

**RETAIL
DESTINATION**  *live*
2 0 2 3

IN ASSOCIATION WITH **Revo**
Retail. Property. Community.



2023

POST CONFERENCE PACK

From your hosts...



I was delighted to welcome so many colleagues from across the whole industry to our conference this year and we certainly built on the great foundations that were laid in our first post covid conference in July 2022.

It was understandable that the impact of so many world changing events and particularly the Cost of living crisis was at the heart of our agenda but I really believe that we all walked away from the conference feeling uplifted by the opportunities that were presented along with a greater sense of community in meeting our collective challenges together.

In terms of how this came about, I thought it was particularly important that we started the conference with a realistic context of what our world looks like, and I thought the Bank of England and CACI presentations certainly did that, with Dr Steve Norris providing an understanding of how this changing landscape has modified our thought process in our placemaking world. There was a great panel discussion after this on what this has meant to our teams on the ground in terms of meeting the impact of rapidly changing consumer behaviours, and I felt this really connected with the audience. Building into the afternoon there was a jump into exploring solutions through the use of data and insights coupled with the evolution of retailer models and innovations in the market. Throughout there was reference to a greater sense of community and the values that we all need to exhibit coupled with a greater sense of responsibility regarding sustainability and how both these areas are fuelling how we engage on so many levels. The finale to the whole event saw a future gazing panel explore many possibilities regarding the evolution of our industry and the innovations and developments we might see in the future.

Our aim for the conference was to connect, engage and strengthen our centre management community and I believe we did that, but we are keen to build on this, so spread the word about Revo and how people can engage and I look forward to seeing you all again along with many other colleagues at our next conference in 2024...but at many other events before that.

Darren Pearce

Centre Director, Meadowhall
Member of the Revo National Centre
Managers Committee



We are extremely proud of the success of Retail Destination Live 2023, which showed significant growth in numbers on last year in both delegates and exhibitors. The panel discussions allowed for a range of views to be heard, whilst focusing on the key issues of our sector and the range of sponsors and exhibitors provided a fantastic backdrop to the themes of the day. Thank you to all the delegates for their engagement with the event; the exhibitors for providing such vibrant and inviting stands; the speakers for their enlightening and informative sessions and of course, most importantly, to our sponsors without whose support we wouldn't be able to put on the event. We were pleased to receive such positive feedback to the event and look forward to welcoming you all back next year.

Simon Lewis

Managing Director, Lewis Business Media

#RetailDestinationLIVE | 2023

Exhibitors & Sponsors...



#RetailDestinationLIVE | 2023

Thoughts from the Revo National Centre Manager Committee...



The follow-up RD Live event to the relaunch in 2022, and the return to Leicester in 2023 did not disappoint. Obviously the clear message continues to prevail, the immense change for Retail and our High Streets leaves us facing more of a revolution than evolution within the Retail and Property landscape, and with the conference focus this year on the Economic outlook, the Challenges we face, the Solutions to those challenges, with a little bit of Future Gazing thrown in for good measure, you could have been forgiven for thinking that it might have been a bit of a downbeat affair; but not so!!

Expanding on what we learnt last year, the inspiration generated by many of our key presenters really was amazing, once again reflected in the total concentration and focus on so many of my colleagues faces as the presentations content hopefully prompted and stimulated further thought, discussion and research post event.

RDLive23 created a real buzz amongst delegates. The passion, energy and commitment, from all of those attending, to rise to the challenges we currently face, really was amazing, and coupled with a healthy increase in numbers of attendees this year, and a lot of new faces, which is always encouraging, bodes well for next year.

Andrew McNeilly, Centre Manager, The Guildhall Shopping Centre



RD Live was a fantastic opportunity to get together and re-connect with colleagues face to face. Great agenda and opportunity to share current challenges and solutions. In a rapidly changing world the opportunity to network and collaborate is even more important and I'm really keen to support the various networks and look forward to our next RD Live Conference!

Robert Goodman, Retail Director, Landsec Shopping Centres



The conference covered a number of highly important themes which were set in context by the high-quality presenters. I found the content varied, insightful and enjoyable.

This event, as with the previous year's, was excellent for networking, but I have seen many more people reaching out to each other post this event to arrange meetings and visits, which is great to see. Looking forward to next year's!

**David Allinson, Centre Director, Manchester Arndale
Committee Chair**



Programme...

TUESDAY 28 FEBRUARY 2023

09:30

Welcome & Open

Darren Pearce, Centre Director, Meadowhall

09:40 - 10:00

Economic Outlook

Macro-economic trends

Paul Mount, Deputy Agent, Yorkshire & The Humber, Bank of England

10:00 - 10:20

Economic Outlook

Cost of living crisis & research trends

Alex Mulloch, Director, CACI

10:20 - 10:40

Economic Outlook

Future of shopping places

Dr. Steve Norris, National Head of Planning , Regeneration + Infrastructure, Lambert Smith Hampton

10:40 - 11:00

Economic Outlook

Q&A panel

11:00 - 11:30

Refreshment break, exhibition and networking

11:30 - 12:00

Challenges

Challenges on the ground - panel

Robert Goodman, Landsec

Victoria Nichol, Merseyway Shopping Centre

Simon Whiting, Mermaid Quay

12:00 - 12:30

Challenges

Outlet of opportunity

Gareth Jordan, Director, ART Software Group

Andrew Duncan, Head of Placemaking, Marketing & Communications, Realm

12:30 - 13:30

Lunch, exhibition and networking

13:30 - 13:50

Solutions

Changes to consumer behaviour and the opportunities it brings

Mark King, Head of Retail Data, Virgin Media O2

13:50 - 14:10

Solutions

Future tenants and innovative retailers

John Emmerson, Managing Director, SituLIVE

14:10 - 14:30

Solutions

Sustainability of our places

Tom Whittington, Director of Retail and Leisure Research, Savills

14:30 - 15:00

Sustainability

Q&A panel

15:00 - 15:30

Refreshments, exhibition and networking

15:30 - 16:00

Future Gazing

Future Gazers Panel Discussion

Host: Caroline Main, Executive Director, Head of Retail, MAPP

John Emmerson, Managing Director, SituLIVE

Isabelle Hease, CEO Vistor Insights & BPF Futures Chair

Nick Peel, Managing Director, St James Quarter

Steven Kainth, Founder & Caretaker, Elluminate Me & City of Lunaria

#RetailDestinationLIVE | 2023

Session Snapshots...

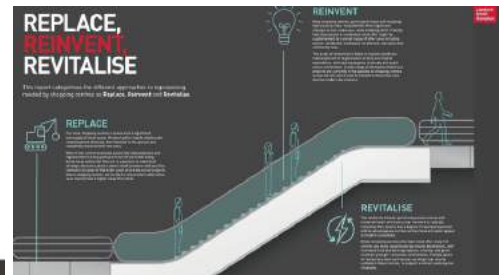
Cost of Living Crisis & Research Trends | Alex Mulloch | Director at CACI



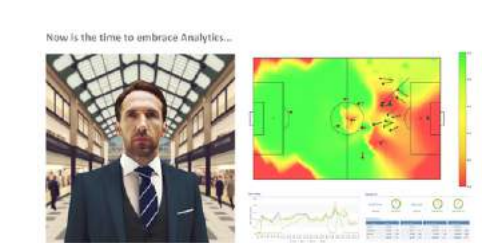
- When your world changes, so does your behaviour
- In 2022 consumers shifted their behaviours to hold on to what they love, sacrificing volume and quality
1. We don't spend more, we change how we spend
 2. We all traded down in Grocery
 3. Is this the death of the pound?
 4. We all love a Prix Fixe
 5. The resilience of bricks & mortar

- There is a path to growth through 2023, but watch out for trip hazards
- Falling interest rates will slow price growth, but there are new threats to releasing more disposable income
1. What's that coming over the hill? Is it a mortgage?
 2. We are not all in this together
 3. Reasons to be cheerful
 4. Prediction not Description for the future

Future of Shopping Places | Dr. Steve Norris | National Head of Planning, Regeneration + Infrastructure at Lambert Smith Hampton



Outlet of Opportunity | Gareth Jordan | Director at ART Software Group & Andrew Duncan | Head of Placemaking, Marketing & Communications at Realm



Winning in Challenging Times | Mark King | Head of Retail Data at Virgin Media O2



- How can mobile data REALLY help?
1. Current outlook
 2. Retail Performance
 3. Evolution of consumer insight
 4. Data is king... or is it?
 5. The real Return On Investment

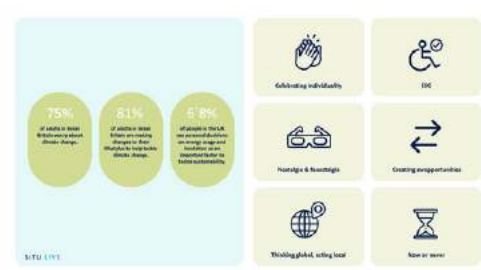


Want to get involved?

[Click Here](#)

Session Snapshots...

Future Tenants & Innovative Leaders | | John Emmerson | Managing Director at SituLIVE



Reimagining Retail Places: Finding purpose & the place of sustainability | Tom Whittington | Director of Retail & Leisure at Savills



Future Gazing Panel Discussion



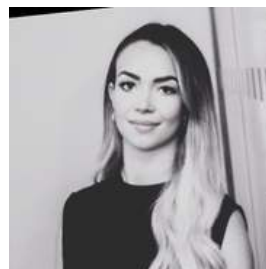
Steven Kainth, Founder, Elluminate Me



Nick Peel, Managing Director, St James Quarter



John Emmerson, Managing Director, SituLive



Isabelle Hease, CEO, Visitor Insights and BPF Futures Chair



Caroline Main, Head of Retail, MAPP



Revo Reads & Views...

SHOPPING CENTRE FUTURES REPORT



It is no secret that the retail sector is facing unprecedented challenges, which have been both highlighted and exacerbated by the pandemic. The rise of online shopping continues to redefine consumer behaviour, while government policy ranging from business rates to planning regulations has failed to keep pace with the changing landscape. As if these joint pressures were not sufficient in their own right, we now appear to plunging headlong into the UK's worst cost of living crisis in a generation.

While all retail types are affected by these ongoing challenges, shopping centres have felt their impact most acutely. This is evidenced by consistently high vacancy rates and dramatic falls in capital values. And yet, shopping centres also present the biggest opportunities for the creative and radical reimagining and reshaping of retail's role within towns and cities. As large assets usually under single ownership, they have the critical mass to enable strategic decisions to be made on how space is used, so that value is added to both the centre itself and the town it serves.

With nearly 20% of UK shopping centre space currently sitting vacant, it is time to accept the reality that it is unlikely to ever be filled on commercially viable terms. Amid definitive evidence that the country has an excess of shopping centre space, the time investors and local authorities need explore alternative solutions.

The key questions to be explored by investors and/or local authorities are what role these assets can realistically be expected to perform and what intervention is required to help them achieve their potential.

[Click here to download the Shopping Centre Futures report](#)

RE:IMAGINING RETAIL | ISSUE 3



The Reimagining Retail project began in 2019 with a focus on repurposing shops in the UK and Europe. The second publication in 2021 explored the economic sustainability of retail places. The third publication tackles environmental sustainability and how the real estate industry can reach net zero and be socially conscious. Economic and environmental sustainability are interlinked and leading real estate through a green lens can lead to greater economic prosperity and financial returns. The Reimagining Retail project is a call to action for the industry to address these tough topics and share experiences and learnings to produce innovative solutions towards a net-zero and financially secure future.

[Click here to find out more and download the publication](#)

CACI | COST OF LIVING



The dramatic hikes in living costs are affecting different people in different ways. As disposable income shrinks, big spend decisions are being reconsidered. Using CACI's powerful data and solutions which track consumer attitudes and behaviour as the cost of living crisis persists to help you understand your customers' needs.

[Click here to access the analysis](#)

CITY OF LUNARIA



A not-for-profit online city that's working to reduce real-world CO2. Treat the website like your Sunday newspaper or a department store. Move around the map and click on any category hotspot to discover content, people and places.

[Click here to visit the city](#)

Gallery...





IN ASSOCIATION WITH **Revo**
Retail. Property. Community.

Key Contact.

Marketing & Events Manager
Kayley Buxton
kayley@revocommunity.org
+44 7500 933 132