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Getting to the bottom of Epsom’s Ashley Centre seating

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Shoppers in Epsom have voiced concern after seating in the Ashley Centre was removed and replaced as part of what management describes as an ongoing improvement programme.

One resident contacted the Epsom and Ewell Times to highlight the impact of the changes, particularly on older visitors and those with mobility difficulties who rely on regular rest points while shopping.

The resident said the removal of existing seating was “totally unexpected” and had caused “great concern”, adding that the centre is not only a retail space but also a social hub for many: “It is especially important for the older generation who visit the centre both to shop and to meet friends.”

Concerns were also raised about the suitability of the replacement seating. The resident described the new arrangements as inadequate in number and design, claiming that current provision allows seating for “only twelve people”, which they said was “totally unacceptable for such a busy shopping mall”, particularly following the arrival of a major new store increasing footfall.

The complaint further suggested that the materials used in the new seating may present practical issues: “The upholstery is unhygienic and it will easily get dirty in very little time,” the resident said.

In response, a spokesperson for the Ashley Centre said the changes were part of a planned upgrade and sought to reassure visitors that further improvements are imminent.

The spokesperson said: “We remain committed to providing a welcoming and accessible environment for all visitors and appreciate feedback from the local community. Recent seating changes form part of a planned improvement programme, with additional new seating due to be installed later this month to enhance comfort and accessibility for shoppers.”

The issue is likely to resonate with many regular users of the town centre, particularly those who depend on accessible facilities. Whether the promised additional seating will address residents’ concerns remains to be seen.

Sam Jones – Reporter



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