GLASGOW CITY CENTRE

ECONOMIC HEALTH CHECK

Glasgow

APRIL 2015 NO. 13

Welcome to the thirteenth edition of Casgow city centre's ECONOMIC HEALTH CHECK:

A progress report on how the city centre is performing on a range of indicators. This edition, produced by the City Centre Regeneration Team within Development and Regeneration Services, covers the period July - December 2014 (unless otherwise stated).

What is the Health Check?

The objective of the Health Check is to track the impact of economic activity on the city centre, and to provide a baseline from which future performance can be benchmarked.

Trends

The table below provides an at-a-glance colour coded trend indicators.

Colour codes as follows:

- Improvement
 Relative stability
 - Decline

Planning & Development

Application rates continue to show upward trends - retail rates hit highest levels.

Cleanliness

KSB city centre audit shows improvement over previous report.

Vacant units

Average vacancy rates continue to show relative stability and compare favourably with the rest of the UK.

Footfall

Average headline/overall footfall is up, with Night Zone footfall showing record highs.

Tourism

Hotel occupancy rates and visitor feedback hit highest levels, Airport passenger levels continue to increase.

Page Contents Style Mile Background/ Map/ City Ranking 4 6 Footfall 1 2 Vacant units 13 3 Vacant Sites 16 Car parking 17 4 5 Environmental Indicators and City Centre Information 19 Planning & Deveploment 23 6 7 Tourism 25 Glasgow Good News 29 8 Mailing List, Survey and Contact Detail 9 43

Section

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Style Mile: Background and Area Map

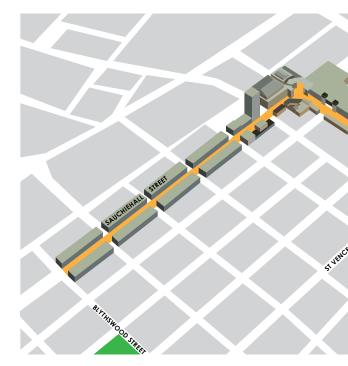
The "Style Mile" relates to the square mile in the heart of Glasgow's city centre and is the principal retail area containing many unique independent designer and flagship stores for British and international retailers.



A map, retail guide and iphone app, (which provides up to the minute details on current promotional offers) can all be downloaded by visiting:

www.glasgowstylemile.com.

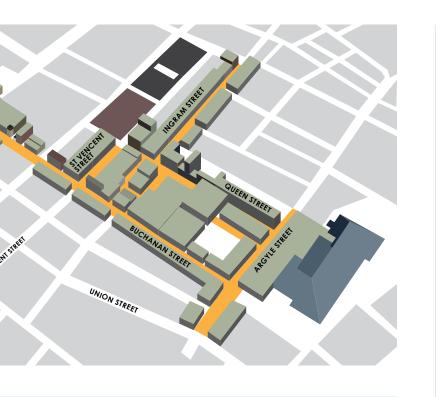
The Style Mile is a public private partnership initiative to promote, protect and enhance Glasgow's city centre retail offering and capitalise on the city's ranking as the UK's top retail destination outside London's West End.





Which monitors by comparison spend, shows the top ten rankings based on retail forecast expenditure (£m). Their findings continue to show Glasgow remaining in 2nd place.

research also ranks Glasgow 8th in the Top 10 Resilient Centres².





The most recent Experian report³.

(ranking the UK's top retail centres based on comparison spend (\pounds) continues to show **Glasgow in second place**.

VENUESCORE Report 2014 - 15

Javelin Group is Europe's leading specialist retail and ecommerce consultancy and work with many of the regions largest retailers and distributors including most of the UK's top 20 retailers. Their VENUESCORE Report 2014 - 15⁴ evaluates locations in terms of their provision of multiple retailers. A score is attached to each operator which reflects their overall impact on shopping patterns. The resulting aggregate scores are then ranked. The top ten scores are shown below. Whilst London's West End ranks far higher than any other location (with 1,398 points), the VENUESCORE report considers it comprised of a number of separate (albeit interlinked) retail venues. As a result, Glasgow currently ranks in first place.

- 1. Glasgow 785
- 2. Manchester 756
- 3. Leeds 622
- 4. Birmingham 621
- 5. Liverpool 569
- 6. Brighton 510
- 7. Nottingham 506
- 8. Cardiff 493
- 9. Oxford St 492
- 10. Edinburgh 491

⁴ Javelin Group (VENUESCORE 2014 - 15)

³www.experian.co.uk/marketing-services/news-retailscape-uk-retail-centres-best-placed-to-thrive.html

FOOTFALL Style Mile Footfall

The Style Mile footfall monitor is based on Springboard's Customer Counting and Measurement system that registers footfall at designated counters located throughout the Style Mile. These four counters are located at:

Buchanan Street at Kiehl's Argyle Street at Debenhams

Buchanan Street at Galleries Sauchiehall Street at Marks and Spencer

Table 1a⁵ below shows data collated from these counters from January 2011 -December 2014. Springboard counters record footfall over each 24 - hour period andregister both day and night time economy.

For period July to December 2014 there has been an average increase recorded of **2.70%** across all counters against the same period in 2013. Buchanan Street precinct (at Kiehl's) performed the best with an average increase of **6.47%**.

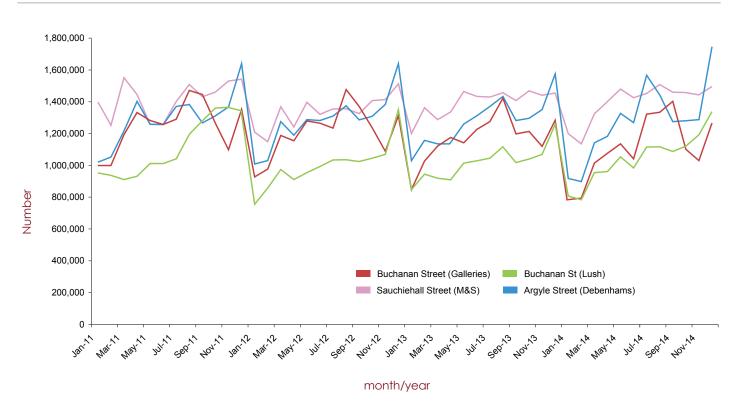


Table 1a City Centre Footfall January 2011 - December 2014

Table 1b⁶ illustrates the monthly rate change (i.e. the month-on-month change) in Glasgow's footfall figures against comparator data from **January 2012 to December 2014**. The average figure calculated from the footfall recorded in Glasgow for the period of **July to December 2014** was **2.2%**. The Scottish national average footfall figure for this period was **-0.9%** with the UK national average footfall figure of **0.4%**.

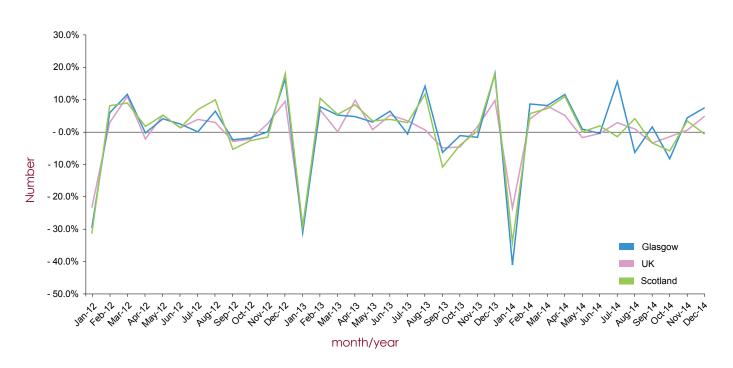


Table 1b ATCM - Springboard National High Street Index - Average Monthly % Change

Table 1c⁷ illustrates the annual rate change (i.e. year on year change) in Glasgow's footfall figures against comparator data from **January 2012 to December 2014**. The average figure calculated from the footfall recorded in Glasgow for the period of **July to December 2014** was **2.5%** - this equals the Scottish national average footfall figure for this period, also **2.5%**. The UK national average footfall figure for the same period was **-0.6%**.

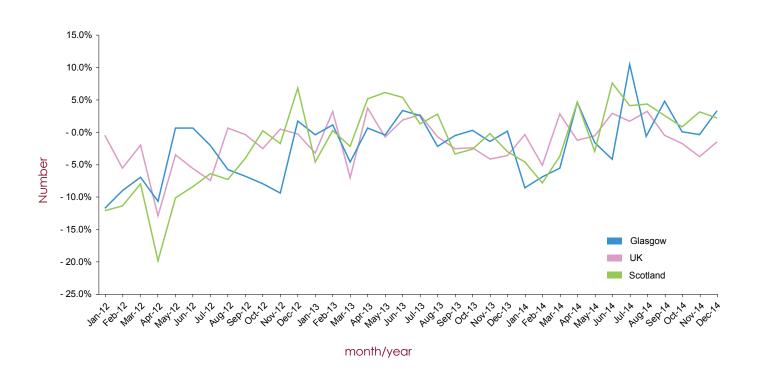


Table 1c Springboard National High Street Index - Average Annual % Change

Nitezone footfall

Table 1d⁸ illustrates comparative Nitezone footfall figures from **January 2011** - **December 2014**. The figures (relating to Gordon Street, Sauchiehall Street, and Albion Street within the Merchant City) are collated by taxi marshals who are present at the designated taxi pick up points between 10pm and 5am every Friday and Saturday night. They ensure the efficient, safe exit out of the city for users of the night-time economy.

Whilst the Nitezone footfall figures are collated on a weekly basis, Table 1d represents this data on a total-per-month basis. This allows for easier identification of developing trends. In this way, average footfall figures recorded in Gordon Street and Sauchiehall Street appear to have stabilised since mid-2012. Albion Street figures have remained stable throughout. The total Nitezone footfall recorded over all three-city centre precincts for the period **July to December 2014** was **32.49%** greater than the figures recorded for the corresponding period in 2013. Overall, the figures for the whole of 2014 were the strongest since 2011 and represent an increase of **21.82%** against all of 2013. In particular, October 2014 was the strongest month ever recorded.

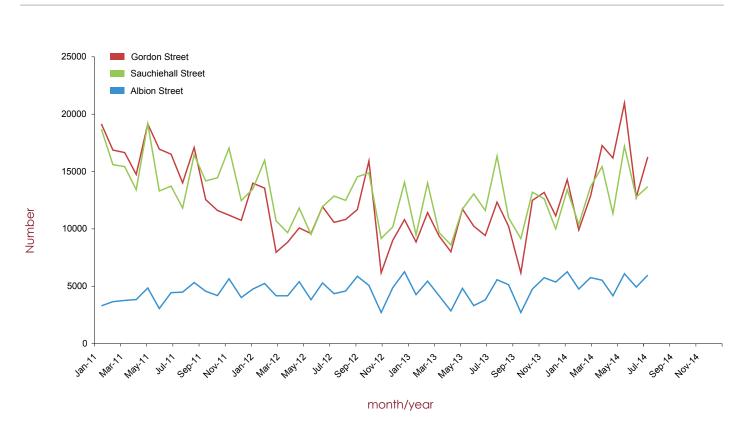


Table 1d Nitezone footfall

ATCM-Springboard collates the Night Time Economy Index⁹ that measures the UK's high street footfall during the hours of 6pm – 4am. The UK national average annual percent change for period July to December 2014 against the same period in 2013 showed a slight fall of **-2.17%**. Scotland has been less negatively impacted, with a Scottish national average change of **-0.50%** for the same report.

Glasgow's figures are based on the footfall recorded by the Style Mile counters during the hours of 6pm – 4am. It should be noted that whilst this reporting provides some basic benchmarking, due to the placement of the footfall counters involved, it does not best represent the true Night Time Economy footfall, which is largely located elsewhere.

Table 1e¹⁰ shows the Night Time figures for Glasgow Style Mile from January 2011 to end of June 2014. A comparison of the period July to December 2014 against the same period in 2013 shows that Glasgow's performance was poorer for every month. The sole exception was July 2014, which was the strongest July on record. Conversely, September 2014 was the poorest September on record.

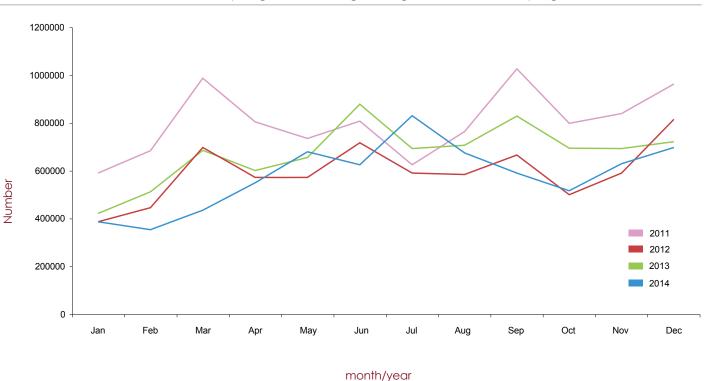


Table 1e ATCM Springboard Glasgow Night-Time Economy Figures

ATCM Springboard Night Time Economy Index – March 2015
Springboard, March 2015

1.2 SPT Footfall Subway Footfall

SPT have thirteen reporting periods in which they collate Subway footfall data based on numbers boarding (going through the barrier). From 2012/13 figures have been aligned to a set of 4-weekly traffic return dates whereas previous years reported on a 13 period basis along financial accounting periods. For example, period 1 for 2014/15 in the graph below represents the 4 weekly period ending 19 April 2014.

Table 1f¹¹ shows the footfall recorded for each reporting period from 2009/10 onwards. This edition of the Healthcheck looks at data collected over reporting periods 4 to 10 in 2014/15. The graph clearly shows greater-than-normal usage numbers for reporting period 5 due to the occurrence of the Commonwealth Games. Despite this 'spike', total footfall recorded over reporting periods 4 to 10 in 2014/15 fell by **1.58%** at St Enoch Subway station when compared against the same periods in 2013/14. However please note that St Enoch Subway station was, for a considerable part of the reported periods noted above, subject to a refurbishment programme which might have given a slight variation in the footfall figures there being down compared with the footfall figures for Buchanan Street Subway station which displayed an increase over the same reporting periods.

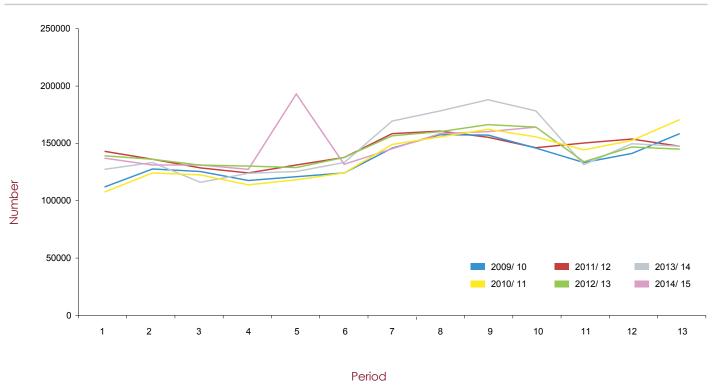
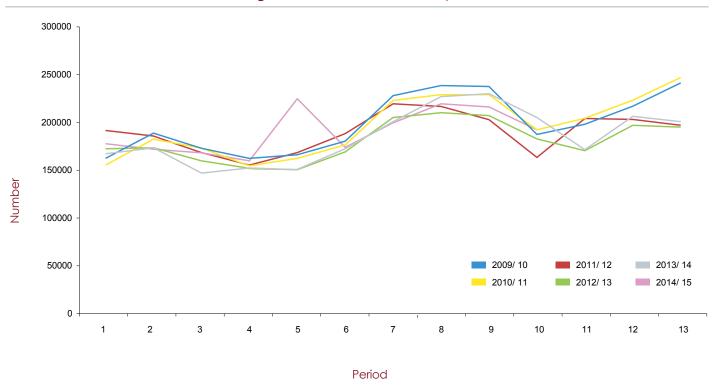


Table 1f St Enoch Subway Footfall

Table 1g¹² shows that Buchanan Street Subway station records a higher footfall than St Enoch Subway station. This edition of the Healthcheck looks at data collected over reporting periods 4 to 10 in 2014/15. Again, as above in Table 1f, the graph in Table 1g below clearly shows greater-than-normal usage numbers for reporting period 5 due to the occurrence of the Commonwealth Games. Total footfall recorded over reporting periods 4 to 10 in 2014/15 increased by **3.50%** at Buchanan Street Subway station when compared against the same periods in 2013/14.





Bus Station Footfall

Table 1h¹³ illustrates the footfall at Buchanan Bus Station. Total footfall recorded atthis location between July and December 2014 showed an increase of 1.10% againstthe figures recorded for the same periods in 2013. Total footfall recorded at BuchananBus Station over the whole of 2014 showed an increase of 0.74% when comparedagainst the figures recorded through all of 2013. The Commonwealth Games wouldhave contributed to the increase in footfall in July and August 2014.

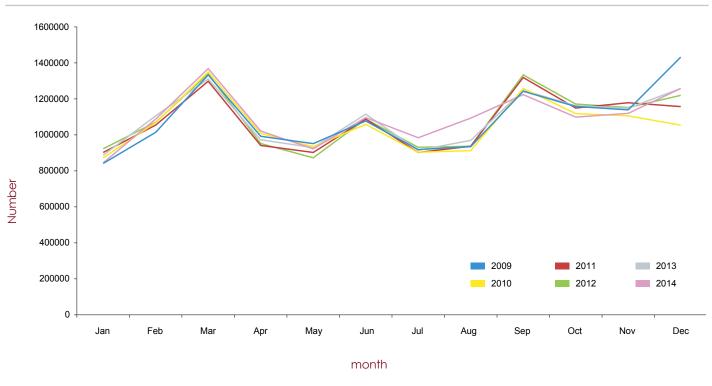
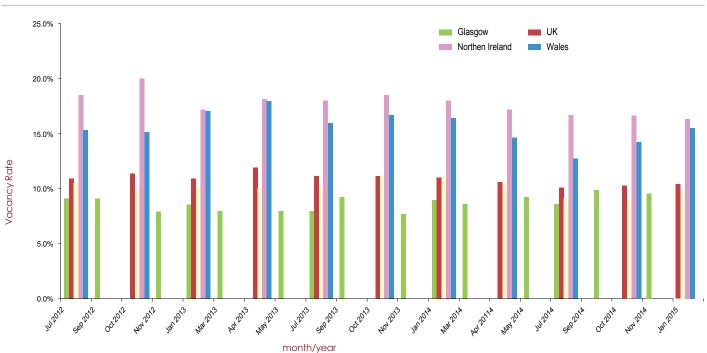


Table 1h Buchanan Bus Station Footfall

2. VACANT SITES (STYLE MILE)

Table 2a¹⁴ illustrates the city centre's ground floor vacant unit trend since July 2012 and compares this data against the same figures recorded for other UK comparators¹⁵. In general, the Glasgow report is updated every second month whilst the UK data is reported every quarter. The Glasgow data is a record of the number of vacant units at street level and includes Class 1 (shops), Class 2 (financial, professional and other services – e.g. banks, Class 3 (food and drink – e.g. cafes and restaurants) and Sui Generis (not in any "use class" e.g. pub or hot food takeaways). It does not include vacant units within shopping centres. The UK data is gathered in towns and cities via an online survey of online managers in 450 locations throughout the UK. The vacancy rate is defined as the percentage of the ground floor units in the town centre that are vacant, and a vacant unit is regarded as one which is not trading at the time of the survey (whether or not it is let).

Since the beginning of 2012 the percentage of vacant units has remained relatively stable. The average annual percentage of vacant units for the period of January 2014 to November 2014 is currently **9.1%**. The average annual percentage of vacant units for the same comparison period in 2013 was **8.2%**. While this represents a slight year on year increase, the Glasgow city centre rate is still, and has been consistently, lower than the other UK comparator rates.



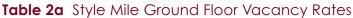


Table 2b¹⁶ shows vacancy rates for the Style Mile including shoppingcentres from January 2012 - November 2013. This shows a higher vacancylevel to that of ground floor only vacancy rates in the Style Mile. Theaverage annual percentage of vacant units in this category for 2013 was10.2%. The year-to-date average for 2014 is 11.5%.

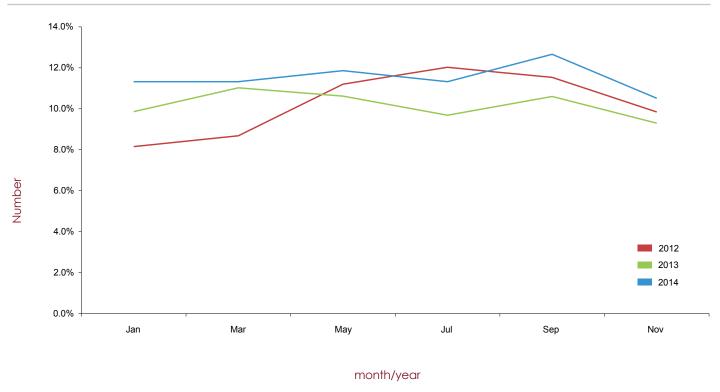
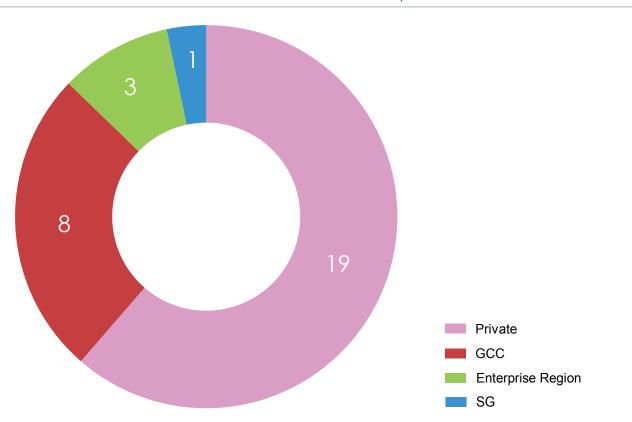


Table 2b Style Mile Vacancy Rates including shopping centres

3. VACANT SITES (CITY CENTRE)

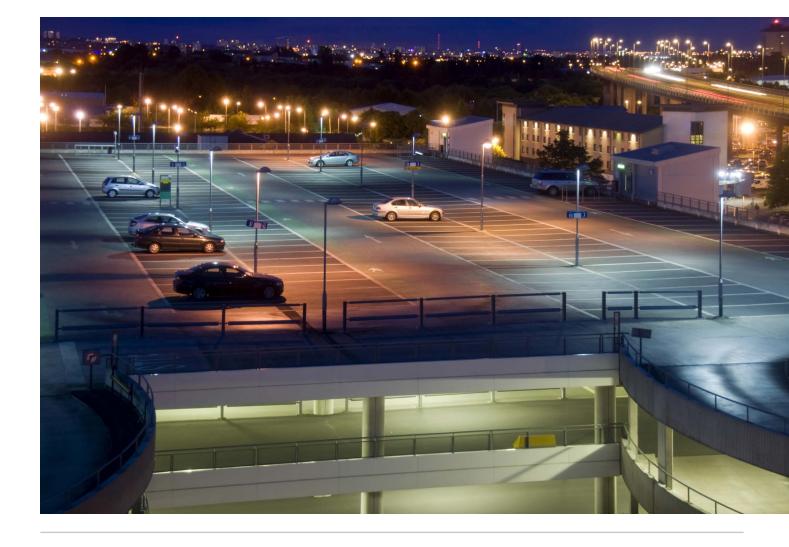
Table 3a¹⁷ provides details of vacant and derelict sites within Glasgow city centre. The pie-chart represents 10.32ha of vacant and derelict land across 31 sites within the city centre area bounded by the M8, High Street and the River Clyde.

As indicated, the majority of sites are privately owned. Their potential land use is varied from residential to office, retail, civic and mixed use. The majority of sites appear to have had planning consents granted or are in the process of undertaking pre-application work. A number of sites have a temporary use, predominantly car parking, and various others have been temporarily landscaped. Development on these sites can be slow because of the nature, scale and complexity of vacant sites, as well as the impact of the global economic environment.





Please note that the data comprising the number of daily entries for each city centre car park operated by City Parking (Glasgow) LLP is no longer available for the purposes of this document. As a result, no updates to previous graphs (Table 4a) can be provided and this element will no longer feature in future editions of the City Centre Economic Healthcheck 17



5. ENVIRONMENTAL INDICATORS AND CITY CENTRE INFORMATION

5.1 Street Cleanliness

Clean Glasgow was launched by Glasgow City Council in February 2007, and this body commissioned independent street cleanliness surveys of the city centre which have been undertaken by the national environment agency, Keep Scotland Beautiful (KSB). Whilst the annual city centre survey was not repeated in November 2013, the City Centre Regeneration team commissioned a renewal of this report for November 2014 with a view to maintaining this process going forward.

The area surveyed consists of approximately 166 street sites (transects) and the survey reflects the standard of cleanliness of these areas, achieved at the time of the survey and assessed in accordance with the Environmental Protection Act 1990 and its attendant Code of Practice on Litter and Refuse (Scotland) 2006. Criteria assessed include the general standard of cleanliness, sources of litter, types of litter, and adverse environmental quality indicators. Each transect is graded (from A to D) with each grade worth a requisite number of points. The overall city centre Cleanliness Index (CI) is then a reflection of the total points scored as a percentage of the total possible points available.

The CI score for 2014 was 64. However, it should also be noted that the KSB audit found that 93% of all transects surveyed were found to be of an acceptable standard (i.e. Grade A, B or B+).

The overall CI scores for the city centre surveys undertaken to date are as follow:



As part of the independent surveys they conduct, KSB also report on various aspects of street cleanliness including Adverse Environmental Quality Indicators (AEQIs) i.e. common issues affecting the local environment within communities. This data has been collated in Table 5a below.

	Mar 2007	Sep 2007	Nov 2008	Nov 2009	Nov 2010	Nov 2011	Nov 2012	Nov 2014
Dog Fouling	2	2	2	1	1	1	4	1
Graffiti	23	21	10	13	16	17	15	4
Vandalism	0	1	1	0	1	0	0	0
Weeds	4	11	0	9	5	5	2	4
Detritus	16	8	11	12	10	12	9	7
Gum	43	28	31	66	57	16	46	32
Fly-posting	4	2	4	5	7	2	4	1
Fly-tipping	1	1	1	2	1	1	1	1

Table 5a

The Keep Scotland Beautiful annual survey results for Glasgow city-wide cleanliness are shown in Table 5b as below. Please note that the methodology involved in the surveys for the year 2014/15 has changed. As a result of this the results have still to be confirmed.

Ta	b	e	5	b
			-	

Year	April	June	August (Other LA)	October	December	KSB Validation	February	Score
2010/11	70	70	67	71	74	68	72	69
2011/12	70	71	75	72	73	68	76	70
2012/13	72	72	76	71	78	58	72	72
2013/14	74	69	73	81	73	63	83	74

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5.2 Key Performance Indicators (KPIs)

Community Safety Glasgow monitors various quarterly performance indicators relating to crime and antisocial behaviour¹⁹. Below is a sample of these indicators relevant to the city centre from January 2013 to December 2014. From April 2012 the data has been collected by local authority ward rather than a larger area that had previously incorporated Partick West and Hillhead.

Ward 10 (Anderston/City)	Jan-Mar 2013	Apr-Jun 2013	Jul-Sep 2013	Oct-Dec 2013	Jan-Mar 2014	Apr-Jun 2014	Jul-Sep 2014	Oct-Dec 2014
Square meterage of graffiti removed	4303	5241	5690	5630	5167	7090	5908	3917
Square meterage of flyposting removed	11	91	30	346	1826	702	582	617
Fixed penalty notices issued (includes fly-tipping, dog fouling, litter, cigarette litter and chewing gum)	2637	4112	4169	3198	3643	3987	3841	2894
Number of school, community and business clean-ups undertaken	12	25	27	30	20	16	65	56
Number of volunteers actively engaged with CSG through NIES ²⁰	33	462	96	256	76	87	354	174

5.3 Crime and antisocial behaviour

Due to operational changes within Police Scotland, the data normally supplied for **Table 5c** (i.e. data on crime, incidents and antisocial behaviour (ASB) for the period covered by this Healthcheck and the same 6-month period last year) is unavailable for this edition of the Healthcheck document.

6. PLANNING AND DEVELOPMENT

6.1 Planning Applications and Building Warrant Applications

Table 6a²¹ provides a comparison of both planning applications granted and building warrant applications received on Ward 10 Anderston/City centre basis against the periods January to June and July to December for years 2009 to 2014. The number of planning applications granted for period July to December 2014 showed a slight fall of -2% against the same period in 2013. The number of building warrant applications received for period January to June 2014 has increased by 13% against the same period in 2013. Overall, applications continue to show upward trends with total numbers for 2014 at their highest levels since these reports began.

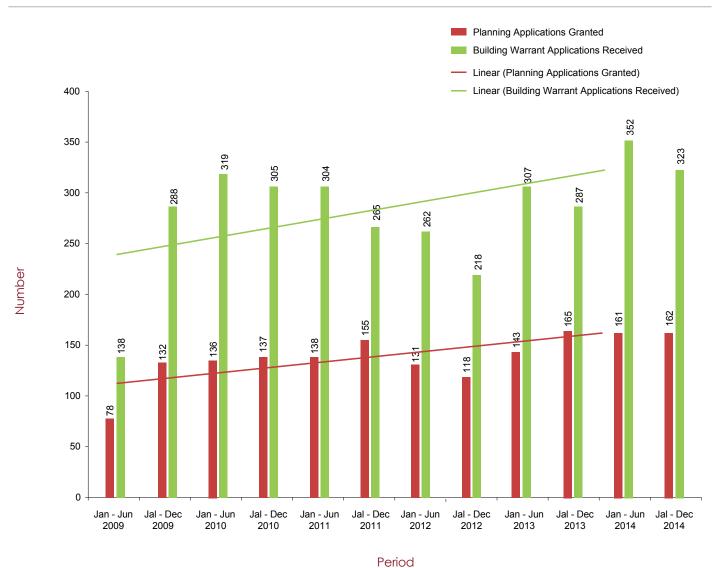
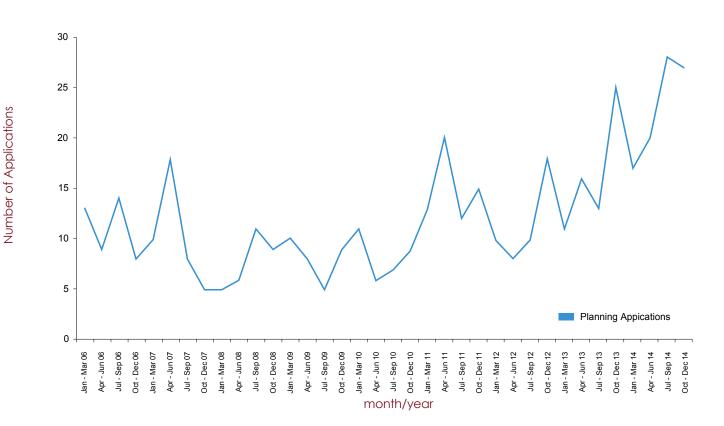
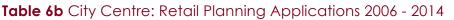


Table 6a Planning and Building Warrant Applications

6.2 City Centre Retail Planning Applications

Table 6b²² tracks the quarterly numbers of retail planning applications approved since January 2006 to December 2014 using monthly data collated by GCC. There are no apparent annual trends shown by the graph, however, the total number of retail applications for the first half of 2014 were the highest since these records began, and this increase has continued for the remainder of the year. The figure recorded for the second half of 2014 is **44.7%** greater than that recorded for the same period in 2013. The figure recorded over the whole of 2014 is **41.5%** greater than that recorded over the whole of 2013.





7. TOURISM

7.1 Glasgow Hotel Occupancy Rates

The data recorded for hotel occupancy rates is based on 22 city centre hotels. **Table 7a²³** illustrates the hotel occupancy rates from 2008 to 2014. The data clearly shows that 2014 outperformed all other previous years.

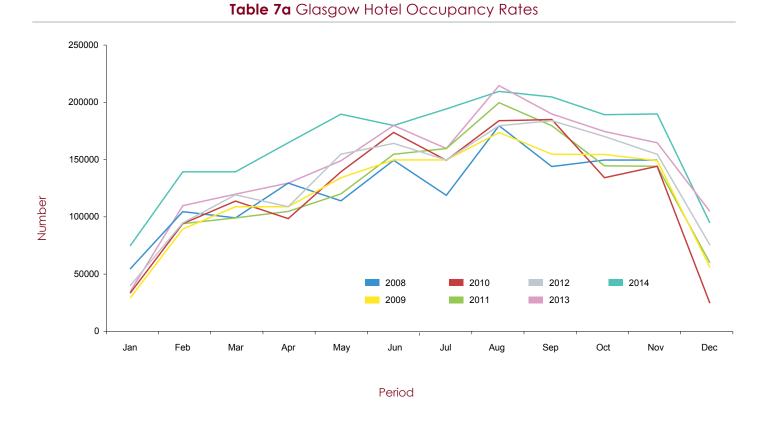


Table 7b²⁴ illustrates the average hotel occupancy rates for previous years. The average hotel occupancy rate for 2014 was recorded at **82.9%** - this is the highest rate yet recorded and is significantly greater than the previous high of 78.9% for 2013.

Table 7b Yearly Average Hotel Occupancy Rates (%)

2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
65.7	65.5	66.0	68.4	70.8	71.5	74.3	77.4	74.3	74.4	74.4	75.1	77.4	78.9	82.9

²³ GGHA City of Glasgow Forecaster – Zone A (provided by GCMB March 2015)
 ²⁴ Ibid

7.2 Tourist Surveys

Around 400 people are surveyed per quarter by Lynn Jones Forecasting using the Visitract online survey system. E-mail addresses are taken from visitors who are then sent an online questionnaire. These addresses are captured from various locations throughout the city, though tend to be around the city centre and west end due to the majority of visitor attractions being located in these areas – therefore results are not city centre only.

A score of less than 8 suggests that improvements should be made.

The average results/per period comparison table is shown below.

Rating	01/01/12 - 30/06/12	01/07/12 - 31/12/12	01/01/13 - 30/06/13	01/07/13 - 31/12/13	01/01/14 - 30/06/14	01/07/14 - 31/12/14
No. of nights	2.55	2.58	2.57	2.80	2.61	2.73
Customer service in visitor attractions	8.51	8.57	8.59	8.72	8.74	8.77
Customer service in restaurants/ cafes	8.27	8.33	8.34	8.50	8.53	8.48
Customer service in pubs	8.08	8.29	8.12	8.31	8.39	8.36
Customer service in Visitor Info Centre	8.15	8.48	8.32	8.46	8.53	8.69
Customer service in shops	8.14	8.38	8.29	8.37	8.39	8.49
Customer service in transport	8.16	8.36	8.26	8.33	8.31	8.54
Customer service in accommodation	8.33	8.33	8.46	8.49	8.54	8.49
Cleanliness	7.40	7.74	7.57	7.73	7.71	7.65
Safety	7.40	7.74	7.57	7.73	7.71	8.01
Value for money	7.54	7.68	7.65	7.77	7.72	7.79
Glasgow overall	8.23	8.31	8.33	8.44	8.46	8.58

7.3 Glasgow International Airport: Passenger Numbers

Glasgow International Airport operates 365 days a year, 24 hours a day and deals with approximately 7.4 million passengers a year, generating almost £200 million annually to the economy²⁵. Further snapshot facts and figures on the airport can be accessed via the following link:

www.glasgowairport.com/about-us/facts-and-figures

Table 7c²⁶ illustrates Glasgow Airport's total passenger numbers and how they compare to an average taken of other cities²⁷. The figures cover the period January 2010 – December 2014 and relate to the number of terminal passengers recorded by the Civil Aviation Authority. Glasgow Airport and its comparators tend to demonstrate the same yearly trends.

Comparing the second half of 2014 against the second half of 2013, Glasgow Airport demonstrated a **5.12%** increase in average monthly passenger numbers. An overall comparison of 2014 against 2013 reveals a **4.78%** increase in average monthly passenger numbers. In the same year on year comparisons, UK comparator cities showed an increase of **4.80%** and **4.57%** in average monthly passenger numbers, respectively.

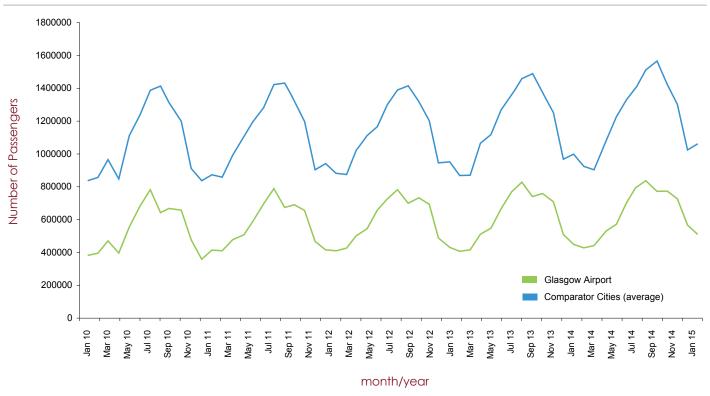


Table 7c Glasgow Airport Terminal Passenger Numbers

²⁵ Glasgow Airport website accessed March 2015

²⁶ CAA website accessed March 2015

27 Birmingham, Bristol, Cardiff, Edinburgh, Gatwick, Heathrow, Leeds, Liverpool, London City, London Luton, Manchester, Newcastle, Norwich and Stansted **Table 7d²⁸** shows the annual percentage rate changes for Glasgow against the average annual percentage rate changes of the comparator cities. The graph shows that Glasgow performed better than the average of the comparator cities during the second half of 2014 (6.07% against 4.95%). This increased performance is also reflected in a comparison against Glasgow's figures for the same period in 2013 (6.07% against 4.17%).

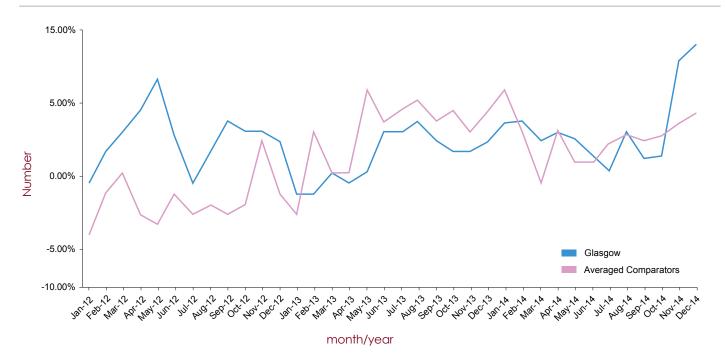


Table 7d Annual Change In Airport Passenger Numbers



8. GLASGOW NEWS ROUND-UP

Midge Ure to perform with live orchestra at Ryder Cup concert 29th August 2014

http://www.eveningtimes.co.uk/entertainment/music/midge-ure-to-perform-hit-vienna-with-live-orchestra-at-ryder-cup-concert.1409305127

People make city top spot - 3rd September 2014 http://www.eveningtimes.co.uk/news/people-make-city-top-spot-178837n.25221089

Plans for £100m Merchant City development - 5th September 2015

http://news.stv.tv/west-central/291040-plans-for-100m-merchant-city-development-go-on-public-display/

Glasgow Club membership fees frozen for FOUR years - 6th September 2014

http://www.eveningtimes.co.uk/news/glasgow-club-membership-fees-frozen-for-four-years-179320n.25218657

Glasgow City Council donates Games mascot Clyde to children's charity - 9th September 2014 http://www.eveningtimes.co.uk/news/u/glasgow-city-council-donate-games-mascot-clyde-to-childrens-charity.141025493**2**

40,000 use free wi-fi in city centre - 11th September 2014

http://www.eveningtimes.co.uk/news/40000-use-free-wi-fi-in-city-centre-180009n.25291316

Golf's Ryder Cup on show in Glasgow - 11th September 2014

http://www.eveningtimes.co.uk/news/golfs-ryder-cup-is-on-show-in-glasgow-180011n.25291361

Airport numbers soar as world visits Glasgow - 12th September 2014

http://www.eveningtimes.co.uk/news/airport-numbers-soar-as-world-visits-glasgow-180128n.25295004

St Enoch is set for big make-over - 13th September 2014

http://www.eveningtimes.co.uk/news/st-enoch-is-set-for-big-make-over-180277n.25287438

Christmas lights ballot opens - 16th September 2014 http://www.eveningtimes.co.uk/news/christmas-lights-ballot-opens-180656n.25336854

City centre building of the future starts coming to life - 16th September 2014 http://www.eveningtimes.co.uk/news/city-centre-building-of-the-future-starts-coming-to-life-180424n.25306907

Fergie backs Hampden Euro bid - 17th September 2014

http://www.eveningtimes.co.uk/news/fergie-backs-hampden-euro-bid-180888n.25351029

Clyde statue given to Yorkhill hospital - 19th September 2014

http://www.scotsman.com/news/scotland/top-stories/2014-clyde-statue-given-to-yorkhill-hospital-1-3546470

£200m development at BAE Systems in Glasgow - 19th September 2014

http://www.dailyrecord.co.uk/news/scottish-news/plans-200million-development-baesystems-428945**9**

Brakes put on Glasgow's boy racers - 23rd September 2014

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