



PEOPLE & PLACES  
*Insight*

# DUNSTABLE TOWN CENTRE BENCHMARKING REPORT

Measuring the performance of Town Centres

## 2021

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# EXECUTIVE SUMMARY

## OVERVIEW

Central Bedfordshire Council (CBC) have commissioned People and Places Insight to undertake a review of DUNSTABLE following the previous reports produced in 2015, 2017 and 2019. The detailed results can be found in the following report whilst the Executive Summary provides the headline findings:

## GENERAL

### Commercial Offer

- Mirroring the National Small Towns pattern, most of the ground floor units are A1 Shops. (48%)
- 10% of the units are Sui Generis double the National average.
- 74% of the A1 Shops mainly sell Comparison Goods, 8% lower than the National Small Towns average.
- 62% of the A1 Shops in Dunstable are unique to the town centre.
- 26 Market Traders were present on the Market Audit in August 2021, higher than 17 traders in 2017 and the National Small Towns average of 15.

### Footfall

- On both Footfall Day counts the average persons per ten minutes in Dunstable, 120 on the Busy Day and 113 on the Quiet Day were higher than the National average.

### Town Centre Use

- 61% of Town Centre Users generally visit Dunstable for Convenience Shopping, markedly higher than previous Benchmarking evaluations and 17% higher than the National Small Towns average.

- 61% of Town Centre Users generally visit Dunstable for Convenience Shopping, markedly higher than previous Benchmarking evaluations and 17% higher than the National Small Towns average.
- 58% of Town Centre Users visit Dunstable on a weekly basis.

### Car Parking

- Since 2017 Car Parking vacancy rates have remained stable. In 2012 vacancy rates on the Market/ Busy Day were 40%, 13% higher than the National average, whilst on the Quiet/ Busy Day there was a 1% increase to 41%.

## POSITIVE

### Access to Services

- Access to Services (38%) were classed positive aspects of Dunstable by Town Centre Users.

### Customer Spend

- 44% of Town Centre Users spent over £20.00 on a normal visit to Dunstable, 11% higher than 2019, a 12% increase on the National Small Towns average

## ROOM FOR IMPROVEMENT

### Visitor Recommendation

- 69% of Town Centre Users stated that they would not recommend a visit to Dunstable, similar, to the previous Benchmarking evaluations but 41% higher than the National Small Towns average.



### Footfall

- 44% of Town Centre Users stated that 'The town centre is quieter than it used to be, before Covid-19'.
- From the 2015 evaluation 'Busy Day' footfall has dropped 31% and 'Quiet Day' footfall has declined 27%.

### Vacancy Rates

- 13.04% of the ground floor units in the defined town centre area were vacant in the 2021 audit, a 1.04% increase on the 2019 figure and 6% higher than the National Small Towns average.

### Online Competition

- From the cohort of Town Centre Users who reported that Covid had changed the way they will use Dunstable in the future 46% stated; 'I will make less use of the town centre as I now prefer using online retail and services, for all or part of my needs'.

### Events and Activities

- Nearly two thirds of Town Centre Users stated they 'Would like to see more events and activities that continue to encourage people into the town centre and not just relying on retail or other typical town centre services.'
- 70% of Town Centre Users had not participated in any of the recent cultural and historical events and activities.

### Car Parking

- As in previous evaluations Car Parking (57%) was classed as a negative aspect of Dunstable by Town Centre Users. Qualitative suggestions cited the need to introduce 'Free/ Cheaper Car Parking'.

### Retail Offer

- 54% of Town Centre Users rated Retail Offer as a negative aspect of Dunstable. Qualitative comments highlighted the need to 'Improve the Retail Offer'.

### Physical Appearance

- Physical Appearance (49%) was classed as a negative aspect of Dunstable, 24% higher than the National average.

### Traffic Management

- Several Town Centre Users stated that issues with traffic needed to be addressed in Dunstable.



# INTRODUCTION

## MAKING TOWN CENTRES FIT FOR THE FUTURE

People and Places Insight are committed to helping High Streets, Town Centres and Localities across the United Kingdom adapt and meet changing expectations, not just to survive but to thrive.

## WHAT WE DO

Over the last 13 years the People and Places Insight team have designed and developed a unique brand of practical services and solutions. Working, advising, and offering guidance to National Government, Local Authorities, Town Councils, Business Improvement Districts, Neighbourhood Plan Steering Groups, Community and Town Partnerships, Universities and Retailers we are best placed to meet and exceed your needs.

## OUR SERVICES

### Town Centre Solutions

With recent Government proposals to help High Streets adapt and meet changing expectations, we are committed to providing established expertise and support.

### Neighbourhood Planning

With an expert team on hand to offer help, guidance, and support, we can provide you with the complete Neighbourhood Plan package.

### Future High Street Fund Support

We are best placed to set out the issues and challenges facing your area and help you with the development of a full strategic approach with evidence to regenerate your Town Centre.

## HOW WE DO IT: THE APPROACH

Our Town Centre Benchmarking System has been developed to address the real issues of how to understand measure, evaluate and ultimately improve Town Centres.

The approach offers a simple way of capturing data on Key Performance Indicators selected by those involved in Town Centre management.

By having the tools to measure performance, strategic decision-making is both encouraged and improved. By considering performance, forward strategies and action planning can be more focused and effective.

## HOW WE DO IT: THE SYSTEM

The Benchmarking system is divided into two sections:

- National Large Towns; consisting of those localities with more than 300 units
- National Small Towns; consisting of those localities with less than 300 units

Towns, depending on their size, contribute to either the Large or Small-Town analysis. The defined town centre area of **Dunstable** consists of **271** units and is thus classed as a Small Town.

The analysis provides data on each KPI for the Benchmarked town individually and in a National and Longitudinal context. The National figure is the average for all the towns which participated in Benchmarking from July 2018 to January 2020.

Due to the Covid-19 Crisis the National averages will next be locked from July 2021 to December 2022 when data is collected and analysed.



## HOW WE DO IT: THE RESULTS

The People and Places Insight Town Centre reports provide statistical analysis of each of the KPI's. The reports are used by a variety of key stakeholders to:

- Measure High Street regeneration projects
- Develop Town Centre regeneration
- Measure the impact of events and festivals against normal trading conditions
- Provide an evidence base for Funding Applications, Parking Initiatives, Neighbourhood Planning
- Support Business Improvement Districts
- Support community groups
- Support the recovery post Covid-19

## METHODOLOGY

Each KPI is collected in a standardized manner as highlighted in the Table below.

KEY PERFORMANCE INDICATOR	METHODOLOGY
KPI: COMMERCIAL UNITS; USE CLASS	Visual Survey of ground floor units in defined Town Centre area.
KPI: COMMERCIAL UNITS; COMPARISON/CONVENIENCE	Visual Survey of A1 ground floor units in defined Town Centre area.
KPI: COMMERCIAL UNITS; TRADER TYPE	Visual Survey of A1 ground floor units in defined Town Centre area.
KPI: COMMERCIAL UNITS; VACANCY RATES	Visual Survey of A1 ground floor units in defined Town Centre area.
KPI: MARKETS	Visual Survey of total number of traders.
KPI: FOOTFALL	Footfall Survey on a Market Day and Non-Market Day.
KPI: CAR PARKING	Audit of total number of spaces and vacancy rate on a Market Day and Non-Market Day.
KPI: BUSINESS CONFIDENCE SURVEYS <b>NOT CONDUCTED IN 2021</b>	Postal surveys with covering letter and freepost envelope.
KPI: TOWN CENTRE USER SURVEYS	Face to face and online surveys.
KPI: SHOPPERS ORIGIN SURVEYS <b>NOT CONDUCTED IN 2021</b>	Distributed with Business Confidence Surveys and Businesses are asked to record the home locations of customers over a set time.



## KEY FINDINGS

### KPI: COMMERCIAL UNITS; USE CLASS

It is important to understand the scale and variety of the “commercial offer” throughout the town. A variety of shops and a wide range of services in a town are important to its ability to remain competitive and continue to attract customers. Sustaining a balance between the different aspects of buying and selling goods and services ensures that the local population (and visitors from outside) can spend time and money there, keeping the generated wealth of the town within the local economy. Importantly, it forms the employment base for a substantial proportion of the community too, helping to retain the population rather than lose it to nearby towns and cities.

The following table provides a detailed breakdown of each of the Use Classes:

CLASS	TYPE OF USE	CLASS INCLUDES
A1	Shops	Shops, retail warehouses, hairdressers, travel and ticket agencies, post offices (but not sorting offices), pet shops, sandwich bars, showrooms, domestic hire shops, dry cleaners, funeral directors, and internet cafes.
A2	Financial and Professional Services	Financial services such as banks and building societies, professional services (other than health and medical services) including estate and employment agencies and betting offices.
A3	Restaurants and Cafes	Food and drink for consumption on the premises- restaurants, snack bars and cafes.
A4	Drinking Establishments	Public houses, wine bars or other drinking establishments (but not nightclubs).
A5	Hot Food Takeaways	Sale of hot food for consumption off the premises.
B1	Businesses	Offices (other than those that fall within A2) research/development of products and processes, light industry appropriate in a residential area.
B2	General Industrial	General Industrial.
B8	Storage/Distribution	Warehouses, includes open air storage.
C1	Hotels	Hotels, boarding and guest houses where no significant element of care is provided (excludes hostels).
C2	Residential Institutions	Residential care homes, hospitals, nursing homes, boarding schools, residential colleges, and training centres.
C2A	Secure Residential Institution	Use for secure residential accommodation, including use as a prison, young offenders’ institution, detention centre, secure training centre,



		custody centre, short term holding centre, secure hospital, secure local authority accommodation or use as a military barracks.
D1	Non-Residential Institutions	Clinics, health centres, crèches, day centres, schools, art galleries (other than for sale or hire), museums, libraries, halls, places of worship, church halls, law court. Non-residential education and training centres.
D2	Assembly and Leisure	Cinemas, music and concert halls, bingo, and dance halls (but not nightclubs), swimming baths, skating rinks, gymnasiums, or area for indoor or outdoor sports and recreations (except for motor sports, or where firearms are used).
SG	Sui Generis ("unique" establishments)	Theatres, hostels providing no significant element of care, scrap yards. Petrol filling stations and shops selling and/ or displaying motor vehicles. Retail warehouse clubs, nightclubs, laundrettes, taxi business, amusement centres, casinos, haulage yards, transport depots, vets, dog parlours, tanning and beauty salons and tattoo studios.

The following table provides a detailed analysis of the commercial offering in the town centre by Use Class. The figures are presented as a percentage of the **231** occupied units recorded.

CLASS	TYPE OF USE	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2019 (%)	DUNSTABLE 2021 (%)
A1	Shops	51	48	50	49	48
A2	Financial and Professional Services	13	14	14	13	13
A3	Restaurants and Cafes	9	10	9	9	10
A4	Drinking Establishments	4	3	3	2	3
A5	Hot Food Takeaways	4	5	6	5	6
B1	Businesses	3	6	4	4	3
B2	General Industrial	1	0	0	0	0
B8	Storage and Distribution	0	0	0	0	0
C1	Hotels	1	0	0	0	0
C2	Residential Institutions	0	1	1	1	0
C2A	Secure Residential Institution	0	0	0	0	0
D1	Non-Residential Institutions	7	6	6	5	6
D2	Assembly and Leisure	1	0	0	1	1



SG	Sui Generis ("unique" establishments)	5	6	7	9	10
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Mirroring the National Small Towns pattern, most of the ground floor units are A1 Shops. (48%) 10% of the units are Sui Generis, double the National average.

## KPI: COMMERCIAL UNITS; COMPARISON/ CONVENIENCE

A1 Retail units selling goods can be split into two different types: Comparison and Convenience.

**Convenience goods - Low-cost, everyday items that consumers are unlikely to travel far to purchase.**

Defined as:

- Food and non-alcoholic drinks
- Tobacco
- Alcohol
- Newspapers and magazines
- Non-durable household goods

**Comparison goods - All other retail goods.**

Defined as:

- Books
- Clothing and Footwear
- Furniture, floor coverings and household textiles
- Audio-visual equipment and other durable goods
- Hardware and DIY supplies
- Chemists' goods
- Jewellery, watches, and clocks
- Bicycles
- Recreational and Miscellaneous goods
- Hairdressing

The presence of a variety of shops in a town centre is important to its ability to remain competitive and continue to attract customers. A balance of both comparison and convenience retail units is therefore ideal in terms of encouraging visitors / potential customers.

The following table provides a percentage of the A1 Shops which sell mainly Comparison Goods/ Convenience Goods.



	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2019 (%)	DUNSTABLE 2021 (%)
<b>COMPARISON</b>	<b>82</b>	<b>76</b>	<b>77</b>	<b>73</b>	<b>74</b>
<b>CONVENIENCE</b>	<b>18</b>	<b>24</b>	<b>23</b>	<b>27</b>	<b>26</b>

74% of the A1 Shops mainly sell Comparison Goods, 8% lower than the National Small Towns average.

## KPI: COMMERCIAL UNITS; TRADER TYPES

The vitality of a town centre depends highly on the quality and variety of retailers represented. A sustainable balance of key attractors and multiple names alongside local independent shops is likely to have the greatest positive impact on the vitality and viability of a town.

The following shops are considered Key attractors by Experian Goad.

### DEPARTMENT STORES

- Marks and Spencer
- Debenhams
- House of Fraser
- John Lewis

### MIXED GOODS RETAILERS

- Wilkinson
- Argos
- Boots
- TK Maxx
- WH Smith

### SUPERMARKETS

- Waitrose
- Sainsbury's
- Tesco

### CLOTHING

- Topshop
- Dorothy Perkins
- H & M
- New Look
- Primark
- River Island
- Topman

### OTHER RETAILERS

- Waterstones
- Carphone Warehouse
- Clarks
- Clintons
- O2
- Superdrug
- Phones 4 U
- Vodafone

Multiple traders have a countrywide presence and are well known household names. Regional shops are identified as those with stores/units in several towns throughout one geographical region only and independent shops are identified as those that are specific to a particular town. The following table provides a percentage of the A1 Shops which are Key Attractors, Multiples, Regional and Independent to the locality.



	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2019 (%)	DUNSTABLE 2021 (%)
KEY ATTRACTOR	8	12	10	9	6
MULTIPLE	21	24	29	30	26
REGIONAL	10	5	5	6	5
INDEPENDENT	61	58	56	55	62

62% of the A1 Shops in Dunstable are unique to the town centre.

## KPI: COMMERCIAL UNITS VACANCY RATES

Vacant units are an important indicator of the vitality and viability of a town centre. The presence of vacant units over a period can identify potential weaknesses in a town centre, whether due to locational criteria, high rent levels or strong competition from other centres.

The following table provides the percentage figure of vacant units from the total number of commercial units.

	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2019 (%)	DUNSTABLE 2021 (%)
VACANCY	9	17	15	12	13.04

13.04% of the ground floor units in the defined town centre area were vacant in the 2021 audit, a 1.04% increase on the 2019 figure and higher than the National Small Towns average.

## KPI: MARKETS

Good quality markets provide competition and choice for consumers. A busy and well-used street market can therefore be a good indicator of the vitality of a town centre. Conversely, if a market is in decline (e.g., empty pitches reducing numbers), it can be an indication of potential weaknesses in the town centre e.g., a lack of footfall customers due to an inappropriate retail mix or increased competitor activity. Street markets can also generate substantial benefits for the local economy. Markets can also provide a local mechanism for a diverse range of local enterprises to start, flourish and grow, adding to the sustainable mix of shops services on offer throughout the town.

The following table provides the average number of market traders at the main regular (at least once a fortnight) weekday market within the locality.



	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2019 (%)	DUNSTABLE 2021 (%)
<b>TRADERS</b>	<b>15</b>	<b>17</b>	<b>N/A</b>	<b>N/A</b>	<b>26</b>

26 Market Traders were present on the Market Audit in August 2021, higher than 17 traders in 2017 and the National Small Towns average of 15.

## KPI: FOOTFALL

The arrival and movement of people, whether as residents, workers, visitors, or a shopper is vital to the success of most businesses within the town centre. The more people that are attracted to the town, the better it trades and the more prosperous the businesses in it become, provided there is ample available disposable income in that population. Measuring passing people in a consistent manner in the same place, at the same time builds up a picture of the town, its traders and their relative success over the weeks and months.

Benchmarking footfall is conducted in specific locations for a set period, between 10.00am to 1.00pm, counting the people passing in both directions through a fixed point (e.g., an imaginary line across the road) for a precise ten minutes in every hour (e.g., 10.00–10.10am, 11.20am-11.30am, 12.40pm-12.50pm). Aside from the above basic rules are applied to the process.

- An accurate stopwatch and a hand operated mechanical counter are used
- People are included in the count each time they pass through the 'line'
- Children under 12 are not included in the count
- Benchmarking Footfall counts are not conducted in adverse weather conditions, school holidays or on key calendar event days

N.b. In this commission, as in most, data was collected during the weekdays to provide a 'normal' picture of Dunstable Town Centre. Dunstable Town Council want it noted that the data collection was undertaken when they did not have the Middle Row Market and as a result it may have affected market stall and possibly car parking figures.

The following table provides the average number of people per 10 minutes between 10am and 1pm from the busiest footfall location in the locality on the relevant days recorded.

	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2019 (%)	DUNSTABLE 2021 (%)
<b>BUSY DAY</b>	<b>110</b>	<b>174</b>	<b>139</b>	<b>134</b>	<b>120</b>
<b>QUIET DAY</b>	<b>105</b>	<b>154</b>	<b>149</b>	<b>115</b>	<b>113</b>

On both Footfall Day counts the average persons per ten minutes in Dunstable, 120 on the Busy Day and 113 on the Quiet Day were higher than the National average. It must be noted however than from the 2015 evaluation 'Busy Day' footfall has dropped 31% and 'Quiet Day' footfall has declined 27%.

The following tables provide the full detail of each footfall count.

**Busy Day**

<b>High Street North, Subway</b>		
	<b>2019</b>	<b>2021</b>
<b>10.00-10.10</b>	<b>118</b>	<b>103</b>
<b>11.00-11.10</b>	<b>140</b>	<b>111</b>
<b>12.00-12.10</b>	<b>144</b>	<b>154</b>
<b>TOTAL</b>	<b>402</b>	<b>368</b>
<b>AVERAGE</b>	<b>134</b>	<b>123</b>

<b>The Quadrant, Costa to The Works</b>		
	<b>2019</b>	<b>2021</b>
<b>10.00-10.10</b>	<b>128</b>	<b>103</b>
<b>11.00-11.10</b>	<b>142</b>	<b>111</b>
<b>12.00-12.10</b>	<b>114</b>	<b>154</b>
<b>TOTAL</b>	<b>384</b>	<b>368</b>
<b>AVERAGE</b>	<b>128</b>	<b>123</b>

<b>Ashton Square, McColl's</b>		
	<b>2019</b>	<b>2021</b>
<b>10.00-10.10</b>	<b>102</b>	<b>43</b>
<b>11.00-11.10</b>	<b>96</b>	<b>68</b>
<b>12.00-12.10</b>	<b>80</b>	<b>70</b>
<b>TOTAL</b>	<b>278</b>	<b>181</b>
<b>AVERAGE</b>	<b>93</b>	<b>60</b>

<b>High Street South, Priory House</b>		
	<b>2019</b>	<b>2021</b>
<b>10.00-10.10</b>	<b>42</b>	<b>37</b>
<b>11.00-11.10</b>	<b>102</b>	<b>39</b>
<b>12.00-12.10</b>	<b>96</b>	<b>52</b>
<b>TOTAL</b>	<b>240</b>	<b>128</b>
<b>AVERAGE</b>	<b>80</b>	<b>43</b>



## Quiet Day

High Street North, Carphone Warehouse		
	2019	2021
10.00-10.10	64	100
11.00-11.10	116	69
12.00-12.10	117	55
TOTAL	297	224
AVERAGE	99	75

The Quadrant, Costa to The Works		
	2019	2021
10.00-10.10	97	100
11.00-11.10	123	123
12.00-12.10	126	108
TOTAL	346	331
AVERAGE	115	110

Ashton Square, McColl's		
	2019	2021
10.00-10.10	104	67
11.00-11.10	100	40
12.00-12.10	78	52
TOTAL	282	159
AVERAGE	94	53

High Street South, Priory House		
	2019	2021
10.00-10.10	100	33
11.00-11.10	49	37
12.00-12.10	108	40
TOTAL	257	110
AVERAGE	86	33



## KPI: CAR PARKING

A large proportion of spending customers in a town centre come by car. In the rural setting, the car tends to be an essential tool, used by both those who come to spend and those who come to work. The provision of adequate and convenient car parking facilities is therefore a key element of town centre vitality. An acceptable number of available spaces with a regular, quick turn-over for shoppers are the ideal while adequate longer stay, less convenient spaces for local owners/ workers and visitors must be considered too.

Within the town on street and off parking within the core commercial offering were identified as being integral to the study. The following tables provide a summary of the Car Parking offering broken down into.

- Overall percentage of short stay, long stay and disabled spaces
- Overall percentage of vacant spaces on a Market/Busy Day and on a Non-Market/Quiet Day

OVERALL	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2019 (%)	DUNSTABLE 2021 (%)
<b>TOTAL SPACES:</b>					
<b>Short Stay Spaces: (4 hours and under)</b>	<b>48</b>	<b>38</b>	<b>41</b>	<b>41</b>	<b>42</b>
<b>Long Stay Spaces: (Over 4 hours)</b>	<b>47</b>	<b>55</b>	<b>51</b>	<b>52</b>	<b>51</b>
<b>Disabled Spaces:</b>	<b>5</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>7</b>
<b>Not Registered</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Vacant Spaces on a Busy Day:</b>	<b>27</b>	<b>26</b>	<b>41</b>	<b>40</b>	<b>40</b>
<b>Vacant Spaces on a Quiet Day:</b>	<b>33</b>	<b>30</b>	<b>37</b>	<b>39</b>	<b>41</b>

Since 2017 Car Parking vacancy rates have remained stable. In 2012 vacancy rates on the Market/ Busy Day were 40%, 13% higher than the National average, whilst on the Quiet/ Busy Day there was a 1% increase to 41%.



## KPI: TOWN CENTRE USERS SURVEY

The aim of the Report is to establish how is seen by those people who use it. By asking visitors, of all types, a more detailed picture can be obtained as what matters to regular visitors can be very different to someone who has never been to the place before.

In total, **680** Town Centre Surveys were completed. The following percentage figures are based upon the total number of respondents to each question.

	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2020 (%)	DUNSTABLE 2021 (%)
<b>GENDER</b>					
Male	32	39	30	33	31
Female	67	61	68	66	67
Prefer not to answer	1	N/A	2	1	2
<b>AGE</b>					
16-25	6	3	2	4	4
26-35	15	10	13	9	12
36-45	24	20	20	17	17
46-55	23	24	20	28	24
56-65	17	20	20	17	21
Over 65	14	22	23	3	18
Prefer not to answer	1	N/A	2	9	3

	DUNSTABLE 2021 (%)
<b>DO YOU CONSIDER YOURSELF DISABLED? UNDER THE EQUALITY ACT 2010 A PERSON IS CONSIDERED TO HAVE A DISABILITY IF THEY HAVE A PHYSICAL OR MENTAL IMPAIRMENT WHICH HAS A SUSTAINED AND LONG-TERM ADVERSE EFFECT ON THEIR ABILITY TO CARRY OUT NORMAL DAY TO DAY ACTIVITIES.</b>	
Yes	7
No	93

	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2020 (%)	DUNSTABLE 2021 (%)
<b>WHAT DO YOU GENERALLY VISIT THE TOWN CENTRE FOR?</b>					
Work	6	12	9	9	8
Convenience Shopping	44	28	31	40	61
Comparison Shopping	6	7	7	9	3
Access Services	16	35	27	22	9
Leisure	16	10	16	12	8



	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2020 (%)	DUNSTABLE 2021 (%)
<b>HOW OFTEN DO YOU VISIT THE TOWN CENTRE?</b>					
Daily	23	16	12	15	10
More than once a week	37	34	36	30	25
Weekly	21	24	25	23	23
Fortnightly	7	10	19	11	13
More than once a month	5	6	6	8	7
Once a Month or less	8	19	11	13	19
Never	N/A	N/A	N/A	N/A	2
Other	9	7	10	7	10

61% of Town Centre Users generally visit Dunstable for Convenience Shopping, markedly higher than previous Benchmarking evaluations and 17% higher than the National Small Towns average.

58% of Town Centre Users visit Dunstable on a weekly basis.

	NATIONAL SMALL TOWNS (%)	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2020 (%)	DUNSTABLE 2021 (%)
<b>ON AVERAGE, ON A NORMAL VISIT TO THE TOWN CENTRE HOW MUCH MONEY WOULD YOU SPEND?</b>					
Nothing	3	4	1	1	7
£0.01-£5.00	11	14	11	12	7
£5.01-£10.00	23	23	25	22	14
£10.01-£20.00	32	29	34	28	27
£20.01-£50.00	26	22	23	27	33
More than £50.00	6	7	5	7	11

44% of Town Centre Users spent over £20.00 on a normal visit to Dunstable, 11% higher than 2019, a 12% increase on the National Small Towns average.

	NATIONAL SMALL TOWNS %	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2020 (%)	DUNSTABLE 2021 (%)
<b>ON AVERAGE, HOW LONG DO YOU STAY WHEN VISITING THE TOWN CENTRE?</b>					
Less than an hour	35	27	28	20	34
1-2 Hours	44	53	49	52	46
2-4 Hours	13	13	15	20	15
4-6 Hours	3	3	4	2	1
All Day	4	4	3	4	1
Other	1	1	1	3	2



80% of Town Centre Users stay in Dunstable for less than 2 hours close to the National Small Towns average of 1%.

	DUNSTABLE 2021 (%)
<b>HAS COVID AND THE RESULTING CLOSURE OF RETAIL AND SERVICES, CHANGED HOW YOU EXPECT TO USE THE TOWN CENTRE IN THE FUTURE?</b>	
Yes	37
No	63

63% of Town Centre Users reported that Covid 19 had not changed how they expect to use Dunstable in the future.

	DUNSTABLE 2021 (%)
<b>IF COVID AND THE RESULTING CLOSURE OF RETAIL AND SERVICES, CHANGED HOW YOU EXPECT TO USE THE TOWN CENTRE IN THE FUTURE, WHY IS THIS SO?</b>	
I will make more use of the town centre, as I appreciate even more the benefits of socialising with others and attending events or activities in person	17
Changes made to the town centre make it more attractive to me personally and I will visit more often	8
Regardless of guidance concerning covid, I still feel unsafe and will take measures to limit my visits or continue to utilise social distancing	29
I will make less use of the town centre as I now prefer using online retail and services, for all or part of my needs	46

From the cohort of Town Centre Users who reported that Covid had changed the way they will use Dunstable in the future 46% stated; 'I will make less use of the town centre as I now prefer using online retail and services, for all or part of my needs'.

	DUNSTABLE 2021 (%)
<b>WHAT WAS YOUR PRIMARY REASON DURING LOCKDOWN FOR VISITING THE TOWN CENTRE?</b>	
Services e.g., Banking/Post Office/Library/Doctors	23
Retail shopping – Independents	13
Supermarket	37
Market	3
Takeaways	2
Recreation and Exercise - Parks and Open Spaces	10
Other	11



37% of Town Centre Users stated that the Supermarket was the primary reason during lockdown for visiting Dunstable.

	DUNSTABLE 2021 (%)
<b>WHAT IS YOUR PRIMARY REASON FOR VISITING THE TOWN CENTRE NOW?</b>	
Services e.g., Banking/Post Office/Library/Doctors	17
Retail shopping – Independents	4
Supermarket	18
Market	8
Takeaways	0
For Work	26
Town Centre Business Owner	2
Recreation and Exercise - Parks and Open Spaces	1
socialising (night-time) Pubs, Restaurants	4
Socialising (day-time) Cafes, Restaurants	6
Recreation and Exercise - Leisure Centre	3
Other	7

26% of Town Centre Users reported that their primary reason for currently visiting Dunstable is Work.

	DUNSTABLE 2021 (%)
<b>WHAT CHANGES HAVE BEEN MOST NOTICEABLE IN THE TOWN CENTRE SINCE RESTRICTIONS WERE REMOVED?</b>	
The town centre is busier	20
The town centre is quieter than it used to be, before Covid-19	44
Car parks are busier	12
Car parks are quieter	17
Public transport is busier	4
Public transport is quieter	5
There are more events in the town centre	15
There is a positive buzz around the town centre	4
There are more positive features, e.g., flowers, new benches	32

44% of Town Centre Users stated that 'The town centre is quieter than it used to be, before Covid-19'.



	DUNSTABLE 2021 (%)
<b>IN TERMS OF THE FUTURE, WHAT ARE YOUR EXPECTATIONS FOR THE TOWN CENTRE AND HOW CENTRAL BEDS COUNCIL AND ITS PARTNERS CAN HELP TO ACHIEVE THIS?</b>	
<b>Improved public spaces, seating, green spaces, and better opportunities to enjoy the local environment</b>	<b>40</b>
<b>I would like to see more events and activities that continue to encourage people into the town centre and not just relying on retail or other typical town centre services</b>	<b>64</b>
<b>I wish to see more opportunities for using the outdoors, including continuing flexible arrangement for on street dining and trading, where this has been utilised</b>	<b>44</b>
<b>I think the town centre is good, and no further changes are necessary</b>	<b>3</b>

Nearly two thirds of Town Centre Users stated they 'Would like to see more events and activities that continue to encourage people into the town centre and not just relying on retail or other typical town centre services.

	DUNSTABLE 2021 (%)
<b>OVER THE LAST 9 MONTHS THERE HAVE BEEN A NUMBER OF CULTURAL AND HISTORICAL EVENTS AND ACTIVITIES TAKING PLACE IN THE TOWN CENTRE E.G. FESTIVAL OF ARCHAEOLOGY &amp; ASHTON SQUARE DAY. HAVE YOU PARTICIPATED IN ANY OF THESE?</b>	
<b>Yes</b>	<b>30</b>
<b>No</b>	<b>70</b>

70% of Town Centre Users had not participated in any of the recent cultural and historical events and activities.

	DUNSTABLE 2021 (%)
<b>WHY HAVE YOU PARTICIPATED IN THESE HISTORICAL EVENTS AND ACTIVITIES?</b>	
<b>Were they the reason for visiting the Town Centre</b>	<b>58</b>
<b>Have they taught you more about the history of Dunstable's High Street</b>	<b>47</b>
<b>Would you recommend them to others?</b>	<b>58</b>

From the cohort of Town Centre Users who had participated in the recent historical events and activities 58% reported it was their reason for visiting Dunstable on the day, 58% would recommend the events to others whilst 47% indicated that they knew more about the history of Dunstable High Street as a result.



	NATIONAL SMALL TOWNS %	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2020 (%)	DUNSTABLE 2021 (%)
<b>WHAT ARE THE POSITIVE ASPECTS OF THE TOWN CENTRE?</b>					
Physical Appearance	45	8	11	11	14
Cleanliness	40	14	17	26	18
Shop Front Appearance	N/A	N/A	N/A	5	N/A
Retail Offer	22	9	8	9	7
Customer Service	24	10	11	12	4
Cafes/Restaurants	56	26	34	36	29
Access to Services	57	59	46	52	38
Leisure Facilities	14	16	8	27	18
Cultural Activities/Events at Grove House/Priory Gardens	N/A	N/A	N/A	47	N/A
Cultural Activities/Events at Ashton Square	N/A	N/A	N/A	13	N/A
Cultural Activities/Events	20	N/A	N/A	N/A	11
Pubs/Bars/Nightclubs	29	14	10	11	7
Public Toilets	20	N/A	4	9	7
Transport Links	14	16	18	17	13
Ease of walking around the Town Centre	59	26	29	32	28
Convenience	69	55	66	53	58
Safety	23	5	6	9	3
Car Parking	27	14	14	13	9
Market(s) – Where Applicable	25	15	6	9	18
Other	6	6	9	4	10

Convenience (58%) and Access to Services (38%) were classed positive aspects of Dunstable by Town Centre Users.



	NATIONAL SMALL TOWNS %	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2020 (%)	DUNSTABLE 2021 (%)
<b>WHAT ARE THE NEGATIVE ASPECTS OF THE TOWN CENTRE?</b>					
Physical Appearance	25	72	62	57	49
Cleanliness	19	46	36	26	31
Shop Front Appearance		N/A	N/A	56	N/A
Retail Offer	47	66	65	48	54
Customer Service	7	11	9	5	9
Cafes/Restaurants	12	13	19	11	14
Access to Services	12	4	7	7	10
Leisure Facilities	27	13	32	4	9
Cultural Activities/Events at Grove House/Priory Gardens	N/A	N/A	N/A	1	N/A
Cultural Activities/Events at Ashton Square	N/A	N/A	N/A	2	N/A
Cultural Activities/Events	20	N/A	N/A	N/A	10
Pubs/Bars/Nightclubs	14	18	24	17	21
Public Toilets	25	N/A	57	28	45
Transport Links	19	13	10	11	7
Ease of walking around the Town Centre	10	31	21	23	17
Convenience	3	3	4	5	4
Safety	16	24	24	19	19
Car Parking	43	55	51	67	57
Market(s) – Where Applicable	15	34	47	17	3
Other	17	16	12	10	15

As in previous evaluations Car Parking (57%), Retail Offer (54%) and Physical Appearance (49%) were classed as negative aspects of Dunstable the latter 24% higher than the National average.

	NATIONAL SMALL TOWNS %	DUNSTABLE 2015 (%)	DUNSTABLE 2017 (%)	DUNSTABLE 2020 (%)	DUNSTABLE 2021 (%)
<b>WOULD YOU RECOMMEND A VISIT TO THE TOWN CENTRE?</b>					
Yes	72	31	27	33	31
No	28	69	73	67	69

69% of Town Centre Users stated that they would not recommend a visit to Dunstable similar to the previous Benchmarking evaluations but 41% higher than the National Small Towns average.



## TOWN CENTRE USERS

### WHAT TWO SUGGESTIONS WOULD YOU MAKE TO IMPROVE THE TOWN CENTRE?

Please note that all comments have been copied directly from respondents. A full list of comments is available in the Appendix.

A key theme to emerge was the need to 'Improve Traffic Management', comments included:

- A proper bypass to ease traffic congestion North/South
- Better traffic management
- But the roads back to how they were. Traffic will stop people visiting
- Buy the empty shops- tilleys and moores and improve them
- Less roadworks all the time sort what needs sorting before starting on changing things again.
- Reinstall the extra lane on High Street to make the traffic go faster.
- Sort out the constant traffic jams as they are ridiculous - get a bypass built!!!
- Sort out traffic and roadworks
- Stop HGV lorries from Amazon
- Stop making traffic worse buy narrowing roads and being anti car
- Traffic will always be a problem
- All the road changes narrowing making it harder for traffic to flow, making it get stuck in town so unpleasant to have to come into town for the services and the planters are placed blocking junction visibility. Get angry seeing the waste of money making vehicles get stuck in town rather than flowing better because of the lack of lorries. Clear evidence of Dunstable residents being ignored in consultations and badly interpretation of what we want.
- Awful traffic scheme meaning queuing traffic very off putting
- Constant roadworks and traffic caused by narrowing roads removing road lanes and widening paths
- Constant roadworks very inconvenient.
- I hate driving through Dunstable, if I knew how bad it was before I moved here, I wouldn't have moved here. Takes me 40 mins to do a 3 mile journey to work

'Improving the Retail Offer' was cited by several respondents:

- More clothes/shoe shops for young people like a H&M or River Island
- More independent shops along with bigger chain stores
- More individual shops e.g., children's, homeware, haberdashery etc
- More retail but not hairdressers, nail bars and we need better clothing shops
- More retail outlets other than 99p stores
- More retail stores



- More retail units.
- More retail varieties
- More small independent shops/ pop up trials
- More variety of retail offering other than vape shops, hairdressers, or foreign supermarkets,
- More variety of shops to browse
- Needs more everyday shops, e.g.no shoe shop!
- Occupy disused properties with well-known retailers
- Offer better selection of shops
- Please give me a reason to visit, more independent shops
- Quality top name shops
- Lack of attractive shops
- Lack of quality clothing shops
- Too many food places and not enough reasons to shop/go there. I'd rather travel to MK where I know I can get a bigger range of products. Mostly though I'll shop online (but not from any shops in Dunstable)

'Free/Cheaper Parking' was also a key theme:

- Free or cheap weekend parking to encourage longer use of town centre
- Hour of free parking/cheaper rates for short stays (30 mins/hour)
- Make parking free all the time
- Make parking more accessible, free parking for 2 hours to encourage more people to the town
- Period of free parking
- Reduce car parking cost
- Reduce or remove car parking charges
- Short term free parking
- Reduced or free car parking
- Short term parking e.g., 10p for 10 minutes along the High st to quickly pop into a shop
- Some free parking e.g., first 2 hours
- Some free parking not just one afternoon a week
- Cost of parking stops me coming to town more often and for longer
- Parking costs too high for what is available
- Short stay carparking for 2 hours should be free to encourage people into the town



# APPENDIX

## COMMERCIAL UNITS: DUNSTABLE

Street Name	Business Name	Use	Type	Type	Notes
Albion Street	Beauty@SG	sg	n/a	n/a	
Albion Street	Dira	A1	comparison	independent	
Albion Street	Lightening Lash Studio	sg	n/a	n/a	
Albion Street	YWD	sg	n/a	n/a	
Albion Street	Food Plus	A1	convenience	independent	
Albion Street	Ultimate	A3	n/a	n/a	
Albion Street	Michaels	A1	comparison	independent	
Albion Street	Mini Maines	A1	comparison	independent	
Albion Street	Ramy Cutz	a1	comparison	independent	
Albion Street	Spicer and Co	a2	n/a	n/a	
Albion Street	The Foot Clinic	a2	n/a	n/a	
Albion Street	Cakes by Claire Kelly	a1	convenience	independent	
Albion Street	Brown and Wenman	a1	comparison	independent	
Albion Street	Joshua Donald	a1	comparison	independent	
Albion Street	DSC Sound and Lighting	n/a	n/a	n/a	
Albion Street	Next to DSC	n/a	n/a	n/a	vacant
Albion Street	Amigos	a5	n/a	n/a	
Albion Street	i-Grocer Net	n/a	n/a	n/a	vacant
Albion Street	Bella Vita Beauty	Sg	n/a	n/a	
Albion Street	Body Basics	Sg	n/a	n/a	
Albion Street	Bespoke Dog Grooming Therapy	Sg	n/a	n/a	
Albion Street	Be Fit	d2	n/a	n/a	
Albion Street	Brow and Beauty Lounge	Sg	n/a	n/a	
Ashton Square	Travel Choices Hub	n/a	n/a	n/a	vacant
Ashton Square	The Workhouse	a1	comparison	independent	
Ashton Square	My Sewing Basket	a1	comparison	independent	
Ashton Square	The Cake House	a1	convenience	independent	
Ashton Square	The Methodist Church	d1	n/a	n/a	
Ashton Square	Wilko's	a1	comparison	key attractor	
Ashton Square	Dunstable Baptist Church	d1	n/a	n/a	
Ashton Square	Farm Foods	a1	convenience	multiple	
Ashton Square	Martins	n/a	n/a	n/a	vacant
Ashton Square	Lisa Roberts Catering	b1	n/a	n/a	



Ashton Square	Keech	a1	comparison	regional	charity
Ashton Square	Hairs and Graces	a1	comparison	independent	
Ashton Square	Ladbrokes	a2	n/a	n/a	
Ashton Square	Simi and Lola	n/a	n/a	n/a	vacant
Ashton Square	Bliss Beauty	n/a	n/a	n/a	vacant
Church Street	Aldi	a1	convenience	multiple	
Church Street	Next to Priory Heights	n/a	n/a	n/a	vacant
Church Street	Eastgate House	d1	n/a	n/a	
Church Street	Chez Jerome	a3	n/a	n/a	
Church Street	Angliss Carpets	a1	comparison	independent	
Church Street	Dominos	a5	n/a	n/a	
Church Street	Paris Texas	n/a	comparison	independent	
Church Street	Belvoir	a2	n/a	n/a	
Church Street	The Beauty Shack	Sg	n/a	n/a	
Church Street	T A Nails	Sg	n/a	n/a	
Church Street	Leveloff Foods	a1	convenience	independent	
Church Street	Extra Staff	a2	n/a	n/a	
Church Street	Turkish Barbers	A1	comparison	independent	
Church Street	The Sun Trap	Sg	n/a	n/a	
Church Street	Rustic	n/a	n/a	n/a	vacant
High Street North	Grove Corner Young Peoples Centre	d1	n/a	n/a	
High Street North	Dunstable Town Council	d1	n/a	n/a	
High Street North	Best Look	a1	comparison	independent	
High Street North	Iceland	a1	convenience	multiple	
High Street North	Auntie Claudettes	a1	convenience	independent	
High Street North	Octave	a1	comparison	independent	
High Street North	Move	a1	comparison	independent	
High Street North	Peacocks	a1	comparison	multiple	
High Street North	99p4U	a1	convenience	independent	
High Street North	The Old Sugar Loaf	a4	n/a	n/a	
High Street North	Ruby Tuesday	a1	comparison	independent	
High Street North	Alders Opticians	a1	comparison	regional	
High Street North	Oxfam	n/a	n/a	n/a	vacant
High Street North	H and T	a2	n/a	n/a	
High Street North	Halifax	a2	n/a	n/a	
High Street North	Minutka	a1	convenience	multiple	
High Street North	Nationwide	a2	n/a	n/a	
High Street North	Cashino	Sg	n/a	n/a	
High Street North	Barclays	a2	n/a	n/a	
High Street North	Lloyds	a2	n/a	n/a	



High Street North	Kumon	D1	n/a	n/a	
High Street North	No 72	n/a	n/a	n/a	vacant
High Street North	No 74	n/a	n/a	n/a	vacant
High Street North	A Plan Insurance	a2	n/a	n/a	
High Street North	Your Move	a2	n/a	n/a	
High Street North	Nat West	a2	n/a	n/a	
High Street North	Challenging Behaviour	D1	n/a	n/a	
High Street North	Charcoal House	n/a	n/a	n/a	vacant
High Street North	Efes BBQ	a3	n/a	n/a	
High Street North	Next to Efes BBQ				
High Street North	Dunstable Community Church Centre	n/a	n/a	n/a	vacant
High Street North	Path 2 Recovery	d1	n/a	n/a	
High Street North	Royal Mail	n/a	n/a	n/a	vacant
High Street North	Turkish BBQ	a5	n/a	n/a	
High Street North	Eclat Hair	a1	comparison	independent	
High Street North	USA Stars Nails	sg	n/a	n/a	
High Street North	Dunstable Conference Centre	d1	n/a	n/a	
High Street North	Dunstable Conservative Club	a4	n/a	n/a	
High Street North	Moody Syles	a1	comparison	independent	
High Street North	69ers	sg	n/a	n/a	
High Street North	All Frame	A1	comparison	independent	
High Street North	Bet Fred	a2	n/a	n/a	
High Street North	Urban and Rural	a2	n/a	n/a	
High Street North	Verancea	a1	convenience	independent	
High Street North	American Top Nails	sg	n/a	n/a	
High Street North	Café Latte	a3	n/a	n/a	
High Street North	Amici	a3	n/a	n/a	
High Street North	Make Your Will Here	b1	n/a	n/a	
High Street North	Heads Up	a1	comparison	independent	
High Street North	Subway	a3	n/a	n/a	
High Street North	Unique	n/a	n/a	n/a	vacant
High Street North	Ivory Lounge	n/a	n/a	n/a	
High Street North	Pappa Johns	a5	n/a	n/a	
High Street North	Connells	a2	n/a	n/a	
High Street North	Harrisons Jewelers	a1	comparison	regional	
High Street North	Household	a2	n/a	n/a	
High Street North	Prestige Express	a1	convenience	independent	
High Street North	<a href="#">The Bank</a>	a4	n/a	n/a	
High Street North	Santander	a2	n/a	n/a	



High Street North	The Crown	a4	n/a	n/a	
High Street North	PIP Consultation Centre	B1	n/a	n/a	
High Street North	The Nags Head	a4	n/a	n/a	
High Street North	Marmaris	a5	n/a	n/a	
High Street South	Electroplus	a1	comparison	independent	
High Street South	Herringtons Chemist	a1	comparison	independent	
High Street South	Dunstable Mini Mart	a1	convenience	independent	
High Street South	Next to Dunstable Mini Mart	n/a	n/a	n/a	
High Street South	Aesthetics	a1	comparison	independent	
High Street South	Moores	n/a	n/a	n/a	vacant
High Street South	Next to Moores	n/a	n/a	n/a	vacant
High Street South	Penny's Fashions	a1	comparison	independent	
High Street South	Straw Hatter	sg	n/a	n/a	
High Street South	Next to Straw Hatter	n/a	n/a	n/a	vacant
High Street South	Vantage	a3	n/a	n/a	
High Street South	Priory House	a3	n/a	n/a	
High Street South	Priory House Tourist Information Centre	d1	n/a	n/a	
High Street South	KFC	a5	n/a	n/a	
High Street South	Cash Converters	a2	n/a	n/a	
High Street South	Baileys Hairdressers	a1	comparison	independent	
High Street South	SFC	a5	n/a	n/a	
High Street South	The Car Buying Shop	a1	comparison	regional	
High Street South	Saracens Head	n/a	n/a	n/a	vacant
High Street South	Rejuvenate	D1	n/a	n/a	
High Street South	China Express	a5	n/a	n/a	
High Street South	Bay Leaf	a5	n/a	n/a	
High Street South	Flexi Staff	a2	n/a	n/a	
High Street South	Wrigglies	a1	comparison	independent	
High Street South	Mountbatten House	n/a	n/a	n/a	vacant
High Street South	Noahs Ark	Sg	n/a	n/a	
High Street South	Co Op Funeral Care	n/a	n/a	n/a	vacant
High Street South	White Dove Funeral Home	a1	comparison	independent	
High Street South	Four Seasons	a1	convenience	independent	
High Street South	Niftys	sg	n/a	n/a	
High Street South	Beauty Boutique	n/a	n/a	n/a	vacant
High Street South	Dunstable Phone and Repairs	A1	comparison	independent	
High Street South	Top Cut Barbers	a1	comparison	independent	
High Street South	Ladbrokes	a2	n/a	n/a	
High Street South	Foggies Vapes	a1	convenience	independent	



High Street South	Studio J	a1	comparison	independent	
High Street South	Taylor's	a2	n/a	n/a	
High Street South	The Coffee Pod	a3	n/a	n/a	
High Street South	Blue Heart Clinics	D1	n/a	n/a	
High Street South	Next to Blue Heart Clinics	n/a	n/a	n/a	vacant
High Street South	Local Food Centre	A1	convenience	independent	
High Street South	Sugar Rushed	A3	n/a	n/a	
High Street South	Nevilles Funerals	A1	comparison	regional	
High Street South	R and R Hair Services	A1	comparison	independent	
High Street South	No 80	n/a	n/a	n/a	vacant
High Street South	Luxury Nails	sg	n/a	n/a	
High Street South	Beards and Barbers	A1	n/a	n/a	
High Street South	Get Stuffed	A3	n/a	n/a	
High Street South	Celebrations	a1	comparison	independent	
Queensway	Age UK	a1	comparison	multiple	charity
Queensway	Amplifon	a1	comparison	multiple	
Queensway	Headspace	a1	comparison	independent	
Queensway	Classic Nails	sg	n/a	n/a	
Queensway	Tops Pizza	A5	n/a	n/a	
Queensway	Post Office	a1	convenience	multiple	
Queensway	Queensway News	a1	convenience	independent	
Queensway	Rings N Things	a1	comparison	independent	
Queensway	Eddie's Oriental Supermarket	n/a	n/a	n/a	vacant
Queensway	Dunstable Tandoori	A5	n/a	n/a	
Queensway	Mike's	a5	n/a	n/a	
Queensway	The Milan Barbers	a1	comparison	independent	
Queensway	Next to Milan Barbers	n/a	n/a	n/a	vacant
Queensway	Shires Funeral Directors	a1	comparison	regional	
Queensway	It's a Knockout	a1	comparison	independent	
Queensway	Shoe Zone	a1	comparison	multiple	
Queensway	Big Stuff	a1	comparison	independent	
Queensway	Next to Big Stuff	n/a	n/a	n/a	Vacant
Queensway	Suitcase Travel	a1	comparison	independent	
Queensway	Dunstable Eye Centre	a1	comparison	independent	
Queensway	WF Gym	d2	n/a	n/a	
Regent Street	Beacon House	c2	n/a	n/a	
Regent Street	Tyre Sale Centre	b1	n/a	n/a	
Regent Street	DBC Motorcycles	b1	n/a	n/a	
Regent Street	Chiltern House	b1	n/a	n/a	
St Marys Gate	Christian Books	a1	comparison	independent	



The Quadrant	Kazmicks	A3	n/a	n/a	
The Quadrant	Deakin White	a2	n/a	n/a	
The Quadrant	Fuji Film	a1	comparison	multiple	
The Quadrant	Greggs	a3	n/a	n/a	
The Quadrant	Specsavers	a1	comparison	multiple	
The Quadrant	British Heart Foundations	a1	comparison	multiple	charity
The Quadrant	Three	a1	comparison	multiple	
The Quadrant	EE	a1	comparison	multiple	
The Quadrant	Vodafone	a1	comparison	key attractor	
The Quadrant	Shreeji	n/a	n/a	n/a	vacant
The Quadrant	Dariela Bakery	A3	n/a	n/a	
The Quadrant	Happy Pot	A3	n/a	n/a	
The Quadrant	The Works	A1	comparison	multiple	
The Quadrant	Dariela Cakes	A3	n/a	n/a	
The Quadrant	Shreeji	A1	convenience	independent	
The Quadrant	Spark Beauty	sg	n/a	n/a	
The Quadrant	Sundon	A1	comparison	independent	
The Quadrant	Magazin	A1	convenience	independent	
The Quadrant	Coffee Republic	n/a	n/a	n/a	vacant
The Quadrant	Mobile Store	a1	comparison	multiple	
The Quadrant	Costa	a3	n/a	n/a	
The Quadrant	New Look	a1	comparison	key attractor	
The Quadrant	Entertainment Exchange	a1	comparison	multiple	
The Quadrant	Holland and Barrett	a1	convenience	multiple	
The Quadrant	Bon Marche	a1	comparison	multiple	
The Quadrant	YMCA	a1	comparison	multiple	charity
The Quadrant	Sports Trader	a1	comparison	multiple	charity
The Quadrant	Savers	a1	convenience	multiple	
The Quadrant	Bargain Buys	a1	convenience	multiple	
The Quadrant	Boots Opticians	a1	comparison	key attractor	
The Quadrant	Boots Pharmacy	a1	comparison	key attractor	
The Quadrant	Clintons	a1	comparison	key attractor	
The Quadrant	Timpson	a1	convenience	multiple	
The Quadrant	Card Factory	a1	comparison	multiple	
The Quadrant	WH Smith	a1	comparison	key attractor	
The Quadrant	F H Hinds	a1	comparison	multiple	
The Quadrant	Poundland	a1	convenience	multiple	
The Quadrant	Select	a1	comparison	multiple	
The Quadrant	J Hoots	n/a	n/a	n/a	vacant
The Quadrant	Locked	D2	n/a	n/a	
West Street	Dunstable Police Station	c2a	n/a	n/a	



West Street	Lenwell	a2	n/a	n/a	
West Street	Café Nostalgia	a3	n/a	n/a	
West Street	The Way	d1	n/a	n/a	
West Street	Pharmacy	a1	comparison	independent	
West Street	Hand of Mystery	sg	n/a	n/a	
West Street	Christ Church	d1	n/a	n/a	
West Street	Sweenys	a1	comparison	independent	
West Street	Robinsons	a2	n/a	n/a	
West Street	HSBC	n/a	n/a	n/a	vacant
West Street	Knowles Benning	a2	n/a	n/a	
West Street	KMA	a2	n/a	n/a	
West Street	Vaping not Smoking	a1	convenience	independent	
West Street	Priory Gate	b1	n/a	n/a	
West Street	Sunshine	a5	n/a	n/a	
West Street	Olive Garden	a3	n/a	n/a	
West Street	Jonquil	a1	comparison	independent	
West Street	P and L	a1	comparison	independent	
West Street	KM Mini Mart	a1	convenience	independent	
West Street	Morton	a2	n/a	n/a	
West Street	The Victoria	a4	n/a	n/a	
West Street	Yum Yum	a3	n/a	n/a	
West Street	Toy and Model Centre	n/a	n/a	n/a	vacant
West Street	Spice Lounge	a3	n/a	n/a	
West Street	Kopernik	a1	convenience	independent	
West Street	Lombardos	a3	n/a	n/a	
West Street	British Heart Foundations	a1	comparison	multiple	charity
West Street	Pedalworks	a1	comparison	independent	
West Street	Alexander and Co	A2	n/a	n/a	
West Street	Barber Shop	a1	comparison	independent	
West Street	Opposite No 77	n/a	n/a	n/a	vacant
West Street	Opposite No 79	n/a	n/a	n/a	Vacant
West Street	Beauty Corner	sg	n/a	n/a	
West Street	New 2U	A1	comparison	independent	
West Street	Red Thread Tailor	A1	convenience	independent	
West Street	Marshah Flooring	A1	comparison	independent	
West Street	Luxury Tanning	sg	n/a	n/a	
West Street	First Choice Tours	n/a	n/a	n/a	
West Street	Sperring Residential	A2	n/a	n/a	
West Street	Phoneworld	A1	comparison	independent	



## CAR PARKING: DUNSTABLE

<b>Name:</b>	Priory Gardens
<b>On Street/ Car Park:</b>	Car Park
<b>Total Spaces:</b>	43
<b>Short Stay Spaces: (4 hours and under)</b>	0
<b>Long Stay Spaces: (Over 4 hours)</b>	40
<b>Disabled Spaces:</b>	3
<b>Vacant Spaces on a Market/ Busy Day:</b>	13
<b>Vacant Spaces on a Non-Market/ Quiet Day:</b>	5

<b>Name:</b>	Aldi
<b>On Street/ Car Park:</b>	Car Park
<b>Total Spaces:</b>	84
<b>Short Stay Spaces: (4 hours and under)</b>	80
<b>Long Stay Spaces: (Over 4 hours)</b>	0
<b>Disabled Spaces:</b>	4
<b>Vacant Spaces on a Market/ Busy Day:</b>	53
<b>Vacant Spaces on a Non-Market/ Quiet Day:</b>	41

<b>Name:</b>	The Quadrant
<b>On Street/ Car Park:</b>	Car Park
<b>Total Spaces:</b>	206
<b>Short Stay Spaces: (4 hours and under)</b>	0
<b>Long Stay Spaces: (Over 4 hours)</b>	195
<b>Disabled Spaces:</b>	11
<b>Vacant Spaces on a Market/ Busy Day:</b>	135
<b>Vacant Spaces on a Non-Market/ Quiet Day:</b>	145

<b>Name:</b>	Asda
<b>On Street/ Car Park:</b>	Car Park
<b>Total Spaces:</b>	431
<b>Short Stay Spaces: (4 hours and under)</b>	398
<b>Long Stay Spaces: (Over 4 hours)</b>	0
<b>Disabled Spaces:</b>	33
<b>Vacant Spaces on a Market/ Busy Day:</b>	75
<b>Vacant Spaces on a Non-Market/ Quiet Day:</b>	122



<b>Name:</b>	Regent Street
<b>On Street/ Car Park:</b>	Car Park
<b>Total Spaces:</b>	57
<b>Short Stay Spaces: (4 hours and under)</b>	0
<b>Long Stay Spaces: (Over 4 hours)</b>	53
<b>Disabled Spaces:</b>	3
<b>Vacant Spaces on a Market/ Busy Day:</b>	20
<b>Vacant Spaces on a Non-Market/ Quiet Day:</b>	18

<b>Name:</b>	St Marys Gate
<b>On Street/ Car Park:</b>	Car Park
<b>Total Spaces:</b>	45
<b>Short Stay Spaces: (4 hours and under)</b>	0
<b>Long Stay Spaces: (Over 4 hours)</b>	43
<b>Disabled Spaces:</b>	2
<b>Vacant Spaces on a Market/ Busy Day:</b>	13
<b>Vacant Spaces on a Non-Market/ Quiet Day:</b>	3

<b>Name:</b>	Ashton Square
<b>On Street/ Car Park:</b>	Car Park
<b>Total Spaces:</b>	262
<b>Short Stay Spaces: (4 hours and under)</b>	0
<b>Long Stay Spaces: (Over 4 hours)</b>	236
<b>Disabled Spaces:</b>	26
<b>Vacant Spaces on a Market/ Busy Day:</b>	142
<b>Vacant Spaces on a Non-Market/ Quiet Day:</b>	136

<b>Name:</b>	West Street
<b>On Street/ Car Park:</b>	On Street
<b>Total Spaces:</b>	13
<b>Short Stay Spaces: (4 hours and under)</b>	0
<b>Long Stay Spaces: (Over 4 hours)</b>	13
<b>Disabled Spaces:</b>	0
<b>Vacant Spaces on a Market/ Busy Day:</b>	0
<b>Vacant Spaces on a Non-Market/ Quiet Day:</b>	1



## TOWN CENTRE USERS

### WHAT TWO SUGGESTIONS WOULD YOU MAKE TO IMPROVE THE TOWN CENTRE?

A key theme to emerge was the need to 'Improve the Retail Offer', comments included:

- More and better Shops
- less cafes takeaways and pubs and hairdressers
- 1hr free parking
- 2 hours free parking
- A club
- A couple of CHAIN restaurants and shops to encourage a visit to the town centre
- A less extortionate retail rental scheme to attract more retailers.
- A more varied market
- A proper bypass to ease traffic congestion North/South
- Abolish car parking charges for the first hour
- Advertise any events widely in timely manner
- Attract some restaurants such as ASK Pizza express to many chicken shops and takeaways
- Better access / parking
- Better access to free parking or cheaper parking so that it is easier to stay longer and support small local businesses
- Better and cheaper (or free) parking
- Better cleaning
- Better crossings over the roads with lower waiting time
- Better free parking
- Better litter pickers for general cleanliness
- Better plants in all the pots around town, dead grass doesn't look nice
- Better public toilets
- Better range of shops
- Better retail
- Better selection of retail available and make market more central and visible for passing traffic
- Better selection of retail outlets
- Better shops
- Better shops
- Better shops - lower rates
- Better shops in the centre, easily accessible from the car park and a safer car park
- Better shops like in Hitchin
- Better traffic flow
- Better traffic management



- better variety of shops
- Bigger, better market like Leighton buzzard but in the quadrant
- Bigger market
- Bulldoze it
- But the roads back to how they were. Traffic will stop people visiting
- Buy the empty shops- tilleys and moores and improve them
- Bypass, the traffic is still awful
- Cancel parking charges at weekends
- Car park fees
- Car parking charges need addressing.
- Car parking fee. If paying by card, then drop the charge a bit. It will attract more people
- Car parking fees need to be abolished
- Chain restaurants like Nandos
- change the dangerous road safety layout on high st north, d crossing, with no central barriers, there will be possible fatalities with crossing. on the new dangerously placed crossings near peacocks, very poor highways risk assessment and safety issues not considered
- Change the people making the plans for it with people who will do a proper job
- Charge less in the car parks or 1 or 2 hours free
- Cheap or free car parking
- Cheap parking to encourage people to come in
- Cheaper and competitive rent for retail
- Cheaper business rents to open closed units
- cheaper car park
- Cheaper car parking
- cheaper car parking - need to attract people to want to come when retail parks don't charge
- Cheaper car parking or first free hour
- Cheaper council tax for little shops
- Cheaper or free parking
- Cheaper or free parking.
- Cheaper parking
- Cheaper parking
- Cheaper parking - say first hour free.
- Cheaper parking / free parking
- Cheaper parking for if you are just needing 1/2 hour to pick something up
- Clean the streets they are filthy especially high street north
- Clean/paint building front, refresh them
- Cleanness
- Cleaning the streets
- cleanliness of town



- Completion of roadworks
- Convince more shops and food places to open
- Covered market, area more often, different days and events
- Covered seating in the Quadrant. Impossible to sit when weather is bad
- Cull the parking charges
- Customer service.
- Cycling infrastructure and secure locking
- Decent bars and restaurants
- Decent shops
- Decreasing the rent for shops might make more businesses want to open here
- Delegate ownership of the car parks to Dunstable Town Council
- Demolish & start again
- Demolish most of the existing buildings on the High Street
- Demolish or renovate derelict shops on High Street South
- Demolish the Quadrant rebuild with new shops
- Did not know about events -advertise more
- Different shops
- Do a better survey - this is terrible
- Do not increase the parking charges
- Don't introduce higher parking charges
- Ease congestion
- Easier to access the town centre by car - free parking, free flowing traffic, more short stay parking bays along the high street to enable people to 'pop in' to shops
- Encourage more diverse independent businesses
- Encourage more independent shops
- Encourage outlying shops to move into centre
- Encouraging big retailers into town.
- Family restaurants and pubs, particularly for daytime visits.
- Farmers Food market
- Fewer empty retail units
- Fill empty shops with independents
- Fill the empty shops
- Fill the shops, no income anyway so starter offers for other businesses
- Finish all construction
- Finish the ongoing street works quickly
- Finish the road works
- Finish the roadworks
- First hour free in CBC car parks
- First hour free parking.



- Force the owners of vacant rundown buildings to improve them
- Franchised restaurants
- Free 1hr parking
- Free 2 hour parking
- Free car parking
- Free car parking
- Free car parking even if only for 1 hour
- Free Car Parking for up to an hour.
- Free or cheap weekend parking to encourage longer use of town centre
- Free parking
- Free Parking
- Free parking couple mid-weekdays
- Free parking for 1 hr
- Free parking for 1 or 2 hours
- Free parking for 1st hour
- Free parking for 2 hours
- Free parking to increase footfall
- Free parking, even if just 2 hours.
- Free parking, or some free hours.
- Free short stay parking
- Free SHORT STAY parking on the square parking area and one specific SHORT STAY car park for 1 hour.
- Free short stay parking to encourage more to the town
- General shops, need to be encouraging more high street brands
- Get more shops open to entice more people into the town
- Get rid of the grasses in the metal plant pots because they look like weeds and plant them with healthier looking plants/trees
- Get rid of all the road works. Not improved Dunstable
- Get rid of asda
- Get rid of the 'rust buckets'
- Get rid of the alcoholics
- Get rid of the copper pots in Ashton square
- Get rid of the massive pots in stupid places. Makes pedestrian congestion
- Get rid of the rusty flowerpots that are an absolute eyesore.
- Get rid of the tacky rusty flowerpots!!
- Get rid of the Tory councillors
- Get rid of the traffic
- Get rid of stupid flowerpots
- get the traffic lights and pedestrian crossings at west st/high st coordinated properly
- Get up market shops



- Greater variety of shops
- Greenery & plants
- Have a civic centre or similar Venue again.
- Have all the shops (especially the independent ones) integrated with the others. It's too spread out
- Have regular street performances in at Ashton Square, Grove Park and The Quadrant.
- have the quadrant cover in.
- Hour of free parking/cheaper rates for short stays (30 mins/hour)
- Implement free parking
- Improve accessibility for disabled people
- Improve communication of events
- Improve retail
- Improve roads
- Improve the look
- Improve the new pedestrian crossing that have been installed around the town. They need to be zebra crossings to be effective otherwise drivers ignore them, and they are unsafe.
- Improve the overall look of empty premises and some of the ones in use
- Improve the quality of retail shops on offer too many bargain shops.
- Improve the residential environment so happier residents more likely to go to town centre
- Improve the roads to create a better traffic flow through the town centre.
- Improve the roads.
- Improve the rundown buildings, or make the owners improve them the town centre is a disgrace, and new footpaths will not make it any better looking.
- Improved short term parking in high street
- Independent shops. Better restaurants. Food market
- Indoor market
- Initiate free parking to attract more customers and retailers
- It looks tacky in middle row with the awful garland and fake flowers. Flag bunting would look better
- keep the heritage, stop allowing more housing
- Keep traffic moving
- Knock down the quadrant centre and the awful flats
- Less boarded-up shop
- Less cultural food markets & more variety of shops
- Less emphasis put on historical history of town and more on modernisation to be more of a market town with vibrant shops and bars/restaurants/delis
- Less food shops more independent shops i.e., book shop toy shop
- Less roadworks
- Less roadworks all the time sort what needs sorting before starting on changing things again.
- Less road works
- LET CARS PARK ALONG THE HIGH STREET FOR THOSE VISITORS WHO ONLY WISH TO VISIT THE BANKS



- Let the traffic flow
- Long term empty shops such as Moores or the Churchill be compulsory purchased
- Look
- Look to support only in person services, nails, hair, cafe etc
- Lower car park charges
- Lower car park prices so people are more willing to look around the shops
- Lower car parking charges
- Lower parking charges
- Lower rates and encourage more independent & unique outlets
- Lower rent so more shops can open
- Lower rents to encourage more independents
- Lower shop rent so more businesses and shops can open/ stay open
- Lower shop rents for independent shops
- Lower the rent on premises
- Make better use of vacant shopfronts
- Make car parking free
- Make it a safer place
- Make it affordable and sustainable for people to open business clothes food etc
- Make it easier to cross the high street
- Make it easier to walk from wilkos to the library
- Make it more safe
- make parking cheaper or free for 2 hours
- Make parking free
- Make parking free all the time
- Make parking more accessible, free parking for 2 hours to encourage more people to the town
- Make private shop owners clean up their properties
- Make safer
- Make the area more friendly for shoppers to park (free parking)
- Make the buildings look nicer, they all look very old and ugly
- Make the crossing at West Street/High Street easier to cross diagonally
- Make the parking free for 3 hours
- Make the people aware of events
- Make the roads bigger and more user friendly, reduce the traffic flow rather than hinder it
- Make the roads bigger NOT smaller
- Make walking/crossing from one area to another safer.
- Marks and Spencer
- Marks and Spencer food Hall and no more coffee shops
- Mobility scooter hire for locals and visitors
- Modernise



- Modernise the shop fronts and quadrant
- More & free parking, penalties for people parking on pavement, better street lighting
- More activities for all ages, not just young children. Teens are interested in archaeology and dinosaurs, but the events were too childish.
- More activities for older children/teenagers everything is aimed at young children
- More affordable for independent business owners
- More and better restaurants (not just kebab shops)
- More appealing shops
- more attractive independent shops
- More big brand shops not on retail parks
- More big named shops
- More Brand Shops
- More brands
- More brand named stores
- More business
- More cafes/restaurants with pleasant seating
- More car parking in different parts of the town
- More choice of shops
- More choice shops
- More clothes shops
- More clothes/shoe shops for young people like a H&M or River Island
- More coffee places - not restaurants or cafes
- More community events needed.
- More convenient pedestrian crossings
- More current shops
- More diverse retail options
- More events to draw people in
- More events, entertainment, and colour
- More fashion outlets
- More free car parking
- More free parking
- more frequent buses to Dunstable
- More Independent retailers to encourage people to shop here
- More independent shops
- more independent shops
- More independent shops along with bigger chain stores
- More independent shops to be encouraged
- More independent shops.
- More independent shops/traders



- More independents
- More individual shops e.g., children's, homeware, haberdashery etc
- More information about events to residents
- More information of what will be happening in future so time to arrange visit
- More known brand restaurants
- Larger the shopping centre
- More loos
- More male clothing stores,
- More parking, more town shops for older people, clothes/furniture
- More police
- More public toilets
- More public toilets
- More quality shops
- More restaurants for families
- More retail
- More retail but not hairdresser, nail bars, we need better clothing shops
- More retail options
- More retail outlets
- More retail outlets other than 99p stores
- More retail shops
- More retail shops
- More retail stores
- More retail units.
- More retail varieties
- More shop options
- More shops
- More shops
- More shops and chain restaurants
- More shops that people want.
- More shops with greater variety of goods
- More small independent shops/ pop up trials
- more stuff to do
- More things for children to do
- More toilet facilities
- More toilets
- More toilets
- More toilets \*and\* gender neutral toilets
- More traffic wardens
- More up market restaurants



- More variety for eating out, nice steak house
- More variety of retail offering other than vape shops, hairdressers, or foreign supermarkets,
- more variety of shops
- More variety of shops
- More variety of shops to browse
- More/cheaper car parking
- Move the market to go along the front of the Grove theatre to Wetherspoons.
- Need more shops cloths toys etc
- Need to focus on its history & make it an interest place to visit
- Needs more Highstreet shops
- Needs more everyday shops, e.g.no shoe shop!
- New and different shops
- No empty retail units, let them out cheaper
- Occupy disused properties with well-known retailers
- Offer better selection of shops
- Offer free/reduced cost of parking for short periods
- Park outside or near shops. By doing this it will revitalise the high street. Parking restrictions cause no amount of damage to the community. For example...you can't park outside a charity shop to donate and if you have heavy bags of stuff, you can't lug them from a car park.
- Parking
- Parking charge reduction
- Parking is awful and a real deterrent to visiting
- Parking made free.
- Parking needs to be made easier not such a complicated system
- Pedestrian only
- Pedestrianize it
- Period of free parking
- Physical appearance
- Plant more and mature trees in the ground not pots
- Please don't increase car parking at this busy time
- PLEASE give me a reason to visit, more independent shops
- Public toilets
- Public toilets at the Quadrant again.
- Public Toilets in quadrant
- Public toilets in town centre
- Public toilets on the Asda side of town.
- Put the main high street back to how it was
- Put the main trunk road through town back as it was
- Quadrant car park to change and not fine so many



- Quadrant needs to be improved
- Quadrant toilets
- Quality top name shops
- Reduce car parking cost
- Reduce or remove car parking charges
- Reduce parking charges
- Reduce parking charges.
- Reduce the shopping area to reduce the closed shops
- Reduced business rates or other stimulus to improve retail experience-
- Reduced or free parking
- Reinstall the extra lane on High Street in order to make the traffic go faster.
- Remove / transform / refurbish rundown buildings/
- Remove dangerous flower beds.
- Remove the big rusty tubs that block the pavement
- Remove the traffic
- Remove the vast number of pots that have been placed around the town
- Remove ugly huge planters
- Repair empty shops/reduce rent
- Repair potholes to improve the roads
- Retail back in the town plus bring back our market
- Retail needs to be better, needs to attract bigger brands
- Revert the roads back to the way they were
- Safer cycling facilities, I never take my bike as I don't feel safe leaving it and I would love to ride my bike to the town centre and park it
- save some of the historic buildings
- Shop windows to be less gaudy
- Shops
- Short term free parking
- Short term parking e.g., 10p for 10 minutes along the High st to quickly pop into a shop
- Small independent shops
- Smarten up the building facades
- Some free parking e.g., first 2 hours
- Some free parking not just one afternoon a week
- Sort out run down shops
- Sort out the constant traffic jams as they are ridiculous - get a bypass built!!!
- Sort out traffic and roadworks
- Sort out traffic into the centre and parking
- Sort the traffic out
- Sort the traffic out.



- Speed limit
- Start again,
- Stop altering the width of paths and roads
- Stop blocking pavement with ridiculous copper pots absolute waste of money
- Stop building on what green space there is, behind the bowling alley has been destroyed for something people don't want!!!!
- Stop cars parking all over the pavements
- Stop changing the layout of road systems
- Stop Cllr. Nigel Young from digging it up and implementing ill-conceived ideas!
- Stop closing the roads
- Stop digging up the streets
- Stop HGV lorries from Amazon
- Stop making traffic worse by narrowing roads and being anti car
- Stop messing it up any further than you have already
- Stop messing with the flowerbeds in front of Iceland. They were fine as they were.
- Stop messing with the roads and paths
- Stop narrowing more lanes, let the traffic flow
- Stop parking on the pavement
- Stop pretending flowerpots will make much difference
- Stop putting rusty plant pots everywhere
- Stop reducing the size of the road to increase path widths which is resulting in longer traffic jams
- Stop spending money on those ugly looking rusty pots
- Stop the bloody roadworks!!
- Stop the road works
- Stop voting Tory
- Stop working on both sides of road at once, there no sense.
- Stricter on drinking alcohol in grove park.
- Sympathy to historic architecture (protect old buildings, make ground level appearance more in keeping with the history). Discourage demolition of old buildings to be replaced by ugly new ones
- Take the drunks and beggars away
- Tell me about cultural events and free parking areas and times
- The low flower beds are dangerous to poor sighted ppl bring back a decent market
- The place needs tidying up - shop fronts look old and trashy
- Tidy up old buildings, especially one on centre junction that is nearly falling down,
- Toilet facilities must be improved
- Toilets
- Toilets open on a Sunday
- Too late but why on earth have you made changes which have made traffic worse
- Too many traffic lights that cause traffic due to how many and they take too long



- Traffic
- Traffic flow and car parking charges
- Traffic will always be a problem
- Try to attract some bigger retail shops to the high street
- Turn Asda back into a concert venue and relocate the market outside
- Turn Ashton square into outdoor restaurants
- Update shop fronts so they look traditional
- Widen roads
- Widen the roads
- Widen the roads again to speed up traffic flow especially at crossroads
- Widen the roads so ambulances and fire engines can get through
- Widen the roads so traffic can pass more freely
- Widen the roads stop cars parking on double yellow lines and pavement
- Widen the roads! free parking
- Wider roads for cars
- Yours clothing shop
- A market town with no market (other than the next to useless craft market) Disgraceful.
- All the above!
- All the road changes narrowing making it harder for traffic to flow, making it get stuck in town so unpleasant to have to come into town for the services and the planters are placed blocking junction visibility. Get angry seeing the waste of money making vehicles get stuck in town rather than flowing better because of the lack of lorries. Clear evidence of Dunstable residents being ignored in consultations and badly interpretation of what we want.
- All the round plant pots are ridiculous, outside the old post office, you can't walk in a straight line.
- Appearance is improving but generally everything in the Town looks tired and run down
- attractions
- Awful traffic scheme meaning queuing traffic very off putting
- Car parking battle of charge fee to be settled and electric charge points to be thought about.
- Cars Parker on pavements
- Cars parking on main road, too much road works
- Cars parking on pavements and double yellow line.
- Closing the lanes on High Street makes it longer to cross the town centre, 2 sets of traffic lights on West Street useless, car parked on pavement on High Street
- Constant roadworks and traffic caused by narrowing roads removing road lanes and widening paths
- Constant roadworks very inconvenient
- Continual roadworks, pavement works and currently, wet leaves
- continuous construction work
- Cost of parking stops me coming to town more often and for longer



- Cost of parking, Ridiculous wide pavements (who wants to sit on a bistro set by the side of a busy road)?
- CRs parked all over the pavements
- Derelict shops on High Street South
- Expensive car parking. Lack of independent shops. Middle row market has died.
- First hour should be free parking. The rusty pots full of grasses that look like weeds are awful. Everyone hates them.
- flowerpots outside Aldi restricting driver's safe
- Good shops
- Have lorries and heavy traffic
- Having coinage to pay for parking
- Having to pay for parking. Dunstable was a better town before we had to pay for parking.
- I hate driving through debatable, if I knew how bad it was before I moved here, I wouldn't have moved here. Takes me 40 mins to do a 3 mile journey to work
- It would be good to have a wider variety of shops and to smarten the facade of all premises
- It's too spread out and the market should be in a much more prominent position
- Lack of attractive shops
- lack of public toilets
- Lack of quality clothing shops
- Lack of toilets
- Lots of cafe but my bank gone
- Many shops now closed...why not offer pop up shop features on a short term lease for new/small businesses?
- Multi point cinema
- Narrowing the roads is a stupid mistake.
- Need more up market restaurants/delis
- New pedestrian crossing in the town are useless. They all need to be zebra crossings to be effective and safe
- No decent LARGE weekly market but too late now.
- Not friendly if living too far from town centre to walk in. No reason to brave the anti-car attitude for the few shops left in the town centre.
- Not many stores
- Parking costs too high for what is available
- Parking on pavements/ yellow lines
- Pavements have been relaid and then cluttered with rusty flower? pots. Pushchairs, wheelchairs, and mobility scooters!
- People are not being Covid-safe, makes me uncomfortable visiting town.
- Public toilets shut on a Sunday, main roads are too narrow and traffic congestion is ridiculous.



- Removing bubble pavements for the blind to cross safely. And leaving them where there is no longer a crossing, outside Santander.
- Road changes have caused lots of traffic in the town... takes ages to get anywhere, emergency services struggle to get through and its dangerous
- ROAD WORKS
- Road works every week
- Road works going on forever!!
- Roadworks
- Rusty pots everywhere. Widening of pavements are pointless when cars just park in them. Traffic through town has got worse. The council must be embarrassed with the state of how the town looks and amount of traffic and queues there are
- Rusty pots taking up much needed space on the paths. The post office for example. Raised flower beds taking up much needed path space and they are a trip hazard with sharp edges and corners. Accident waiting to happen. If I trip on this or bang my head on them, I will proceed with legal action. They are dangerous.
- Short stay carparking for 2 hours should be free to encourage people into the town
- Tatty looking shop fronts, so many shops that have been empty for years, lack of diverse shopping, i.e., clothing etc, buildings in disrepair.
- The constant roadworks is annoying creating lots of traffic
- The plastic flowers look tacky
- The road being narrowed!!
- The roadmen are very very lazy. I have only seen one of them working in the past few days. Most of them just sit around talking or on their phones
- The roads are getting very congested due to narrowing of the roads, excessive speed bumps and constant road works. As a paramedic the changes to the town centre are making it a nightmare for the emergency services and potentially putting lives at risk.
- The roads become so narrow and on the top of road works there is always a traffic Jam
- The unnecessary increase in car parking charges for a worse retail experience than before COVID-19, simply makes me want to go to Milton Keynes. If I must pay for parking, I might as well have a good selection of shops and entertainment available. CBC's Festival of Roadworks really has helped drive me away from visiting the Town Centre.
- There are very few decent shops
- Too many empty shops too many repeat roadworks
- Too many copper flower pots especially by Wilkos makes it very difficult to get around when market is on and people across the pavement - pots take up far too much footfall space
- Too many empty buildings/retail shops available and looks very tired
- Too many empty retail units.
- Too many food places and not enough reasons to shop/go there. I'd rather travel to MK where I know I can get a bigger range of products. Mostly though I'll shop online (but not from any shops in Dunstable)



- Too many large pots on pavements, they are ugly and restrict movement
- Too much traffic in the high street
- took away disabled parking near the banks on high st north, crossings are dangerously placed on high st north, barriers taken down and people crossing dangerously on high st north, running across in front of cars, even with pushchairs, endangering drivers and children, no competent risk assessment or care for disabled people accessing the banks by taking the 2 spaces away, making banking difficult for people with mobility problems, and no toilet facilities in the town centre causing problems for disabled people with the need to use toilets as an emergency, the whole road system was ill thought out and dangerous.
- Town centre full of junkies!
- Traffic
- Traffic flow is dreadful, so vehicles sit for ages and the narrowing of the roads doesn't help.
- TRAFFIC since the ridiculous changes to road layout
- Traffic, constant queues through the centre
- Inaccessible for disabled people like me
- Uneven pavements
- What market!