



Northern Ireland
Executive

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High Street Task Force

Call for Evidence - 2021

High Street Task Force

Call for Evidence 2021

The Vision:

“Sustainable city, town and village centres which are thriving places for people to do business, socialise, shop, be creative and use public services, as well as being great places to live.”



The
Executive Office

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Ministerial Foreword

We have a bold, ambitious vision: “Sustainable city, town and village centres which are thriving places for people to do business, socialise, shop, be creative and use public services, as well as being great places to live.”

High streets and small businesses are the backbone of our economy and we want to see them thrive now and in the future. They are more than simply places to shop: they are a focal point for the community. People care about their local high streets because they are the centres of their community.

We know that our high streets are changing, and the Executive are committed to helping communities adapt. We also know that restoring the vibrancy of our high streets will take a number of phases over a period of years.

The issues that the High Street Task Force has been considering are found all across our towns and cities, but there cannot be a one-size-fits-all solution. Every high street is different. They each have their own character and personality with traits as unique as the village, town or city where they are located, and, they will need bespoke local solutions.

This call for evidence is an important opportunity for people to have their say and will be an essential step in bringing the vision to life and seeing results “at street level”.

We encourage the widest possible engagement and sharing of views and experiences through this call for evidence. Its findings, together with other data, will inform a draft report and recommendations that will be subject to consultation and equality considerations before a final report is presented for agreement by the Executive by spring 2022.

We look forward to your response to this call for evidence and your ongoing engagement.



Junior Minister Gary Middleton MLA



Junior Minister Declan Kearney MLA

Acknowledgements

We would like to thank the wide range of individuals who contributed to the development of this Call for Evidence (CfE). This includes, but is not limited to, colleagues from other Departments and representatives from the business sector, local Government, voluntary and community sectors and professional bodies.

We particularly thank the members of the High Street Task Force:

- Business Alliance
- Department for Agriculture, the Environment and Rural Affairs
- Department for Communities
- Department for Infrastructure
- Department for the Economy
- Department of Finance
- Federation of Small Businesses
- Hospitality Ulster
- Mr Chris Sutor (Business Owner)
- NI Council for Voluntary Action
- NI Committee of the Irish Congress of Trade Unions
- NI Local Government Association
- NI Retail Consortium
- Queen's University Belfast
- Retail NI
- Social Enterprise NI
- SOLACE – The Society of Local Authority Chief Executives
- Ulster University
- USDAW – The Union of Shop, Distributive and Allied Workers

Key Dates and Purpose of this Document

Opening: 25 October 2021

Closing: 6 December 2021

This CfE is open from 25 October 2021 until 6 December 2021. We are keen to hear from a wide range of bodies, groups and individuals across society.

This CfE is the first stage in an ongoing public engagement process. The CfE document sets out the current understanding of the evidence available relating to high street issues and we invite comments and views on this.

Its publication is supported by a series of focused engagement events, including public workshop sessions.

Responses to the questions in this CfE will be analysed along with other evidence and information to form the basis of policy options for the Executive. A summary of findings will be published on the Executive Office website following the completion of the CfE.

Note that, due to COVID-19 restrictions, all engagement activities may be conducted using a virtual platform.

How to Respond

All responses should arrive no later than 6 December 2021 and early responses are encouraged.

There are questions in each section of the document. Please respond to as many, or as few, as you wish.

There are four options available for response. The online option is the easiest and preferred option. If you wish to request a hard copy, please contact us by email or post.

1. Online – Accessible at:
<https://consultations.nidirect.gov.uk/dfc-analytical-services-unit/high-streets-call-for-evidence>
2. Email – highstreet@communities-ni.gov.uk
 - a. With “High Street Call for Evidence 2021” as the subject line.
3. Postal – Send responses to:

High Street Call for Evidence 2021
High Street Task Force
Level 4
Department for Communities
9 Lanyon Place
Belfast
BT1 3LP
4. Workshops – Details on where and when the workshops will be held will be made available on the Executive Office website and can be accessed here:
www.executiveoffice-ni.gov.uk/consultations/call-evidence-high-street-task-force

Accessibility

We can provide information in alternative formats on request, where reasonably practicable.

We liaise with representatives of young people and disability and minority ethnic organisations and take account of existing and developing good practice. We will respond to requests for information in alternative formats in a timely manner.

We will use a range of communications channels to enable wide access to information. Some members of the public may not have access to a computer to obtain information from websites. The Department will consider a range of communication methods to ensure wide access to its information. We will respond positively to requests for access to information to meet user needs.

Privacy, Confidentiality and Access to Call for Evidence Responses

The Executive will publish responses on the nidirect website at <https://www.nidirect.gov.uk/> . If a respondent is an individual acting in a private capacity, they should indicate whether or not they wish their name to be withheld or disclosed when responding.

Where responses from companies and individuals responding in a professional capacity are to be published, the Department will remove contact details only.

Responses to this Call for Evidence may be subject to requests under the Freedom of Information Act 2000 (FOIA) or the Environmental Information Regulations 2004 (EIR). All disclosures will be in line with this legislation. If you feel that information that you provide should be treated as private or confidential, please explain why so that we can take this into consideration.

All personal data will be processed in line with the requirements of the Data Protection Act 2018/UK General Data Protection Regulations (UKGDPR).

For more information, please see our privacy notice Privacy Notice in Annex A.

Introduction

Our high streets are changing. The way in which we work, live, shop, access services, enjoy leisure and travel is continually changing and moving away from the traditional high street experience. This change has been and continues to be exacerbated by the COVID-19 pandemic. Retail trends, the prevailing economic mood and the broader business landscape create an uncertain backdrop.

Businesses, sectors, employees and communities have experienced an unprecedented impact which continues to affect our high streets and beyond.

The Executive Office formed the High Street Task Force (HSTF) with a view to identify the challenges and issues that our high streets face, and to oversee the development of solutions and actions that can be taken to support our high streets with the strategic aim to contribute to the development of thriving and sustainable city, town and village centres. Collectively, the HSTF membership includes a range of business representatives from retail; hospitality; local government; academia; the voluntary and community sector; the culture and arts sector; tourism; and trade unions. Together, they represent considerable experience and expertise, along with economic and social acumen.

The vision of the HSTF is: *“Sustainable city, town and village centres which are thriving places for people to do business, socialise, shop, be creative and use public services, as well as being great places to live.”* It is a vision that will require everyone working together and the broadest possible buy-in from those who live and use our high streets. It will need partnership and a focus on delivery, and it will very much be a long-term project. Transformation will not happen overnight and significant work has already been undertaken in getting us to this point.

Right across society, there is a desire for our high streets to succeed. They are more than simply places to shop: they are a focal point for the community and the HSTF membership will use its networks to ensure a balanced approach that reaches across the entire region.

With this, comes the understanding that it cannot be a one-size-fits-all solution. Every high street is different. They each have their own character and personality,

with traits as unique as the village, town or city where they are located, and they will need bespoke local solutions.

We need to seize control of that change and create a new vision of thriving high streets where retail and hospitality, amongst others, can play their part. This vision is about building something new; not about resisting change or reinventing the past. The key lesson from other places is that no single sector can provide all of the solution. We need to see high streets as diverse business ecosystems that meet the needs of communities.

The HSTF appreciates the size and scale of the challenge ahead but does so with an ambition and a desire to succeed.

This Call for Evidence is the first formal stage in the strategy development and your participation is welcomed and encouraged. The responsibility for high streets rests with many and, therefore, the solutions are something that we must design and tackle together.

Making this happen will require substantial institutional, regulatory and policy change. We recognise that the solutions to these deep-rooted challenges require all of us across government to work together in new ways.

The Context

The problems facing our village, town and city centre high streets predate COVID-19, the 2007 economic crisis and internet shopping. The way people shop and the way that communities use their high streets is changing. This changes the nature of what makes a high street successful. High streets are having to evolve and adapt.

The impact of the coronavirus pandemic and the resultant impact on village, town and city centres has reinforced the need for a coordinated strategic response to both the immediate and longer-term recovery priorities for our town and city centres.

On 23 March 2020, UK high streets, town and city centres effectively closed for business. Most retailers, offices, restaurants, bars, coffee shops, cultural and leisure destinations shut their doors, as only essential businesses were allowed to stay open. Technology has meant that whilst many office-based businesses have been disrupted, working from home has been possible and new ways of working have materialised.

The impact on retail and hospitality has been much more widespread and damaging. Many have looked to new business models, offering take away options, online delivery or digital services. Others furloughed their staff to survive financially. In addition, other sectors, which play a key role in the vibrancy of town and city centres, such as arts and cultural venues, tourist attractions and event venues, have been impacted.

We need a fundamental reinvention of our high streets. It will require new levels of partnership between the Executive, councils, business and wider society to it. Since the start of the pandemic, leaders in our town centres have been managing its impact with the certainty that the 'old normal' is not a recipe for the long-term future. As habits change, our retail sector and high streets must change too.

The Task

The HSTF has been established to contribute to:-

- ***developing the strategic approach to delivering the vision and responding to the economic and social challenges facing village, town and city centres;***
- ***building and strengthening the partnerships that will deliver the strategic response; and***
- ***building the capacity needed to achieve the vision.***

The HSTF provides the opportunity to shift the perception of the high street away from the traditional economic model and towards a more complex one that addresses social, environmental and economic sustainability.

The HSTF has looked at problems, challenges, and concerns. It has questioned what good practice is; has developed key principles that can be used across any size of high street and has set out outcomes that it wants to see achieved, including sustainable regeneration. It has examined the outputs needed to deliver those outcomes and considered what best practice looks like locally, nationally and internationally.

It has also asked: “What is a high street? What are the key constituents? Who is the client/user? Can we see a clear trajectory? How does density and scale affect the solution, and, looking to the future, what are the key forces acting on the street?”

This is a rare opportunity to set in tow a model of good capacity practice for the next Programme for Government, for example; with locality-based budgets, cross-departmentally and across government tiers, and drawing on existing work such as Rural Catalyst Pilots, Urban Village Renewal and scoping adaptations tailored for and by each settlement.

The Vision

The vision of the High Street Task Force is:

“Sustainable city, town and village centres which are thriving places for people to do business, socialise, shop, be creative and use public services, as well as being great places to live.”

A Shared Responsibility

The challenges currently faced by village, town and city centres cannot be addressed by one government Department working in isolation. They require action not just by central government Departments but partnership working that also includes councils, non-governmental bodies and the business community.

No matter how good the government policy is, it needs to be implemented properly, and that will only happen if all key stakeholders are ‘bought in’ – politicians, communities, developers, business and others.

A Call for Action

The achievement of the HSTF vision will require sustained effort over time; reflected in legislation, policy and strategy, as well as front-line delivery. It will need a collaborative approach, with villages, towns, cities and councils competing for funding. Policies will be required to operate in the same space, multiple funding streams will need a more joined-up approach, and a local focus on delivery will be required. Further to this, we will need to capitalise on uniqueness, build on strengths and recognise that not one size fits all.

What Does a Good High Street Look Like?

There is a need to define what good practice looks like. However, this cannot be a proscriptive definition but rather should be a set of guiding principles.

A good high street is likely to have many or all of the following characteristics:

- Accessible and connected;
- Easier to get to and move around in;
- Welcoming and safe;
- Has unique characteristics and culture;
- Collaborative, responsible and ongoing;
- Enjoyable;
- Has a diversity of uses and activities;
- Is a nicer place to be;
- Has a better mix of uses so that more people will want to go there, spend time, live and do business there;
- Has found a way of managing them well.

What are the key issues?

- Recovery from Coronavirus and beyond;
- Developing a new strategic approach;
- Climate change – adaptation and mitigation;
- Planning principles;
- Vacancies;
- Housing;
- Public Transport (including active travel);
- Rates;
- Tourism;
- Digital High Streets;
- Rural settlements;
- People, localism and well-being.

Themes and Questions

The 14 themes listed in this Call for Evidence provide an overview of the issues that our high streets currently face. The key considerations and issues have been listed in bullet form to show the initial thoughts gathered so far and set the scene for further ideas to be gathered through the Call for Evidence.

The questions for each theme are then listed and mirror those provided in the online version.

Theme 1: Partnerships

The HSTF will seek to encourage partnerships with public, private and third sector partners, locally, regionally and nationally. This could require the consideration of:

- Government, local authorities, the wider public sector, businesses and communities must put the health of village, town and city centres at the heart of decision making and deliver the best local outcomes, align policies and target available resources to prioritise town centre sites, encouraging vibrancy, equality and diversity.
- Champions are needed to lead the way forward and to involve those who live and work in our town centres in the decision making.
- More coordination and joined-up working, partnership and reorganisation of the key statutory functions is needed to bring about effective change more quickly.
- Correct powers, appropriately devolved, need to be in place to deliver interventions.
- A recognition that this a long-term approach.
- Our councils have a key role in the localism agenda and the Executive need to consider the devolution of regeneration and other powers to them so that they can play a fuller role in the recovery process.
- We need interim solutions.
- We need to determine what has worked well and has not worked.

Theme 1: Questions

1. What are the key issues for partnerships?
2. What powers should local partnerships have to make them more effective?
3. What changes to legislation, policies, processes or procedures could transform partnerships on the high street?

Theme 2: Follow Best Practice

The HSTF approach to developing best practice is to assess good practice from other places and adapt this so that 'best practice' becomes a unique 'right practice' for our local high streets. This could require the consideration of:

- Looking at best practice locally, nationally and internationally.
- The importance of community planning, in which public sector organisations work in partnership with the private sector, local communities and the community and voluntary sector to identify and solve local problems, improve services and implement a shared vision for promoting the well-being of an area.

Theme 2: Questions

4. What is best practice for the management of the high street?
5. What expert help is needed to develop best practice?
6. What changes are needed to legislation, procedures and processes to improve best practice and transform community planning on the high street?

Theme 3: Investment

The high street needs ways of dealing with investment that will support innovation, help renewal and create thriving high streets. Investment is not only needed for buildings and digital infrastructure, but also for developing people and communities. This could require the consideration of:

- More specific funding streams and schemes are required to promote and encourage residential living
- Funding streams and workforces should be aligned.
- Specific funding schemes to promote and encourage wider provision of community services.
- A better understanding and clarity on the availability of funding streams.
- Place-based budgeting.
- The residential Urban Development Grant scheme should be revived.
- More focused funding for village, town and city centre promotions.
- Incentives to deal with long-term vacancies.
- Clarity on priority investment area(s) is needed.

Theme 3: Questions

7. What are the key issues for investment?
8. Is information on funding easy to find?
9. Which of the following funds would support the development of the high street? Pick as many or as few as you wish.
 - a. High Street Transformation
 - b. Residential Living
 - c. Urban Development Grant
 - d. Other (Please comment below)

Theme 4: Planning

In addressing planning for the high street, our challenge will be to contribute to the delivery of a fair and inclusive planning system for people, communities and businesses. This could require a review of the planning system, its impact on the high street and the consideration of:

- Village, town and city centre masterplans.
- Promoting a “Town Centre First” principle to encourage the public sector to continue to invest in town centres and help communities thrive.
- More flexible planning policies are required to enable repurposing.
- Strong diversification of town centres is needed to include, but not limited to: housing, community uses, leisure, offices and outdoor spaces.
- Actions are needed to address vacancy and dereliction on the High Street.
- A five-year moratorium on major out-of-town retail applications should be considered.
- A stricter “town centre first” approach, more Business Improvement Districts (BIDs) and a joined-up approach to regeneration.
- An approach to increase population living and working in our high street.

Theme 4: Questions

10. Are you aware of village, town and city centre masterplans?

11. What are the key planning issues?

12. Would you support a temporary ban on out-of-town retail developments?

- a. Yes
- b. No

If yes, for how long?

13. What changes to legislation, policies, processes or procedures could transform high street planning for the better?

Theme 5: Public Realm

The Public Realm is defined as the space around, between and within buildings that are publicly accessible, including streets, squares, parks and open spaces. These are the everyday spaces that we move through and socialise within and the places where we live, work and play. This could require the consideration of:

- Creating better ways of delivering Public Realm that are cleaner and greener.
- Public Realm “smart” towns with green spaces that are decluttered, eco-friendly, sustainable and better connected.
- Promoting high-quality design to ensure that our town centres provide sustainable, attractive, accessible and safe environments.
- Town centres should be clean, vibrant and attractive if visitors are to be encouraged to visit and stay.

Theme 5: Questions

14. What are your views on the high street environment?
15. What could be done to change the perception of the Public Realm?
16. What improvements are needed in your high street?
17. What is a priority for Public Realm projects in the high street?
18. What would make town-centre living more attractive?

Theme 6: Fiscal - Including Rates

Fiscal policy is how government taxation and spending policies are used to influence economic conditions. This affects demands on employment, inflation, goods and services, and economic growth. This could require the consideration of:

- Reform the tax system to ensure that sufficient revenue to pay for public services whilst ensuring that the tax burden is fair.
- A fundamental reform and review of commercial and business rates in village, town and city centres. (NI Reval 2023)
- A targeted approach to rates for small businesses.
- Our high streets have the highest vacancy rates in the UK. We need to develop a policy response to address vacancies and rates.

Theme 6: Questions

19. What tax and rating reforms are needed to help stimulate the high street economy?

20. What actions should be taken to reduce vacancy rates on the high street?

21. Do you believe that legislation is required to change fiscal policy?

Theme 7: Capacity

Capacity refers to the built, social, spatial, and infrastructural strengths and opportunities to transform to produce significant and measurable change. This could require the consideration of:

- A capacity mapping and pilots exercise similar to that undertaken by the HSTF in England should be developed for our region, utilising Ministerial Advisory Group data and knowledge, and resourced and contemporised by HSTF funds. This should be council area coordinated and community led.
- Greater High Street inclusion for Community Wealth Building Pilots, community planning, with greater formal and allocated cross-departmental investment in each. Community Wealth Building Pilots are an investment model to enable local communities to increase co-operative asset ownership, anchor jobs and resources locally, and ensure local community economic stability and democratic control.
- Develop HSTF capacity by investment in hubs by location, and, if desired at community level.

Theme 7: Questions

22. What is the priority for capacity mapping and pilot exercises?

23. What capacity skills need to be developed?

24. What should be created to support the development of high street capacity?

- a. Community funds
- b. Locality budgets
- c. Sector schemes
- d. Expert advice
- e. Workshops
- f. Collaborative approach
- g. Other (Please comment below)

Theme 8: Energy, Climate Change and Sustainability

Our environment is our most important asset and is crucial to each and every one of us. It is one of the main reasons that people from other countries and regions visit, bringing money into the local economy. It affects our economy, our health and well-being, and it facilitates social interaction. Building, through construction, renovation and repurposing, also plays a key role in emissions reduction. This could require the consideration of:

- The carbon impact of interventions during design, to reduce the carbon footprint and increase sustainable development.
- Carbon reduction measures in existing and future infrastructures in our high streets should be dynamically addressed.
- Blue-green infrastructures, which are strategically planned networks of natural and semi-natural areas to enhance the biodiversity designed and managed to support a wide range of ecosystem services, could assist with the greening of our urban environments, facilitate better water management and support safer, cleaner, sustainable spaces. This will allow interconnectivity, provide recreation spaces and help communities to connect and to thrive economically and socially.
- Examine incentives for repurposing existing buildings to address embodied energy, increase energy efficiency and use of renewable energy.

Theme 8: Questions

25. What actions should be adopted to provide greener urban environments?

26. What incentives should there be for repurposing buildings? (Tick as many or as few as you wish)

- a. Environmental grants
- b. Loans
- c. Reduced rates
- d. Other (if you pick "Other" please expand on your answer)

27. Should existing buildings, including our heritage assets, play an enhanced role in transforming the High Street?

- a. Yes
- b. No

Theme 9: Housing and Other Infrastructure

Good quality, affordable and sustainable housing is central to reducing housing stress, homelessness and improving housing solutions for the most vulnerable. This could require the consideration of:

- Policies and strategies to address quality, quantity and availability of housing to encourage people to live in and around high streets.
- We should ensure that these are not just transient communities but that they are attractive to families.
- We should consider space standards, access to services and the living over the shops scheme.

Theme 9: Questions

28. What strategies are needed to encourage people to live in and around the high street?

29. What key services should be available for high street residents?

- a. Health
- b. Housing
- c. Education
- d. Leisure
- e. Other (if you pick "Other" please expand on your answer)

30. How do we engage communities more effectively?

31. How will housing developments improve areas of deprivation in high streets, rural villages, town and city centres?

Theme 10: Getting To and From the High Street

Getting to and within villages, towns and cities is at the heart of urban regeneration and positively impacts local and regional economies. It unlocks development potential and as a result, many places and communities have seen increased regeneration, investment and employment. This could require the consideration of:

- Ensure that our town centres are well served with public transport provision and supporting infrastructure.
- Promote policies to encourage walking, cycling and the accessibility and quality of environment. This could link to the 15-minute neighbourhood concept.
- Maintain and improve accessibility to, and within, village, town and city centres.
- Parking, including issues such as charging, free or time-limited parking, especially in the levelling-up context.
- Reduce the appeal of commuter and out-of-town parking.
- Incentivise employers to promote the use of public transport.

Theme 10: Questions

32. How do you get to your high street? (Tick all that apply)

- Walk
- Car
- Bus
- Train
- Cycle
- Taxi
- Other (if you pick "Other" please expand on your answer)

33. What would make your journey to and from your high street easier?

34. What changes to legislation, policies, processes or procedures would encourage walking and cycling?

35. What are your views on high street parking?

Theme 11: Tourism

Tourism is a major contributor to the economic well-being of our villages, towns and cities. Its development could include:

- A review of policy and regulations including support for hotels.
- Recognising the importance of sustainable town centres to meet the expectations of the tourist of the future. This will mean being able to provide a critical mass of services for accommodation, hospitality outlets and a thriving night-time economy.
- Develop the unique and visitor attractiveness of our high streets and remodel their marketing to reflect that.

Theme 11: Questions

36. How do we engage with communities to promote tourism?

37. What changes to legislation, policies, processes or procedures should be made to develop tourism on the high street?

38. Are you aware of an innovative tourism project that could help your high street?

Theme 12: Digital High Streets

Online shopping has impacted our high streets. As well as the opportunities, consideration of the concerns and issues could include:

- Complementing existing business models to allow additional flexibility and resilience to react and survive during what are still uncertain times. Going online will also open up opportunities to reach new markets and new consumer demand.
- In addition to online innovation and diversification, the high street needs to be offering something different that cannot be delivered or experienced online.
- We need data-driven insights into the social media conversations that matter with ways to understand the audience and how to make better connections to reach them, such as their preferences.
- Promoting local products, services and trades.
- Considering the potential for strategies such as data and IT training.

Theme 12: Questions

39. What aspects of a digital high street are important?

40. What digital innovations would help your high street?

41. What more needs to be done to improve digital skills?

Theme 13: Rural Settlements

Rural development is vital not just for individuals in rural areas but also for economic growth. Rural development will help improve productivity and stability in social and economic development. It enhances the quality of life and financial well-being of individuals, specifically those living in rural areas, but it also has major impacts on those in urban environments. This could require the consideration of:

- Providing support for rural settlements, including consideration of the social, environmental and economic role of settlements in a new era of connected working.
- Maximising the opportunities of the Department for the Economy-led Project Stratum that will bring high-speed broadband and connectivity to rural settlements.
- Invest in and provide a tailored and seamless approach.
- Village high street development

Theme 13: Questions

42. What changes to legislation, process and procedures are needed for village developments?
43. How could funding for rural settlements be made easier?
44. What innovative initiatives would improve village economies?

Theme 14: People, Localism and Well-being

Places need to be compelling, to encourage communities to support economies, products and services that promote and improve the health and well-being of residents and the wider community. People need to feel connected, and community networks can support these links. This could include:

- The High Streets Task Force in England describes this regeneration framework as four Rs: repositioning, reinventing, rebranding and restructuring. These 'four Rs' require a new vision, a changed offer to consumers, better stakeholder communication and changing the governance of our high streets.
- Part of the solution to this challenge lies in fully developing and implementing the concept of 'localism' to repurpose our village, town and city centres as unique hubs at the heart of our community.
- Localism is not just about supporting independent retailers; it is also about empowering people and communities to reshape and repurpose their local villages, towns and city centres and reinvigorate the leadership model.
- Considering the impact of the Living Wage on equality and on people wanting to work on the high street.

Theme 14: Questions

45. Are you aware of any initiatives that would improve localism in your community?
46. What is the most important aspect for creating well-being in the community?

Annex A

Privacy Notice

High Street Task Force (HSTF)

Data Controller Name: Department for Communities

Address: Causeway Exchange, 1 -7 Bedford Street, Belfast BT2 7EG

Email: DPO@communities-ni.gov.uk

Why are you processing my personal information?

The High Street Call for Evidence, launched on 25th October 2021, seeks evidence, data and views on High Street issues. The lawful basis for processing data provided to the Department during this consultation is in the UK GDPR at Article 6(1)(e) and Article 9(2)(g)). The personal data collected in this consultation exercise will be used for analysis and reporting of consultation responses.

Which categories of personal data are you processing?

The personal data we are expecting to receive and handle will consist of your name, address, email address, and any additional personal data you provide in your responses. If you are responding as a commercial/business entity, then some elements of your contact details may not be personal data.

Where do you get my personal data from?

If we hold your personal data in relation to this Call for Evidence, then you will have sent it to us when you submitted your consultation response.

Do you share my personal data with anyone else?

During the Call for Evidence analysis, responses will be analysed and responses may be published on the Department for Communities website.

Do you transfer my personal data to other countries?

No.

How long to do you keep my personal data?

The data you provide in your response will be retained on the Department's Record Management system for seven years in line with the Department's Retention and Disposal Schedule.

What rights do I have?

- You have the right to obtain confirmation that your data is being processed and access to your personal data.
- You are entitled to have personal data rectified if it is inaccurate or incomplete.
- You have the right to have personal data erased and to prevent the processing of personal data in specific circumstances.
- You have the right to 'block' or suppress the processing of personal data, in specific circumstances.
- You have the right to data portability, in specific circumstances.
- You have the right to object to the processing, in specific circumstances.
- You have rights in relation to automated decision making and profiling.

How do I complain if I am not happy?

If you are unhappy with how any aspect of this privacy notice, or how your personal data is being processed, please contact the Department's Data Protection Officer at:

DPO@communities-ni.gov.uk

If you are still not happy, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Tel: 0303 123 1113

Email: casework@ico.org.uk

<https://ico.org.uk/global/contact-us>

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