



BCSC Gold Award  
2013 Winners



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## Welcome from the Chairman of the Awards Jury

This year, we've seen almost a 60% uplift in entries and that, I think reflects a welcome increase in activity across the shopping centre industry. We are seeing some fantastic new venues emerging and as developers seek to revitalise their malls, real innovation in refurbishment, catering and leisure is taking place. Occupiers are striving to evolve; the best combining value, a great customer experience and multichannel convenience. Owners are also demonstrating continued commitment to sustainability and the environment. All these achievements will be recognised this evening.

Thank you to all those who submitted entries. The jury had a tough job selecting the shortlist and the presentations we subsequently received during each visit were excellent. The jury have been through a rigorous process culminating in tonight's award and the winners all deserve congratulations.



**Mark Bourgeois**  
Chairman of the Awards Jury

### Awards Jury

<b>Mark Bourgeois</b>	Chairman of the Awards Jury and Executive Director, Capital & Regional Plc
<b>Clive Bentley</b>	Global Property and Commercial Director, Whitbread Group Plc
<b>James Cons</b>	Managing Director, Leslie Jones Architecture
<b>Peter Courtney</b>	Director, Lunson Mitchenall
<b>Andrew Ferguson</b>	Fund Manager, Legal & General Property Limited
<b>Chris Goddard</b>	Director, GVA
<b>Phil Grew</b>	Partner, Hoare Lea
<b>Adrian Griffiths</b>	Director, Chapman Taylor LLP
<b>Jo Moon</b>	Property Acquisitions Director, ASDA Stores Ltd

## Sustainability

The category for a shopping centre or retailer that can demonstrate effective and continuous commitment to sustainable initiatives. It is open to developers, agents and retailers and can cover new builds, existing property or wider portfolio operations.

Entrants should ideally demonstrate broad and effective sustainability policies/activities across at least two of the following four key categories. Entrants are encouraged to expand the four key categories as they see fit to best showcase their entry.

[Click here for the judging criteria](#)

### Gold Winner Marks & Spencer Cheshire Oaks

**Developer:** Simons Developments Ltd

**Owner:** Marks & Spencer

**Architect:** Aukett Fitzroy Robinson

Cheshire Oaks is the greenest M&S store, designed to be the most carbon efficient, premier M&S with a truly sustainable architectural and design strategy. It is the most bio-diverse and materially innovative store, which is a story of firsts including the use of social media with the local community, first retail use of hemp and the first FSC certified glulam structure.

Cheshire Oaks represents the company's desire to create a positive store environment which improves the health and well-being of staff, customers and the society in which they operate. The store has served as a vehicle to educate building user's and visitor's awareness of sustainability via the use of in store and online QR codes and messaging. It is also the third Sustainable Learning M&S Store designed to build a strong bank of knowledge and experience in sustainable building practices.



## Refurbishment and/or Extension (under £5 million)

This category is aimed at developers and asset managers looking to showcase examples of active asset management in an established retail destination. It seeks to include examples of smaller scale reconfiguration, extension, refurbishment and general repositioning of a shopping centre. The example need not encompass the entire venue, and could form part of a wider asset management/repositioning strategy.

[Click here for the judging criteria](#)

### Gold Winner Abbey Shopping Centre Abingdon on Thames

**Developer:** Scottish Widows Active Management Fund

**Owner:** SWAMF Nominee (1) Limited and SWAMF Nominee (2) Limited

**Architect:** Corstorphine + Wright

Abbey Shopping Centre was constructed in the early 1970's and prior to the refurbishment provided a dated retailing environment with a large number of small sub-standard retail units.

Planning permission for the demolition was granted on 22 December 2011, for five existing small retail units and the erection of two new two storey retail units, removal of the dated pedestrian mall canopies, new facades with pitched roofs in a traditional street scape. Construction commenced in April 2012 and the majority of the refurbishment works were completed by early December 2013 allowing the retailers a relatively free Christmas trade period.



## Refurbishment and/or Extension (over £5 million)

This category is aimed at developers and asset managers looking to showcase examples of active investment into an existing retail destination. It seeks to highlight extension, refurbishment and general repositioning of a shopping centre in the widest sense.

[Click here for the judging criteria](#)

### Gold Winner John Lewis Partnership Exeter

**Developer/Owner:** Land Securities Group PLC

**Architect:** Glen Howells Architects

The property was formerly occupied by Debenhams until the retailer relocated to Land Securities' Princesshay development in 2007. A number of alternative uses for the premises were considered including residential and hotel, as well as retail. Working collaboratively, Land Securities, John Lewis and Exeter City Council have delivered a refurbished building that provides a positive contribution to the City of Exeter both as a landmark and as an economic driver.

John Lewis Exeter is the retailer's first 'flexible format' department store and opened in October 2012. The building was extended and transformed into a city landmark creating five floors of retail and a restaurant occupying a key location looking down the High Street and across the Devon countryside. The shop has a selling area of 65,000 sq ft compared with a full line department store of 155,000 sq ft.

The 'flexible format' approach was the result of bold and innovative thinking with the aim to maximise the sales footprint, giving customers access to the whole assortment but in half the space of a typical full line department store. This approach, through the use of stronger and denser visual merchandising, excellent customer service and digital tools enabled John Lewis to be an informed editor for their customer.



## Catering and Leisure Destination

This category is aimed at developers and asset managers looking to showcase examples of innovative, catering and leisure projects that reflect exemplars of how the hospitality industry is reshaping the overall customer experience, both in individual leisure projects and integrated with mixed use, retail led environments. The award can cover new projects or the repositioning of catering and leisure within existing centres and is not subject to a minimum expenditure.

[Click here for the judging criteria](#)

### Gold Winner WestQuay Shopping Centre Southampton

**Developer/Owner:** Hammerson Plc

**Architect:** Rawls & Co.

WestQuay Dining revitalises and extends the food offer on the top level of WestQuay in Southampton. Creating a new mezzanine level, to take advantage of the views out to sea, created three new casual dining restaurant sites, extending the range of the offer and as a result the appeal of the destination for all day dining.

The dynamic new bridge terrace creates movement and new vantage points along with new commercial space; timber and marble bring elegance and new style. The interior was reconceived as warmer and more upscale, using timber to main elevations and a darker and natural palette of seating. This works with a sophisticated lighting scheme to change the ambience from day to night and increase dwell times.



## Occupier of the Year

Jury members will consider retailers for this category that have demonstrated continuous innovation that have delivered an outstanding and differentiated customer proposition, in the context of a retail and/or leisure environment.

**Gold Winner**  
**Whitbread Group PLC**

**WHITBREAD**

## New Centre

This category covers new centres of any size or format whether they are in town centre, edge of town or out of town. The award is designed to recognise developments that have taken the industry forward in these challenging economic times, setting new bench marks and levels of innovation.

[Click here for the judging criteria](#)

### Gold Winner Trinity Leeds Leeds

**Developer/Owner:** Land Securities Group PLC

**Architect:** Chapman Taylor LLP

Opened in March 2013, the only major shopping centre to be delivered in the UK since 2011, Trinity Leeds has fulfilled the city's ambition to become the retail powerhouse for the North with a concentration of aspirational and high street retailers not seen in the city before.

Land Securities' transformation of a stunning new retail heart for the 1 million sq ft retail and leisure destination unites three of Leeds' prime shopping streets under a spectacular sweeping glazed roof. Since opening, the £350m scheme has attracted over 7 million visitors and elevated Leeds to 6th place in the UK's hierarchy of top retail locations.

Innovation has been the watchword behind Trinity Leeds. Its ground-breaking focus on providing a technology-enabled digital experience is redefining destination shopping and entertainment. It is the only UK shopping centre to offer interactive video walls, iPad enabled customer service, mobile App, free wi-fi, and Google product search seamlessly linked to reflect today's shopper needs.



## Commendation Whiteley Hampshire

**Developer/Owner:** The British Land Company plc/USS

**Architect:** Corstorphine + Wright Whiteley

The £84 million scheme, developed by British Land and USS, comprises 58 shops, restaurants and cafes and 1,500 parking spaces.

Following complete demolition of the previous factory outlet scheme Whiteley has established new industry standards in development, sustainability, design and performance.

The scheme was more than 90% let on opening to some of the leading retailers in the UK including fashion brands Topshop, H&M, River Island and Next. The scheme has attracted fascia's that are not trading out of town elsewhere including Topshop, Fat Face, Phase Eight and Paperchase.

Whiteley is an exceptional place to shop, eat and relax and has given the growing residential and business population a town centre. Whiteley's success has already been affirmed with 1.5 million visitors in the first month, positive community support, excellent shopper reception and strong retailer sales.

