

## MARTLETS SHOPPING CENTRE – SEARCH FOR A PLAN B

### SUMMARY OF RESPONSES

#### 1) STRENGTHS OF BURGESS HILL TOWN CENTRE

##### Transport Links

##### Public Transport

- Good transport links, two railway stations, main station close to town centre, easy access to London and Brighton
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- Rail links
- Station – as historic value
- Trainline
- Near railway station with good links to London etc
- Railway station in the centre
- Main line railway station
- Mainline railway – 2 stations – kids like it!
- Trains good
- Transport links – London & Brighton
- 
- Easy to get to
- Good transport access to the town centre
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##### Cycling

- Lots of cycle parking

##### Walking

- Relatively easy to walk to/from large parts of the town

##### Parking

- Parking availability is good
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- Cost for parking in the town stops a lot of people going there

## Roads

- Main roads good
- 
- Easy access to A23, surrounded by green space, close to Brighton and Gatwick

## **Environment / Infrastructure**

### Buildings

- Range of building styles and ages of buildings
- Still has some character, but in real danger!
- Charming architecture
- It has a sizeable redundant area that could be redevelopment (turning a weakness into an opportunity)
- Every other positive has been whittled down over the years to leave a shell of what was a lovely little market town
- Currently none
- None

### Greenery / Open Spaces / Public Realm

- Beautiful countryside surrounding Burgess Hill
- Trees outside Wetherspoons and Scrapless
- Gateway to South Downs National Park (should be promoted as such)
- Vineyards in close proximity
- Countryside
- Near countryside
- Green Circle Network
- Green space – Batchelors Farm, Bedelands
- St John's Park
- Near countryside
- Park benches and bandstand give people a place to catch breath when shopping

### Location

- Good location
- Position, close to South Downs National Park, easy access from London and Brighton. Potential as a destination town like Ludlow.
- Compact, central location
- Concentrated town centre not spread out
- Pedestrianised space
- Pedestrianised area with lots of retail space

- Paved pedestrian walkway
- Large town centre pedestrianised areas – great for town events brilliantly put on by the council, would be nice to see more of it used as outdoor café and restaurant
- Pedestrianised area which should make shopping a better/easier experience
- Convenient to pop in
- St Wilfrid's Path
- The town can be used in the day and evening
- Location in relation to London, Gatwick Airport and the south coast
- It's (almost) opposite a lovely park and beautiful church for summer time picnics and strolls (just don't look opposite the church, the view isn't ideal!)
- Familiarity

### Population

- Increasing population in a fairly wealthy area with a mixture of families and professionals
- Lots of houses and people
- Communications

## **Retail**

### High Street Chains

- High street shops - Waitrose, Boots, Wilko, WH Smiths
- Waitrose
- Waitrose
- Some existing brands to draw crowds
- Waitrose, Wetherspoons, Plaza Uno and other restaurants/cafes, Library, Burgess Hill Town Council premises, New Look, Wilkinsons
- Market Place Shopping Centre
- The Martlets Shopping Centre shops and businesses
- The essentials – Waitrose, Wilko, Boots, Holland & Barratt, New Look
- Could be the thriving hub of a relatively young local population as the town centre is easily accessed by rail and bus and parking facilities and has a flag store in Waitrose
- Variety of supermarkets – Waitrose is a strength to have one in the town
- New Martlets

### Local small / independent businesses

- Local businesses, e.g., Thornes Butchers, Rocking Horse
- Existing Independent shops on Church Road/Church Walk
- Good concentration of non-retail small and medium size businesses

- Several long-standing independent businesses, e.g., Hole & Sons bike shop.
- Health & beauty
- Personal services
- Great local/independent offerings – Scrapless (incredible shop!), Thornes Butcher and The Mercantile Adventurers. There are small independents really trying, and there could be so much more.
- Shops (what are left!) Helpful
- Shops for top-up shopping

#### Community retail options

- The Kiln – invaluable hub for arts and crafts
- Food Bank and The Pantry
- The Book Den
- Emerging DIY community culture in the Martlets – Dice & Drinks, Scrapless, The Kiln and Burgess Hill Pantry

#### Market

- The Friday Market stalls

#### Council

#### Entertainment / Leisure

#### Cinema

- Independent cinema
- The Orion Cinema
- Cinema
- Orion cinema
- Orion cinema
- Independent cinema in town centre
- A cinema is a strength. Reasonably priced
- The small cinema, it's local and great for kids

#### Eateries

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- Good independent restaurants
- Good family restaurants
- Good range of restaurants
- Great restaurants
- Some independent restaurants and cafes
- Variety of restaurants and bars
- Pubs (those left!) - very good

- Restaurants – very good
- Plenty of hospitality – bars, pubs, coffee shops, restaurants

### Leisure / Sport

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- Triangle
- Good sports community
- Triangle
- Jump In on the industrial estate
- Skate Park/BMX
- Sports for all
- Triangle
- Gym
- Youth involvement in sports and arts
- St John's Park for events in the summer
- Burgess Hill Cricket Club
- Lots of activities/events for families/children

### Library

- Library
- New library
- A lovely new library.
- Library – Brill

## **Community**

### Community facilities

- Local charities, e.g., Lions
- Burgess Hill Cricket Club
- Voluntary groups providing activities
- Active community – events, groups, lots of things that happen
- Community Groups
- Community Arts & Drama
- Park Centre

### Community / People

- Friendly residents
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- People
- Friendly good community
- Community spirit
- Great community
- Community cohesion
- People
- Great community
- In truth, there is enough opportunity in the town. The strength is what it can provide. The weaknesses are stopping this from being able to thrive

#### Schools / Council

- Good schools
- Good schools
- Town Council

## **2) WEAKNESSES OF BURGESS HILL TOWN CENTRE**

### Transport Links

#### Public Transport

- Not enough seating near bus stops
- Train stations – poor accessibility for less able bodied
- Bus services weak
- Accessibility – buses, less able-bodied exiting stations, out of date station, parking

#### Parking

- Car Park charges are too expensive especially for those that work in the town
- Pay for parking ridiculous
- Eyesore multi storey car park
- Parking costs
- Car parking charges
- Not enough residential parking
- Not free parking
- Parking not free
- Parking charges – know it raises funds but for a town that is not shouting out with great shops then why pay £1 to go to a limited selection of shops. This is not just a problem in Burgess Hill. Try something different with parking costs. Good PR!
- Incentivise people with 30 mins free parking. While there is a limited range of shops people don't want to pay to park when they shop for 10 mins

## Roads

- Roadworks are a shambles, potholes
- Replacement of a functioning roundabout with an unsafe and impractical junction causing traffic chaos across the town
- Queuing at McDonalds roundabout
- Missing roundabout at junction of Station Road & Church Road
- Having to have road managed by MSDC, not concerned about Burgess Hill, as evidenced by recent road works near the station and massive housing increase
- Poor management – roadworks fiasco is evidence of that, along with the need for a Plan B having completely messed up Plan A
- McDonalds roundabout needs sorting, put entrance through car park
- Traffic flow
- Pavements poor/roads – potholes
- McDonalds congestion
- Road network
- 2 road links only (but  $\frac{3}{4}$  link)
- Make getting around and into the town easy. Traffic queues and changes to roundabouts is bad PR and bad PR gets remembered. Keep it simple.

## Environment / Infrastructure

### Buildings

- Unkept, out of date, drab, nothing to visit the town centre for
- Hasty demolition of the old Library/Martlets Hall and British Legion leaving a big empty concrete square unused for years
- Town centre looks dated and untidy
- The town is a joke
- Empty space where Martlets Hall was
- Lack of circularity – people used to walk round the circle (Church Road, Market Place, The Martlets, Church Walk)
- Tired area around old Lidl
- Looks like a bomb site
- Current state is a terrible weakness and it desperately needs its promised revamp
- Town centre has a large area of redundant and unused former shops and the flattened area that was the entertainment area is an eyesore
- Derelict town centre
- Looks like a deserted shopping centre near old Lidl store/Martlets Hall
- Where to start? The bloody place is derelict. For all the good (above) there are 100's of bad. It's run down. It's dirty. It's empty. It's not a destination. It

is a means to an end and this is not what this town needs or what its residents deserve. The town's about to get bigger too

- Messy town centre, an ugly space empty
- SHABBY town centre
- Town centre poor
- Town centre lacks focus
- 'Ghost town' – Martlets, bleak, sad, colours view of whole
- Bottom of Church Walk 'dead zone'
- Lack of investment into the existing buildings to make them usable for businesses
- Appalling site of demolition that was the Martlets Hall
- Need a 'heart' – a space for community to use to come together. Something to replace Martlets Hall
- Inadequate town centre
- 'Doughnut' effect
- Facelift needed
- Martlets Hall 'eyesore'
- Quality of some establishments

#### Infrastructure

- Water supply
- You need infrastructure. You need to make this a viable economy
- Infrastructure

#### Greenery / Open Spaces / Public Realm

- Lack of trees
- Removal of all the original street furniture in The Martlets Shopping Centre (around the library no public seating areas)
- Not making use of the pedestrianised town centre and old Martlets site
- Church Walk paving is shockingly uneven
- Town centre public realm is not historic or particularly picturesque
- Poor public realm

#### Location

- Lack of focal point/main reason for people to visit
- Only 1 way up to shops in covered area, not signposted or lit up that well
- Circulation impacted by poor element of Martlets Shopping Centre – poor aesthetics/atmosphere
- Location wise it is perfect and if opened up properly could service the surrounding villages like Hurst, Hassocks and Ditchling, in the way I have no doubt Haywards Heath does for Cuckfield, Lindfield and Ardingly



## Population

- Affluent people live within 5-mile radius of Burgess Hill but would not choose to come to Burgess Hill after dark, if at all
- Will be difficult to draw in buyers for new housing in Northern Arc (Brookleigh)
- Haywards Heath is more vibrant than Burgess Hill
- Expensive area to live, properties
- Not attractive due to low footfall
- Expensive to operate in
- Not a big enough destination to attract footfall
- Sense of negativity towards the town centre, needs people to see the positives and come up with some activities (general public, not Town Council)
- Sussex House empty – Amex moving out

## Council Leadership / New River

- Poor leadership by Mid Sussex District Council
- Conservative (with a small c) thinking – wanting to make the town the same as everywhere else, with homogeneous brands
- Disinterested Mid Sussex District Council
- New River appears reluctant to do anything (maybe partly due current economic climate), uncertain to the terms of their lease and contractual commitments and with whom
- It was fine until New River Retail got involved
- Failure to address Martlets Hall replacement
- Failure to address New River Retail issues
- Losing £18.5m bid is not as portrayed – money would have been spread across Mid Sussex, Burgess Hill would have been lucky to see £3m
- Inter Council communication
- No real idea what to plan for, temporary and then does not happen, no wonder encouraged to go to other towns
- The town has no soul and no identity. Since the announcement of the redevelopment plans there has been nothing added of value; indeed, the town has since been decimated. Burgess Hill has a larger population than either Haywards Heath or East Grinstead and has significant numbers of new homes coming to the area but seems increasingly to be treated as the ‘poor relation’
- Stop knocking down buildings – Marle Place could be refurbished and used instead of the Martlets
- No reverting to what has worked in past
- A load of promises, but buildings closed or flattened

## Retail

### High street chains

- Out of town stores have negative effect on town centre
- No Marks & Spencer
- No clothes shops, apart from New Look
- NO SHOPS! We have the basic shops but nothing to encourage people to go into town to spend money
- No big brand draws except Waitrose
- Lack of men's fashion
- Declining 'brand' retail
- Shops and banks closing
- No town hardware shop now
- Very limited shopping opportunities – no menswear, no Argos type outlet
- Argos waste of space

### Local small / independent businesses

- Absence of independent businesses
- A lack of independent shops
- Need a wider range of businesses, e.g., hardware shop/electrical retailer/delicatessen
- Small businesses evicted in favour of Argos which then shut
- Shop keepers not valued
- Div 2 shops
- Empty shops
- Not enough decent shops
- Lack of retail variety
- Low browsing potential, e.g. gift shops
- No clothes shops for all ages (people go elsewhere to buy clothes).
- No sports shop any longer in the town
- No greengrocer
- No fish monger
- We have no independent greengrocer or baker in the town so shop elsewhere rather than using supermarkets in the town
- Lack of specialist shopping & household goods
- A broader range of individual shops and better range will keep people buying in the town (rather than in other towns)
- Feel for the few traders 'hanging on in there'
- Lack of shops, half town empty or demolished leaving empty space
- Can't meet demand for food retail

### Community retail options

- Too many charity shops and takeaways, needs more quality independent shops

- New library took 2 years to complete

### Market

- Lack of indoor and outdoor market
- Not enough market stalls
- Loss of viable market
- Loss of indoor market

### Council / footfall

- Changes in people's spending habits – online, home delivery
- Burgess Hill will never be a 'retail' destination in the way of Horsham/Brighton as few shops people come to from far away, and number of best retail/restaurant businesses are out of town centre, e.g., Mabels, Worlds End Bakery, Gardner & Scardifield, Buon Appetito)
- Needs support for new retail businesses to get off the ground
- Low footfall
- Empty shops
- Brighton and Crawley are nearby for retail and entertainment options
- Empty shops
- The heart has been progressively ripped out of the town centre, such that with the exception of Market Place (itself not fully utilised), it looks totally derelict
- Lack of footfall
- Excessive charges for rates, rent etc., bills for shops etc
- Empty shops
- Empty shops
- Shop units left to deteriorate and become unfit for purpose

### Entertainment/Leisure

#### Cinema

- We don't need a massive great big cinema to make this work; if people want that, go to Crawley. If you want a nice family evening out; cinema with the kids (tick), nice dinner out/little treat, best go somewhere else
- Orion cinema needs improvement
- Lack of theatre
- Promote and invest in the cinema, it's a great asset

#### Eateries

- Lack of decent places to eat and drink
- Haywards Heath has many higher end cafes and bars

- Haywards Heath have new businesses setting up, good variety of eateries on
- Not enough eating/drinking venues for older people
- the Broadway
- No decent bars
- Misses 'buzz', e.g., no Broadway
- Night time economy to disparate
- No branded chain restaurants

### Leisure / Sport

- Lack of provision for children and teenagers
- Forcing out popular local gym, leaving an empty derelict eyesore overlooking Waitrose car park
- Limited sports facilities to cater for demand
- Poor commercial youth facility

### Library

- Downsized library and uncertain future for community assets, e.g., library, The Kiln, Cyprus Hall, allotments etc

### Entertainment

- Lindfield has a village day in June, packed with traders, charities and fun stalls. Burgess Hill has a half-hearted fair with no real of anything, and yet with forethought it should be bigger. All local charities would probably like to have a stall, local crafts people, allow less corporate advertising stalls. Should attract people for miles around. Suspect the Town Council charge or charge too much and have grandiose expectations of what to attract. That goes for a general market as well
- No real entertainment hub for locals
- Lack of large entertainment space and areas for fundraising like coffee morning which there was always one in the Martlets Hall on a Saturday
- Haywards Heath are getting it right; decent food outlets, cafes, social places to go with kids (fun pots, wet park in Victoria Park), it is typical family town centre, fit for the town. Burgess Hill has been left as a dumping ground
- No museum

### Community

#### Community facilities

- No community centre
- Cyprus Hall too small
- No cultural centre post closure of the Martlets Hal

- No real community centre, expanding too much, no forward thinking
- Community centre dropped in favour of a cycle route
- No town centre community arts venue
- Lack of big enough community venue
- Lack of child play provision in town centre
- Loss of community venue

#### Community / people

- Lack of involvement of young people in future of Burgess Hill
- Not enough for late teens/20 somethings

#### Council

- Poor leadership by Mid Sussex District Council, no reverting to what has worked in past
- Fundamentally, its weaknesses are how it is run and the lack of funding given to it
- Over recent years there seems to have been unnecessary tension between the Town and District Councils. Unless a more collaborative approach can be taken moving forward, there seems little prospect of the plans being implemented with any significant benefit to the local community.
- Lack of any meaningful promotion of town's amenities and arranged celebration/market/fun day etc., on social media
- Housing growth not matched by town centre investment and services

### **3) WHAT WOULD YOU LIKE TO SEE IN PLAN B REDEVELOPMENT OF THE MARTLETS SHOPPING CENTRE?**

#### **Transport Links**

##### McDonalds roundabout

- Move access route to McDonalds
- McDonalds roundabout – simple cure for the queuing – place box junction across the roundabout, with cameras to detect those obstructing the box. End of problem and some revenue from fining transgressors
- Move McDonalds drive in route to Station Road or in via the car park
- Resolve McDonalds roundabout situation – proposed traffic lights will further impede east/west travel and add pollution

##### Parking

- Offer free ½ hour parking
- Free parking – helps retailer and shopper
- Parking needed for those that work in the town centre, and reduce on-street parking in the nearby residential roads
- New car parking must be provided close to the shops as no matter how much it might be good to encourage public transport, the reality is that the area is never going to be able to provide a sufficiently frequent and diverse network of services to entice people out of their cars, electric or otherwise
- The idea of having a hotel/bowling alley/multiscreen cinema etc., is just ludicrous without providing car parking
- Provide additional car and cycle parking for new residents
- The Slab – earmarked as car park – 1st 2 hours Free parking in Burgess Hill
- Free parking for a period – to be agreed
- Free car parking for 2/3 hours
- Free parking along from Quench all the way to the Post Office

##### Buses

- A bus station
- A bus concourse could be incorporated for example adjacent to Waitrose car park on the old Martlets Hall site. Better than blocking up Church Road, which could then be used for short term drop off/pick up shoppers, banks etc

### Cycling

- More and more secure cycle parking
- Cycling is never going to be even a half serious option to people doing serious shopping. However, that said, there must be a good range of convenient secure cycle facilities for who wish to.
- Bike hire

### Walking

- Improved walking routes either side of current vacant space from Martlets to Civic Way, e.g., widen path by public toilets and add some play-park bits for young kids, improved cycle parking, some benches, and more greenery.
- Improved pedestrian walkway between Martlets to Waitrose, especially in the evening as centre doors are closed and have to walk in car park into oncoming traffic.

### Roadworks/Road Infrastructure

- Improve navigating through town
- Reinstate Hunters roundabout as works more efficiently, as demonstrated by recent power cuts
- Roadworks of all utilities must be coordinated and timing agreed. Only a local council can keep on top of this
- Improve traffic flow to get Burgess Hill moving – people will shop and do business elsewhere and move their businesses out of town
- Quicker road repairs
- Only one east/west route or one north/south route can be blocked by traffic lights at any one time, otherwise if other route is impacted by urgent work, then this must be expedited with extended out of normal hours to restore the flow
- Consider how the road infrastructure will need to be improved over the next decade to cater for additional housing/number of vehicles. WSCC appears to have no such plans
- Make Hunter's pedestrian crossing safer and remove dangerous shared pavement use, and re-widen the roads to allow emergency vehicles to get through.
- In my opinion I would put the road back from top to bottom including through the pedestrian area. It will give life back to the town centre
- Better links to developments around St John's Park and Park Centre
- Halt the road and pavement conversions and development until full judicial review is undertaken into the planning and Landbuild's workmanship

## Electric car charging

- Creation of an electric car charging hub. The logic is that even fast car charging takes time and that time could be spent browsing shops or consuming refreshments

## Environment / Infrastructure

### Buildings

- Smarten up the outside of buildings to make main road into town centre looks much more attractive
- Facade of old Lidl facing Civic Way needs painting
- New River's design be more sustainable and pleasing to the eye and incorporate a lot more greenery as Burgess Hill is so near the South Downs National Park
- New River should be made to tidy up the site, demolish what is going to be Green or bio solar roofs on new and refurbished buildings
- Demolished – the multi-storey car park etc
- Refurbish and retention of existing buildings in Martlets area, including old Lidl and Martlets Heights – convert, if possible, refurbished to improve external appearance, energy efficiency and sustainability
- Invest and refurbish existing buildings
- Could Martlets Height be converted into flats?
- Stop demolishing buildings and not building anything in their place
- Support taller buildings, reflecting the 5-storey Martlets Heights building
- Redevelopment or refurbished either way bring back a useable town for all
- Other vacant units in town centre that could be refurbished, e.g., 30-32 Station Road, 26 Church Road/Mellish House
- A climate hub
- Demolish the old Heights building, Lidl and concrete car park and make it into a green/small park area. I do not want see 15 storey blocks of flats either
- Public toilets
- The pedestrian area (Post Office up to Wetherspoons/Fish & Chips) is dated. Like other towns. The identity is dated in that area. Look at some of the old pictures of the town in 1950-60s. Quaint and easy on the eye. Now modernisation of the 70/80s looks dated
- Investment! Get rid of the old Lidl building; why martlets was grounded but this stays beggars belief!
- A mix of old and new architecture to keep the history alive



### Greenery / Open Spaces / Public Realm

- Put greenery back in Church Walk
- Increase recycling facilities
- More trees, planted with enough space around them to allow root growth, circular benches surround trees in the shade
- Redevelop old library site into a green area, town centre park with seating
- More places to sit
- An open area with planting, trees and benches would make the town more attractive
- Retention, if possible, of existing street trees in the vacant space and bit more greenery in town centre
- Don't waste money on an urban garden
- Attractive looking environment
- Landscaping – views
- Green space
- More trees, green areas, flower beds etc
- More green areas in centre of town, more colour, planted areas etc.
- Have a chat benches
- Display information about the Stone Garden (some of it was carved by local people)
- Town square – open & covered seating
- Public toilets
- Good public realm – landscaping/places to sit

### Location

- Need more dense town centres rather than build on green belt

### Population

- Make the town a destination, somewhere people from outside of the town would like to come and visit
- Affordable housing – providing housing in the town centre will increase footfall and using town centre shops will be convenient
- New housing on vacant plots as well as conversion of existing office and retail space
- A plan that is feasible, thought through and executed for the community to benefit and actually want
- Need a town centre with so many new homes being built
- Maybe flats with quality affordable retail spaces below

## Council / Infrastructure

- Water provision – ensure there is progress on drought prevention, especially with the increase in housing. Suggestions such as a new reservoir, desalination plant, making housing estates self-sufficient are 20 years away. Burgess Hill headed for water bottle handouts if we don't address this heads-on
- Take what we have and improve it, no great plans, just look at the town
- Martlets shopping resolution – possibly consider compulsory purchase of the New River Retail development in partnership with another development group/financial group. With an agreement of redevelopment date
- Council communications – hold regular free and frank ongoing meetings to agree priorities of WSCC and MSDC services applied to Burgess Hill and held in the town
- Before any issues to town centre regeneration are addressed, traffic flow, water provision, council communications must be resolved otherwise any good meaning initiatives will fail
- The £65m idea is gone. We are not a rival to Crawley or Brighton, we are Burgess Hill and a small town and with some professional advice I think the town can go back to an easy on the eye shopping experience with the support of cafes/bars, restaurants to make it a longer stay experience.
- The report from LSH makes interesting reading and could form a worthwhile basis for any future plans. A mixture of retail, leisure and residential seems to make sense but ultimately the town needs to be able to attract people into the town, ideally local residents and from further afield to enhance the local economy. The plan should also attract a wider spectrum of businesses into the area to provide jobs for the local residents. As a former resident of Kings Mall in Hammersmith, I was particularly interested to see the LSH comments about that location. The introduction of the IKEA outlet provides a particularly interesting development. If facilities of this type (if not IEA specifically) can be enticed into the town it will add to the attraction for 'non-residents' to come to the area. At the end of the day, people need to have a reason to come to the town. Otherwise, revenue which could be beneficial to the town and the wider district will be diverted elsewhere.

## Retail

### High street chains

- Attracting significant shops (M&S?)
- A proper bookshop
- A bank hub with all the major banks represented
- Move Iceland back into suitable refurbished premises
- Need 1 or 2 anchor tenants on non New River site

- Good quality and selection of shops – clothes, shoes, department store and homeware
- Other retail chain shops
- New shops, i.e. Matalan, M&S, a man's clothing shop, Dunelm, Range
- Co-op store
- Clothing store – fashion
- Up market food store
- Bookshop
- Men's fashion/youth fashion
- Do not need any more retail spaces in Martlets Square as probably got enough in the town and shouldn't be expanding retail space
- Retain the existing retail/business offering in the Martlets as attract high footfall at the weekend
- Shoe shop
- Some destination shops like M&S, Next or another supermarket like Budgens
- Shopping centre with decent shops as we had when my husband was a child here in Burgess Hill in 1970
- Can you have a discount retail culture alongside a more expensive night time economy?
- Decent clothes shops, independent shops, nice outdoor areas for people to sit, cafes with outdoor areas (such as the old Martlets site).
- More inviting shops

#### Local small / independents businesses

- More independent shops
- Local produce shops
- Affordable space for independent retailers, artisans, craftworkers etc
- Pop up shops, pop up vineyards
- More small shops
- Independent greengrocer, good bakers, gift shop
- Lacking certain types of shops, e.g. greengrocer, better quality shoe shop, delis and sandwich places, and street food outlets (not chain fast food stores)
- Would like to be able to shop locally in one place
- Move all other shops from Church Walk into refurbished premises within Martlets area, while hopefully attracting new quality shops. Big stores are unlikely to be enticed into the centre as it is unsuitable and, in this day, and age, the town is not big enough to sustain a large name store.
- Better to concentrate all town centre shops into Martlets/Market Place and refurbish/redevelop Church Walk into quality flats, with residents parking at the rear and piazza at the front in Church Walk
- Independent shops
- More independent shops

- Retail – smaller units for independents/ Emporium offer
- Product selection
- Mix of shops – independent shops, smaller, emporium & mid-range fashion
- Independent shops – men's fashion, shoes
- Keep independent traders we don't need big names
- Browsing culture
- Forget temporary
- Don't want to look like any other high street

#### Community retail options

- Temporary/pop up tenants on bomb site
- Empty retail units become co-working spaces, or flexible spaces for pop-up shops or events
- Sustainable living shopping – Scrapless, Rocking Horse, Eco2Home, charity shops – marketing present branding
- Shopping drop area with timed lockers
- Browsing retail
- IT Hub – meeting space, hot desks

#### Market

- Encourage a Farmers Market
- A market on a Saturday
- Create space for a permanent covered market
- A greengrocer, maybe each week a different local farm shop could sell their goods
- Market on a Saturday
- Invest in and organising of temporary spaces (currently empty) for indoor and outdoor markets, stalls and events while development is ongoing/stalled
- Promote Farmers Market
- A Saturday market

#### Council

- Businesses need help or incentive to come to Burgess Hill
- Shopping used to be past time but with retail decline the option to go somewhere and congregate is reducing so fill that void with other options, e.g., art installations from local artists, local musicians show case talent, local food & drink vendors sell their items cheaply and build up their business. Increased footfall will bring future opportunities to the council
- Retail space with flats above so more residents living in town centre
- More affordable rent to encourage small businesses into the town centre

- Focus on attaining and retaining retail operators – cut or reduce business rates for an extended period to attract potential new businesses. Horsham is a smaller size to Burgess Hill has a thriving town centre with big names so it is possible
- New startup businesses to get rate relief for the first 3-6 months to enable to get established
- Affordable rents for shop tenants
- Encourage traders with peppercorn rents and low or zero business rates
- Complete the Martlets Square – buildings on the vacant plot should include 'high street use' units and face into square to complement existing buildings and further support the businesses
- New River Retail to bring all empty units up to a usable standard to attract new businesses
- Talk with landlords to enable more 'pop up' shops
- Cheaper business rates to encouragement/incentive to get shops to open here again
- Get rid of New River Retail (if you can)
- Take control of the shop fronts. As a Town Council and Mid Sussex Council hire someone to give the town a look. An identity. We have all seen nice villages with nice shop frontages. Burgess Hill needs that so you can walk down the town and say, it looks nice, appealing. Some shop owners do their own thing and those make the town less appealing. There needs to be some partnership arrangement between the councils and shops. A plan, if the town looks nice people will come
- Support for local businesses – allow people to actually do something

## **Entertainment / Leisure**

### **Cinema**

- Support Orion Cinema
- Independent shop units, coffee shops and a modern cinema which show a more diverse range of films
- Do not need another cinema as got the Orion
- Don't need bowling alleys or new cinema (go to Crawley or Brighton)

### **Eateries**

- Family eating places
- Church Walk become our new dining hub
- Chain restaurants
- Wine bar
- Something like Haywards Heath – some good restaurants and bars

- Late night venue
- Ethnic restaurants
- Make it look like The Broadway in Haywards Heath
- Evening economy – ‘The Broadway’ effect – restaurants, bars close together (will existing relocate?) – is there potential for more competition
- “Broadway effect”
- Hospitality – ‘the Broadway experience’
- ‘Broadway’ effect
- Broadway experience
- Night time economy
- More evening entertainment such as restaurants
- Restaurants
- A socialable space; food outlets (not takeaways!)

### Entertainment

- Bring back a performing arts centre/social space
- A multifunctional building centred round an activity to attract families/teens, e.g., bowling alley, plus café, bakery, children’s soft play jungle gym etc
- A museum
- Plan B should focus on the town being a hub for social activities as well as retail. Make the town centre attractive as a meeting point for people to spend time, not just shopping, entertainment venues, drinking and eating places
- Build new Beehive or least plan it
- Avenue to be, to hold concerts and show like the Martlets Hall
- Though people are shopping more online, still want a town centre where they can meet up with others
- Attract buskers, hire out equipment to them
- The Beehive
- Community centre/theatre/Beehive – Kings Weald lookalike
- A social community hub
- Get The Beehive done (look at the quality entertainment that Trading Boundaries manages to get as a guide to what small venue can actually attract!)
- An entertainment centre/hall for shows, craft exhibitions
- A suitable marquee, similar but bigger than the one in Haywards Heath for groups to meet, entertainment, etc
- The Beehive – near where it was? Or we’re a compact centre so need pulling together
- Make Burgess Hill a destination with an ice rink/bowling alley to attract younger people into the town
- A bowling alley or space to go and have as an adult which is not a pub or restaurant
- The Beehive

- Utilise empty buildings for indoor activities, e.g., escape room, bowling alley, foot golf, indoor crazy golf, laser tag
- Town centre community hall and small halls/The Beehive. A local building/architect company to do it all and keep the cost down and in the community
- Family spaces – possibly more of a business idea here, but the only thing for parents with young kids is the Triangle's bounce and roll, and a few church groups. There's plenty of scope here!
- Prioritise a new permanent venue 'Martlets Hall'
- Establish a Town Centre Action Group – with representatives of local groups to plan and run events with support of the Town Council
- Area for a fundraising event such as coffee mornings
- Develop the demolished parts to be more attractive and maybe hold some small fetes, fayres in the open space

#### Leisure / sport

- Children's playground on the old Martlets Hall site plus mobile coffee trucks, seating and trees and greenery to enhance space and attract wildlife
- Maybe an arcade with pool tables, table tennis space, 2p machines
- Could the old Lidl be converted into entertainment/leisure such as bowling alley or gym?
- Leisure (active, not passive) – ten pin bowling, crazy golf, VR simulators, Arts/community venue (relocate the Beehive)
- A really good children's play area to bring families into town (picture of an example given on feedback form). Sandpit is always a good draw in the summer
- Leisure element – experience leisure
- Leisure 'experience' – teens to 30's – 'The Rec Rink'
- Gym
- LEAP children play area
- An 'Experience' leisure offering – something you can't get elsewhere – reaches a late teens/early twenties
- There is no worthwhile entertainment venue between Crawley/Horsham and the coast so this might benefit the wider area if plans for the Beehive could be resurrected
- Another gym

#### Hotel

- Hotel
- Hotel chain in town like Premier Inn or Travelodge
- Martlets – hotel attract more hospitality
- Idea of a hotel in the town centre is a good idea

## **Community**

### **Community facilities**

- Need a public hall – The Beehive
- Make more use of Cricket Club Pavilion in St John's Park – social hub for the town if it was extended, plus café incorporated into the design
- Provide essential services, space for community uses and more quirky uses

### **Community / people**

- All ages
- Genuinely public

### **Health**

- Dr's Surgery, Health Centre, Dentist
- Health services
- 

### **Council**

- Invite developers as part of a competition to draft plans for a smaller scale but more integrated town centre
- A new Town Council and Councillors
- General principle smaller commercial spaces at ground level for shop, doctors' surgery etc., and one level flats above, small number of 2/3 bedroom houses, with more of a village type atmosphere and green spaces
- Proper safeguarding of community assets and clarity over future of library, The Kiln, Cyprus Hall, allotments, burial ground and sports venues
- An integrated model of commercial property and residential more realistic in current climate
- Provision and restoration of a suitable size community hub – must meet needs of community and beyond. Matching scale of Martlets Hall designed 50 years ago for a population half the size of projected population growth is not sufficient
- LSH leaflet is a generic concept – rather than Burgess Hill specific so not sure it helps much. Strong on design poor on message communication. Broadly support MSDC now taking ownership of the mess and sorting it out backed by external private finance
- Rather than empty retail units, some new homes could be integrated into the design