

# The future for the UK retail industry transforming high streets, adapting to changing consumer preferences and utilising latest technology 25<sup>th</sup> April 2019

#### CONDITIONS FOR USE OF TRANSCRIPTS:

This document is intended to provide a timely reference for interested parties who are unable to attend the event to which it refers. Some portions are based on transcripts of proceedings and others consist of text submitted by speakers or authors, and are clearly marked as such. As such, <u>apart from where it is indicated that the text was supplied by the speaker</u>, it has not been possible for the transcript to be checked by speakers and so this portion of the document does not represent a formal record of proceedings. Despite best endeavours by Westminster Forum Projects and its suppliers to ensure accuracy, text based on transcription may contain errors which could alter the intended meaning of any portion of the reported content. Anyone who intends to publicly use or refer to any text based on the transcript should make clear that speakers have not had the opportunity for any corrections, or check first with the speaker in question. If in doubt please contact the forum first.

### Contents

About this Publication	3
	J
Agenda	4
<u>Session Chair's opening remarks</u> Rt Hon the Lord McNally, Member, House of Lords Select Committee on Regenerating Seaside Towns (transcript)	6
Key challenges for retailers: responding to rising costs, technology and shopping habits	
Helen Dickinson, Chief Executive, British Retail Consortium (transcript)	7
Sue Rissbrook, Head of Retail, PwC (transcript)	10
<b>Dr Diane Savory</b> , Chair, GFirst ( <i>transcript</i> ) Questions and comments from the floor ( <i>transcript</i> )	13 15
The future of our high streets and town centres	
Jake Berry MP, Minister for the Northern Powerhouse and Local Growth (transcript)	22
Questions and comments from the floor (transcript)	26
Session Chair's closing remarks	
Rt Hon the Lord McNally, Member, House of Lords Select Committee on Regenerating Seaside Towns (transcript)	29
Session Chair's opening remarks	
Charles McCall, Head of Retail and Professional Business Services (Domestic), BEIS (transcript)	30
Reimagining high streets in the bricks and clicks era - business rates relief, the Future High Streets Fund and devel a high-skilled workforce	oping
Professor Joshua Bamfield, Director, Centre for Retail Research (transcript)	31
Alex Schlagman, Founding Partner, SaveTheHighStreet.org (transcript)	33
<b>Councillor Graham Galpin</b> , Portfolio Holder for Corporate Property, Ashford Borough Council ( <i>transcript</i> )	36
Dan Simms, Co-Head of Retail Agency, Colliers International (transcript)	38
Michael Weedon, Chair, Retail & High Street Policy Unit, Federation of Small Businesses (transcript)	40
Questions and comments from the floor (transcript)	42
Reimagining the store - evolving consumer preferences, new technologies, retail strategies and changing the natu	re of
the shopping experience	
Maureen Hinton, Global Retail Research Director, GlobalData (transcript)	48
Elizabeth Clark, Co-Founder and Chief Executive Officer, Dream Agility (transcript)	51
Matthew McMillan, Development Director, Boxpark (transcript)	53
Questions and comments from the floor (transcript)	55
Where next for government policy on high streets and the retail industry?	
Sir John Timpson, Chair, Timpson and Chair, Town Centre Expert Panel (transcript)	60
Questions and comments from the floor (transcript)	63
Session Chair's and Westminster Business Forum closing remarks	
Charles McCall, Head of Retail and Professional Business Services (Domestic), BEIS (transcript)	67
Helen Crocker, Senior Researcher, Westminster Business Forum (transcript)	68
Comment	
Mike Phillips, Researcher	69
List of Delegates Registered for Seminar	71
Contributor Biographies	77
About the Core Sponsors of the Westminster Business Forum	80

Please be advised that speakers' PowerPoint presentations are included within the transcript itself, just beneath the relevant speaker's text. Please note that not all speakers are able to grant permission for us to include their slides

## About this Publication

This publication reflects proceedings at the Westminster Business Forum Keynote Seminar: The future for the UK retail industry - transforming high streets, adapting to changing consumer preferences and utilising latest technology held on 25<sup>th</sup> April 2019. The views expressed in the articles are those of the named authors, not those of the Forum or the sponsors, apart from their own articles.

Although Westminster Business Forum is grateful to all sponsors for the funding on which we depend, participation in events and publications is never conditional on being a sponsor. As well as funding ongoing operations, sponsorship enables the Forum to distribute complimentary copies of publications, and offer complimentary tickets for events, to Government ministers, parliamentarians and officials most involved in policy.

This publication is copyright. Its copying, in whole or in part, is not permitted without the prior written consent of the publishers. However, extracts of the text may be reproduced for academic or review purposes, subject to the conditions of use outlined in the previous page, providing they are accurate, are not used in a misleading context and the author, their organisation and the Westminster Business Forum are acknowledged. We would also appreciate being informed.

#### Westminster Business Forum

UK Headquarters 4 Bracknell Beeches Old Bracknell Lane West Bracknell Berkshire RG12 7BW

T: 01344 864796 F: 01344 420121 publications@westminsterforumprojects.co.uk

**Directors** Peter van Gelder Chris Whitehouse