTEE – 2ND JUNE 2008

EXECUTIVE – 9TH JUNE 2008

Report by the Economic Development Officer on the review of the Tooting Town Centre Partnership's Business Plan 2008-11, SW17 (Graveney and Tooting)

SUMMARY

This report introduces and summarises the Tooting Town Centre Partnership's Business Plan 2008-11, which was reviewed by the Tooting Town Centre Partnership in December 2007. Progress in achieving the previous Business Plan is outlined and the needs and challenges of the Town Centre are reviewed as part of the process of preparing the revised Business Plan. The revised Tooting Business Plan's key objectives are to ensure that Tooting town centre:-

- (a) is clean, welcoming and safe;
- (b) has improved transport and access, including circulation and signage;
- (c) has an improved retail and leisure offer by attracting more investment and helping existing traders; and
- (d) generally has a positive and pleasing appearance.

The report seeks approval for the Business Plan, and for the priorities and actions identified by the Partnership for the period 2008-11. The report also recommends new terms of reference and membership for the Town Centre Partnership.

The Executive is asked to approve the revised business plan and terms of reference for the Tooting Town Centre Partnership.

GLOSSARY

CACI	– Consolidated Analysis Centre Incorporated
CCTV	– Closed Circuit Television
EDO	– Economic Development Officer
GLA	– Greater London Authority
LU	– London Underground
POG	– Partnership Operations Group
SNT	– Safer Neighbourhood Teams
TCIS	– Town Centre Improvement Scheme
TfL	– Transport for London

RECOMMENDATIONS

1. The Regeneration and Community Safety Overview and Scrutiny Committee are asked to support the recommendations in paragraph 3.
2. If the Overview and Scrutiny Committee approve any views, comments or recommendations on the report, these will be submitted to the Executive for its consideration.
3. The Executive is recommended:-
 - (a) to approve the revised Business Plan for 2008/09 to 2011/12, as set out in paragraphs 12, 14, 16 and 18 of this report, but to be reviewed in the light of the findings of the survey described in paragraph 7; and
 - (b) to approve the revised terms of reference and membership for the Tooting Town Centre Partnership as set out in the Appendix 2 to this report.

INTRODUCTION

4. On 25th June 2001, the former Regeneration and Transport Overview and Scrutiny Committee agreed (Paper No. 01-514) the first Tooting Town Centre Business Plan, for the period 2002-04. This and the subsequent Business Plan 2005 – 08 approved on 18th April 2005 (Paper No. 05-327) identified ten key objectives, and a number of key actions deriving from these objectives, which ranged from the short term to the long term. The Tooting Town Centre Partnership produces an annual report in order to monitor progress against the Business Plan. The Economic Development Programme (see Paper No. 08-426 elsewhere on the agenda) also incorporates all the Tooting Town Centre Partnership's key actions. The Tooting Town Centre Partnership has recently reviewed its current business plan and prepared a new Plan for the future. This review is described in this report.
5. The background to the preparation of the revised business plan is set out in Appendix 1 to this report. Key features described are:-
 - (a) some believe that Tooting is down at heel, narrowly focused and only caters for a small section of the market;
 - (b) crime is an on-going problem down the A24 corridor and Northern Line creating a negative image of the Town Centre and there is still an undesirable level of night-time disorder and street violence;
 - (c) there is some anecdotal evidence from traders that there is a decrease in shoppers travelling from further afield. Their perception is that this is due to a variety of reasons, including parking difficulties, unclear signage, over-rigorous enforcement and expensive parking tariffs;
 - (d) there is a significant degree of leakage of household expenditure to other town centres (much more than in the Borough's other town centres);
 - (e) Tooting Town Centre may not be attracting the younger or more prosperous residents, either as shoppers or leisure users;

- (f) the closure of Marks and Spencer is disappointing news, but the site represents a key development opportunity to attract more multiples to the Town Centre;
- (g) Tooting is a multi-cultural community noted for its diversity;
- (h) the demography of the area continues to change with the population projected to rise, with young people, especially moving into the area;
- (i) the catchment area is relatively affluent, but with clear areas of households of moderate means and those who are hard pressed;
- (j) there is a high proportion of independent retailers in the Town Centre;
- (k) footfall remains good, with steady growth;
- (l) vacancy rates are among the lowest in the Borough, and Tooting has seen a sharp rise in retail rents;
- (m) business investment over the last few years has been strong; and
- (n) a large number of mixed-use developments have received planning permission and many are being built thus attracting a significant influx of new investment into Tooting.

THE BUSINESS PLAN

6. Challenges. Feedback from www.tootinglife.com and consultation with the Town Centre Partnership Board has resulted in four key issues and challenges being identified. These are:-
- (a) that cleanliness and safety remains a key issue of high importance for all users of Tooting Town Centre, including the changing local resident population;
 - (b) Tooting is well connected, but traffic, pedestrians and buses are not moving easily. Traders feel this is a major issue that impacts directly on business. The second key challenge is therefore to ensure that movement and circulation in Tooting Town Centre works more smoothly, especially for pedestrians and buses;
 - (c) there is a large leakage of trade to other centres. Tooting needs to improve its retail offer and ensure that the range of shops, evening economy and cultural spaces satisfies the needs of all Town Centre users. There are large numbers of small commercial premises but few larger units to offer opportunities to new shops that residents are looking for. There are few obvious development opportunities to attract major new investment. The third key challenge is therefore to ensure that Tooting retains and improves in its unique offer, while making it attractive to more kinds of retailers and shoppers to stop the leakage of trade to other centres; and
 - (d) the look and feel of Tooting needs constant improvement. The last key challenge is to help Tooting to project a positive and improving image to inspire greater confidence in residents, businesses, investors, shoppers and visitors.

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7. Tooting Survey. The feedback above will be supplemented by the results of the proposed consultation on the future of Tooting Town Centre. This was agreed (Paper No. 08-340) at the Executive on 12th May 2008. This will involve a two-stage programme of research and consultation around issues in Tooting. The proposed programme would include surveys of residents, young people, and visitors to the town centre, as well as discussion with businesses. Detailed qualitative research would follow to assess the options for improvement.
8. Vision. The overall vision for the revised Business Plan is:-

“That Tooting, with its wealth of specialist independent shops, retains its position as the Borough’s most diverse town centre whilst also benefiting from strategic investments which fulfill the needs of all town centre users.”
9. Objectives. Based on the research, consultation and feedback received to date, the revised Tooting Business Plan’s key objectives to deliver this vision and to address the key challenges are to ensure that Tooting Town Centre:-
 - (a) is clean, welcoming and safe;
 - (b) has improved transport and access, including circulation and signage;
 - (c) has an improved retail and leisure offer by attracting more investment and helping existing traders; and
 - (d) generally, has a positive and pleasing appearance.
10. When drawing up the detailed actions to meet these objectives, the Tooting Town Centre Partnership also took into account the findings of the recent study of Northcote Road. This study identified actions of relevance to the Borough’s other town centres. Those most pertinent to Tooting Town Centre are:-
 - (a) the scope to simplify parking management in town centres and considering a positive role as well as an enforcement role for parking wardens;
 - (b) developing a best practice study examining how to accommodate a Transport for London (TfL) road through an important town centre;
 - (c) promoting and marketing the distinct attractions within the town centre;
 - (d) decluttering street furniture to improve pedestrian movement;
 - (e) creating gateways and focal points as meeting places at street corners; and
 - (f) providing clearer signage to help visitors around the town centres.

A CLEAN, WELCOMING AND SAFE TOWN CENTRE

11. Achievements under the 2005-08 Business Plan are:-
 - (a) developed excellent relationships with service providers including their regular attendance at Tooting Town Centre Partnership Board meetings;

- (b) organised and publicised events during the Council's Graffiti Week;
- (c) organised a series of events during Spring 2007 as part of a 'Tidy Tooting' campaign, including working with the Council's Business Award winner, Any Junk, to collect bulky refuse from businesses in the Town Centre;
- (d) challenged individual businesses on their methods and efficacy of waste disposal, particularly as it affected rear alleys;
- (e) continued excellent relationships with both Ward Safer Neighbourhood Teams (SNT) welcoming their attendance at community meetings and events;
- (f) Pubwatch and Retail Radio – Tooting Town Centre Manager regularly attends bi-monthly meetings, and is secretary of Pubwatch;
- (g) meetings have been organised as and when necessary with local businesses, police and community safety organisations;
- (h) worked with Community Safety Projects Officer on new gating schemes for rear alleys in the town centre; and
- (i) worked closely with the Council's Environmental Services Division during the introduction of many changes to licences.

12. Actions for 2008 – 11 include:-

- (a) maintain close working relationships with service providers to ensure high standards of street cleansing and to provide rapid response to particular problems and incidents that arise;
- (b) work with Wandsworth Council's Technical Services Department and TfL to arrange for replacement of damaged railings and street furniture and for the cleaning and re-painting of that which has become grubby and unattractive;
- (c) work with traders to keep trade waste well managed and out of sight and promote initiatives to reduce the amount of trade waste through recycling;
- (d) engage users in reducing litter and dirt in the Town Centre through awareness campaigns and close working with local authority and police to encourage greater use of fixed penalty notices, where necessary;
- (e) work with Wandsworth Leisure and Amenity Services Department and service providers to ensure additional waste created by the new residential developments does not impact on the cleanliness of the Town Centre;
- (f) provide an alternative to the notice boards which are proving difficult to maintain, and seek funding for an electronic form of communication;

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- (g) develop a problem-oriented strategy in relation to crime and disorder in Tooting Town Centre. The Tooting Town Centre Manager will lead a Thematic Group guided by Wandsworth Council's Problem Solving Advisor, which will report to the Partnership Operations Group (POG) which in turn will report to the Crime and Disorder Reduction Partnership;
- (h) offer members of the Town Centre Partnership the opportunity to undertake free training in problem solving techniques to support the work of POG;
- (i) maintain the Tooting Town Centre Partnership's excellent links to the Metropolitan Police SNTs and ensure that there is an effective regular presence in the Town Centre as well as rapid response to specific incidents;
- (j) develop a more effective operational arrangement with British Transport police to address crime and disorder incidents at transport interchanges;
- (k) encourage more active monitoring of, and a reduction of unruly behaviour by young people on buses;
- (l) support traders to reduce business crime through existing initiatives, including the very successful Tooting Pubwatch; improvements to the CCTV scheme and better engagement by major businesses with the Retail Radio scheme;
- (m) support any suitable new crime reduction pilots and initiatives, such as AlertBox (an 'electronic neighbourhood watch'). AlertBox are small retail radio networks - a crime prevention tool that enables public sector agencies concerned with community safety to reduce crime and the fear of crime by getting the community to be part of the solution.); and
- (n) establish a Business Crime Reduction Partnership and establishing information-sharing protocols.

IMPROVED TRANSPORT, ACCESS, CIRCULATION AND SIGNAGE

13. Achievements under the 2005-08 Business Plan include:-

- (a) annual support for the 'Good Going' campaign and Dr. Bike safety checks during Bike Week;
- (b) installation of collapsible bollards to reduce unauthorised parking in Salvador, SW17 (Graveney);
- (c) continued support for TfL, the police and Wandsworth Council in their efforts to resolve problems at the junction of Ansell Road and Upper Tooting Road, SW17 (Tooting);
- (d) the Partnership built a strong relationship with London Underground (LU) and also encouraged TfL to attend regular meetings and to assist with footway enforcement along Upper Tooting Road;

- (e) a small scale walking audit formed part of a major piece of research commissioned by the Joseph Rowntree Foundation and undertaken by the University of Westminster. Tooting Town Centre Partnership members and local residents participated in the audit and identified a number of potential improvements; and
- (f) Tooting Town Centre Partnership members and Council officers participated in an Urban Design Workshop as part of the above study. Some of these ideas have now been presented to TfL.

14. Actions for 2008 – 11 include:-

- (a) work with TfL and others to improve vehicular flow and circulation of pedestrians and buses to reduce congestion which is having an adverse impact on businesses;
- (b) the Tooting Town Centre Partnership will focus on those parking issues where it can make a difference. These include:-
 - (i) support for an audit of the use of parking spaces identifying under-use and over-use in any areas;
 - (ii) support moves to develop a more customer-friendly parking enforcement and management regime which gives parking attendants a more positive role;
 - (iii) keep under review parking elsewhere in the Borough to ensure any relaxations on parking spaces or pricing are also adopted in Tooting;
 - (iv) encourage TfL to review the loading controls along the A24 (Upper Tooting Road and Tooting High Street) as many small businesses maintain they are unable to unload a whole delivery within the 20 minutes currently allocated. Also the current system of shared use loading and disabled bays is not working optimally and is putting traders at a significant disadvantage;
 - (v) encourage greater clarity on public notices about parking controls;
 - (vi) encourage Wandsworth Council to introduce flexibility where possible, such as lifting restrictions for weekends and special occasions; and
 - (vii) support any proposed best practice study as recommended in the Northcote Road study examining how to accommodate a TfL road through an important town centre;
- (c) maintain a close relationship with the Council's Department of Technical Services and TfL to ensure better advance warning is given on pavement repairs and other disruptions; that contractors carry out reinstatements to a higher

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standard and remove materials as soon as work is completed; better control of clutter and removal of detritus on the pavement, including illegal trading;

- (d) encourage more cycling and walking by identifying ways of improving pedestrian flow with a particular emphasis on family groups and the mobility impaired. Pinch points will be identified and tackled. Support provision of cycle racks and secure storage for cycles and continue to support Bike Week and other similar initiatives;
- (e) continue to support Safer Station audits and action plans in order to encourage greater use of the tube and train networks;
- (f) as the evening economy grows, work with the Police and transport providers to encourage effective night time dispersal and with the Council's Community Safety Section to complete the proposed research into night time transport to identify the key factors that contribute to night time disorder; and
- (g) support the South London Partnership's intentions regarding Major Transport Project Priorities, particularly town centre schemes and associated station improvements (not yet designated as priority schemes by Greater London Authority (GLA) and TfL and the Tramlink extension from Mitcham to Tooting (again, not yet designated as priority schemes by GLA and TfL).

IMPROVED RETAIL AND LEISURE OFFER

15. Achievements under the 2005-08 Business Plan include:-

- (a) participated in research commissioned by the Joseph Rowntree Foundation on the contribution of local high streets to sustainable communities. Upper Tooting Road and Mitcham Road approaches to the Tooting Broadway Junction was one of three case studies featured in the report. The report can be viewed at www.jrf.org.uk;
- (b) a major event, "Talking Tooting", was staged in March 2007 to attract new business and investment to the town centre. It was attended by developers, commercial agents, freeholders and High Street names;
- (c) an Investor's Pack with facts and figures was produced;
- (d) the Town Centre Improvement Scheme (TCIS) was promoted to eligible premises;
- (e) the Partnership's website www.tootinglife.com continued to attract interest from local residents, visitors and potential investors;
- (f) a bi-monthly newsletter for businesses (Tooting Town Centre News) was distributed free to all businesses in the Town Centre;

- (g) cultural events were supported, including regular support for the Tooting Business Network's events to celebrate Diwali, Eid and Christmas, a Dance Show and Poetry Day activities;
- (h) a Christmas Tree at Church Corner, sponsored by local Mitcham Road businesses and residents, was organised;
- (i) "Discover Tooting" was a major event held over the August Bank Holiday weekend 2007 and tied in with the annual Chariot Festival. Local businesses provided a host of special offers, including food tasting, window displays with live models and a programme of street entertainment;
- (j) organised regular information events for local businesses in conjunction with Council departments (e.g. the Leisure and Amenity Services Department and the Environmental Services Division);
- (k) worked with business support organisations – including the Wandsworth Chamber of Commerce;
- (l) ensured strong business representation on the Partnership – Mr. Jas Daffu, member of the Tooting Business Network and franchisee of Budgens, joined the Partnership, and secured interest from Tesco once the new Mitcham Road store has opened; and
- (m) a vote of thanks went to Ann Dornier, the retiring McDonalds' franchisee, for her many years of dedicated service to the Tooting Town Centre Partnership.

16. Actions for 2008 – 11 include:-

- (a) support the Council's survey and consultation of Tooting's residents, young people, businesses and visitors which aims to identify key town centre issues and problems, as well as possible solutions and strategies. This will be carried out in 2008, which is likely to lead to a number of associated actions, and which will build on the findings of the Joseph Rowntree Foundation report;
- (b) continue to influence and shape the Local Development Framework, wherever possible, working closely with Wandsworth Council's Planning Service;
- (c) combat the high levels of leakage identified in the Retail Needs Assessment completed in April 2008 by Nathaniel Lichfield and Partners by continuing to seek out and encourage the right kind of multiples and independent traders to ensure Tooting gets a favourable mix of retail and evening economy, including:-
 - i. encouraging re-use or redevelopment of the Marks and Spencer's site to reflect its important trading position at the heart of the Town Centre;
 - ii. encourage developers and property owners to provide a wider range of store sizes which better meet the requirements of retailers looking to invest in town centres such as Tooting;

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- iii. encouraging investment from businesses in which residents have said they would like to see; i.e. a high quality bookshop, and outlets specialising in music, musical instruments, high class jewellery, electronic equipment i.e. cameras and music centres, sports goods, gifts and classy house-ware, and a far wider range of clothes shops particularly women's fashion; and
 - iv. encouraging a wider range of restaurants, such as Bella Pasta, Pizza Express and Gourmet Burger Kitchen, as well as more modern European restaurants;
- (d) continue to address the lack of any arts space, including the development of some kind of performance space, (supporting the Council's Cultural Strategy); attracting a small independent cinema; and encouraging a pub theatre and use of similar alternative performance spaces;
 - (e) support the redevelopment of Tooting Library which is expected to attract 500,000 visitors per year – nearly all local residents. Tooting Library will help the Partnership's efforts to make the Town Centre more attractive to local residents and will pull footfall along Mitcham Road towards Amen Corner (Graveney, SW17). The Tooting Town Centre Partnership is already represented on the Library's Management Advisory Committee;
 - (f) improve the quality of the two covered markets by engaging with the market management to encourage them to diversify their offer. The Tooting Town Centre Partnership believes there is scope for modernisation of the markets and this is also expressed in the Local Development Framework; and
 - (g) investigate possible locations for a visiting market and communicate with possible providers as visiting markets may present an opportunity to attract more local residents to the Town Centre, particularly at the weekends.
 - (h) assemble better evidence to demonstrate to potential investors, that Tooting has a viable business environment. Information will be collected on footfall, shopper profiles and information on the up and coming resident population. This information will be used to update the Investors Pack for Tooting and all the contacts made in the Talking Tooting exercise will be followed up;
 - (i) a further inward investment event will be held no later than 2010;
 - (j) continue to upgrade and update the Tooting Town Centre Partnership's website (www.tootinglife.com) to make it a better marketing tool for traders and to make it attractive to local residents and reach investors and traders. It will be restructured to allow more direct use by traders; including features linked to traders; seasonal stories; an improved events section and develop it to be able to function as "customer service centre" for Tooting Town Centre;
 - (k) build a sense of community by supporting promotional projects such as:-
 - i. a history trail, making more of the 'history of Tooting' document already created for www.tootinglife.com and exploiting the Borough archives;

- ii. supporting the growing number of local business-led events and projects which create an increasing sense of identity, e.g. the Tooting Business Network events to celebrate Diwali, Eid and Christmas. These events, and others, could be encouraged to tie in with the Cultural Olympiad from 17th September 2008; and
 - iii. consider an event to promote the huge diversity of food outlets in Tooting, if this is not achieved by any other group's activities or event;
- (l) continue producing a newsletter for traders with a circulation of 2,000 every two months;
 - (m) capitalise on any major development opportunities which arise in Tooting Town Centre, and pro-actively communicate with developers and investors encouraging them to provide the shops in which residents have expressed interest;
 - (n) work with business support providers to help poorly compliant traders raise their standards, including support for web site and e-commerce development, regulatory compliance, and visual display initiatives;
 - (o) working with Kingston College, conduct mystery shopping exercises and use the results to help traders consider their training needs;
 - (p) help traders adopt good practice in environmental issues including trade waste recycling and energy and waste audits through regular newsletter features, organising free information seminars, and giving publicity to businesses which make progress in 'going green';
 - (q) continue to help traders improve their shop fronts and profitability through the TCIS. TCIS will be promoted to the traders in the covered markets to help improve the quality of the market offer;
 - (r) continue to offer training and other support to educate and encourage traders to improve their overall appearance as many of the smaller shops are often poorly presented and do not always add to the ambience of the high street; and
 - (s) support the Council's pilot Community Toilet Scheme, encouraging Tooting's businesses to participate and attract more customers.

IMPROVE APPEARANCE OF TOOTING TOWN CENTRE

17. Achievements under the 2005-08 Business Plan include:-

- (a) Partnership meetings were regularly attended by Council officers from the Leisure and Amenity Services and Technical Services Departments, and by the Manager of Tooting Broadway underground station;
- (b) hanging baskets and new banners were installed on lamp columns outside Tooting Broadway tube station;

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- (c) a street clutter audit of Mitcham Road by the Council's Technical Services Department resulted in the removal of many items and the rationalisation of signs; and
- (d) a graffiti cleaning event for Graffiti Week was organised and attended by Tooting Town Centre Partnership members in October 2007

18. Actions for 2008 – 11 include:-

- (a) press for further reduction in clutter in the street scene, including redundant signs, street furniture and railings;
- (b) seek improvements in street furniture, including removal of bent and damaged items, repainting of railings and other street furniture, and improvements to the maintenance of edf and other service boxes;
- (c) work closely with the Council's Planning and Building Control Services, as well as Business Rates, to try and put an end to the problems presented by vacant premises with bricked up facades, or shops which present a permanently shuttered façade behind which trading is taking place;
- (d) improve signage and information for pedestrians throughout the Town Centre so that users are encouraged to explore and spend more time in the Town Centre. St. George's Hospital and Tooting Job Centre are two key destinations which are currently inadequately signed. This will need to be done sensitively so as not to add to the clutter;
- (e) continue to press for enhancements to the streetscape, and make the experience of visiting Tooting more pleasant and memorable, including pursuing the Tooting Town Centre Partnership's two suggested proposals for the Tooting section of the A24 which have been presented to TfL;
- (f) encourage TfL to examine the flooding problems at the rear of business premises in Upper Tooting Road, including the cleaning of gullies; and
- (g) improve the look of the Town Centre with displays of hanging baskets at Tooting Broadway, renewing the banners at the same location before March 2011, and encourage other planting and greening, where possible.

MEASURING PROGRESS

- 19. The Partnership measures how Tooting is changing and progressing against selected Key Performance Indicators. These are shown in the table below.

Key Performance Indicators	2004/05	2005/06	2006/07	2007/08	Comment	2010/11
Population in Tooting and Graveney	28,532	28,764	N/a	28,373	Slight decrease	28,500
Unemployed Tooting and Graveney Wards, April each year	630	665*	635	550	Significant decrease	450
Unemployed Tooting Constituency, April 07	1,524	1,535*	1,890	1,630	Decrease	1,300
Nos. of Businesses	400		407		Small increase	420
Diversity of use –convenience retail	22%		22%		Steady	22%
Diversity of use –comparison retail	37%		37%		Steady	37%
Diversity of use – bars, restaurants, etc.	13%		13%		Steady	13%
Diversity of use – services	9%		9%		Steady	9%
Vacancy rate	3%		3%		Steady	3%
Prime retail rent (£)	70	85	85	90	Rising	90
Level of inward investment £'000	1,579	2,595	£2m	£4.3m	Large rise	£4m
Crime statistics	1,558		N/a	1,451*	Decreasing *	1,400
Street complaints Tooting Ward	176	101	74	104	Increase	100
Street complaints Graveney Ward	174	165	185	119	Decrease	100
Street cleaning Satisfaction Tooting Ward, %	96	97	94	90	Decrease	90
Street cleaning Satisfaction Graveney Ward %	94	93	91	90	Slight decrease	90

* The definition for crimes has changed compared to the earlier figure so the direction of change may need to be treated with caution.

20. In future years, three addition indicators will be measured. These are:-

- (a) percentage changes in sales from a sample of town centre retailers;
- (b) footfall in the town centre; and
- (c) number of parking spaces and usage rates.

TOOTING TOWN CENTRE PARTNERSHIP

21. The Tooting Town Centre Partnership has been in place for eighteen years and has established a commitment and track record of enhancing the quality of life for those who live, work, visit or have a business in the Town Centre. It has adopted a formal constitution and meets bi-monthly. Like all successful businesses, the Tooting Town Centre Partnership needs to continually develop and has identified a number of areas to be addressed in this next Business Plan period in order to keep the Partnership fresh, representative of businesses in the Town Centre, and well connected with key stakeholders. The Partnership has agreed to:-

- (a) review and update the Tooting Town Centre Partnership terms of reference and membership using the Council's agreed template for partnerships. The

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suggested revised constitution and terms of reference are attached as an Appendix 2 to this report;

- (b) encourage more businesses to attend partnership board meetings as observers;
 - (c) make greater use of electronic communication between members and the business community; and
 - (d) maintain the lively forums on www.tootinglife.com and use it to learn more about users perceptions of and wishes for Tooting.
22. The Partnership has a healthy cross-sectoral representation and has established a significant profile, which ensures consultation on all matters likely to impact on the Town Centre. The Partnership is led by the business community and also includes representation from Wandsworth Chamber of Commerce, local Councillors, the Police, and community groups. Current members are:-

Cllr Claire Clay	Furzedown Ward
Jaspal Daffu	Budgens
Peter Dolan	The Castle Pub
Carol Hayton	Threshold Housing
Cllr Maurice Heaster	Wandsworth Common Ward
Sgt Lisa Hurley	Tooting Police (Safer Neighbourhood Team)
Indrajit Patel	Tooting Business Network (Deputy Chairman)
Patrick Lethaby	Wandsworth Chamber of Commerce
Hugh Lockhart-Ball (current Chair)	Rotary Club of Tooting (Chairman)
Keren Miller	Wandsworth Youth Enterprise Centre
Yassin Nazir	Celebrations
Cllr Belinda Randall	Graveney Ward
Inspector Lysander Strong	Tooting and Balham Police Sector
Marc Turner	Trident Business Centre

23. There are currently two vacancies on the Tooting Town Centre Partnership due to Ann Dornier stepping down from her franchise at Tooting McDonalds, and Marks and Spencer closing. The Tooting Town Centre Partnership has voted to invite the manager of the new Tesco in Mitcham Road to join the Partnership, although this will have to wait until the new store is open and the manager appointed. The Partnership will also approach the new tenant(s) of the Marks and Spencer site, once this is known.
24. Adoption the proposed new terms of reference and constitution will require a broadening of the membership to include a representative from St. George's Hospital, a representative from South Thames College, and a slight increase in both major and small business representation.

COMMENTS OF THE DIRECTOR OF FINANCE

25. The Council's financial and other support to the various initiatives outlined for 2008-11, in this report, can be met from within existing approved budgets.

CONCLUSION

26. Despite the concerns of residents and the recent closure of Marks and Spencer, Tooting continues to represent a thriving trading environment with increasing levels of investment, new multiples locating, rising retail rents and continuing competition for commercial premises. Footfall is high and the Town Centre has responded to the influx of new groups and cultures with specialist shops and restaurants. However, there are concerns over the general appearance of the Town Centre, standards of cleanliness, presentation of goods by the independent shops in particular and commercial waste disposal. The Tooting Town Centre Manager and Economic Development Office will continue to work closely with small businesses in particular, as well as service providers and TfL, to ensure that appropriate standards are maintained in order to support a successful trading environment.

The Town Hall,
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MIKE BROOK
Economic Development Officer

22nd May 2008

Background Papers

The following background papers were used in the preparation of this report:-

1. GLA 2007 Round Demographic Projections. Available from www.london.gov.uk.
2. Colliers CRE In town retail report autumn 2007. Available from Norman Frost Tel 020 8871 7698 or email nfrost@wandsworth.gov.uk.
3. 'The Contribution of Local High Streets to Sustainable Communities' (Joseph Rowntree Foundation 2005).
4. Retail and Town Centre Needs Assessment, Nathaniel Lichfield and Partners, March 2008. Available from <http://www.wandsworth.gov.uk/Home/EnvironmentandTransport/PlanningService/DevelopmentPlan/Retail+Needs+Assessment+2008.htm>
5. Tooting Town Centre Partnership Business Plan 2005 – 08. Available from Audrey Helps, telephone 020 8682 3658 or email ahelps@wandsworth.gov.uk.

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6. Tooting Investment 2007 – 08 (Tooting Town Centre Manager, April 2008). Available from Audrey Helps, telephone 020 8682 3658 or email ahelps@wandsworth.gov.uk.

All reports to Overview and Scrutiny Committees, regulatory and other committees, the Executive and the full Council can be viewed on the Council's website (www.wandsworth.gov.uk/moderngov) unless the report was published before May 2001, in which case the Committee Secretary, Mr. M. Newton (020 8871 6006); email: mnewton@wandsworth.gov.uk can supply it if required.