

Visitor Insights

March report 2025

Shaping a
world-class
West End

Issued:
10th April 2025

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Heart of London



Background

Introduction and context



Heart of London Business Alliance (HOLBA) has partnered with Colliers to provide data and insights on visitors to the area.

This monthly report provides key insights from preceding calendar month including information about:

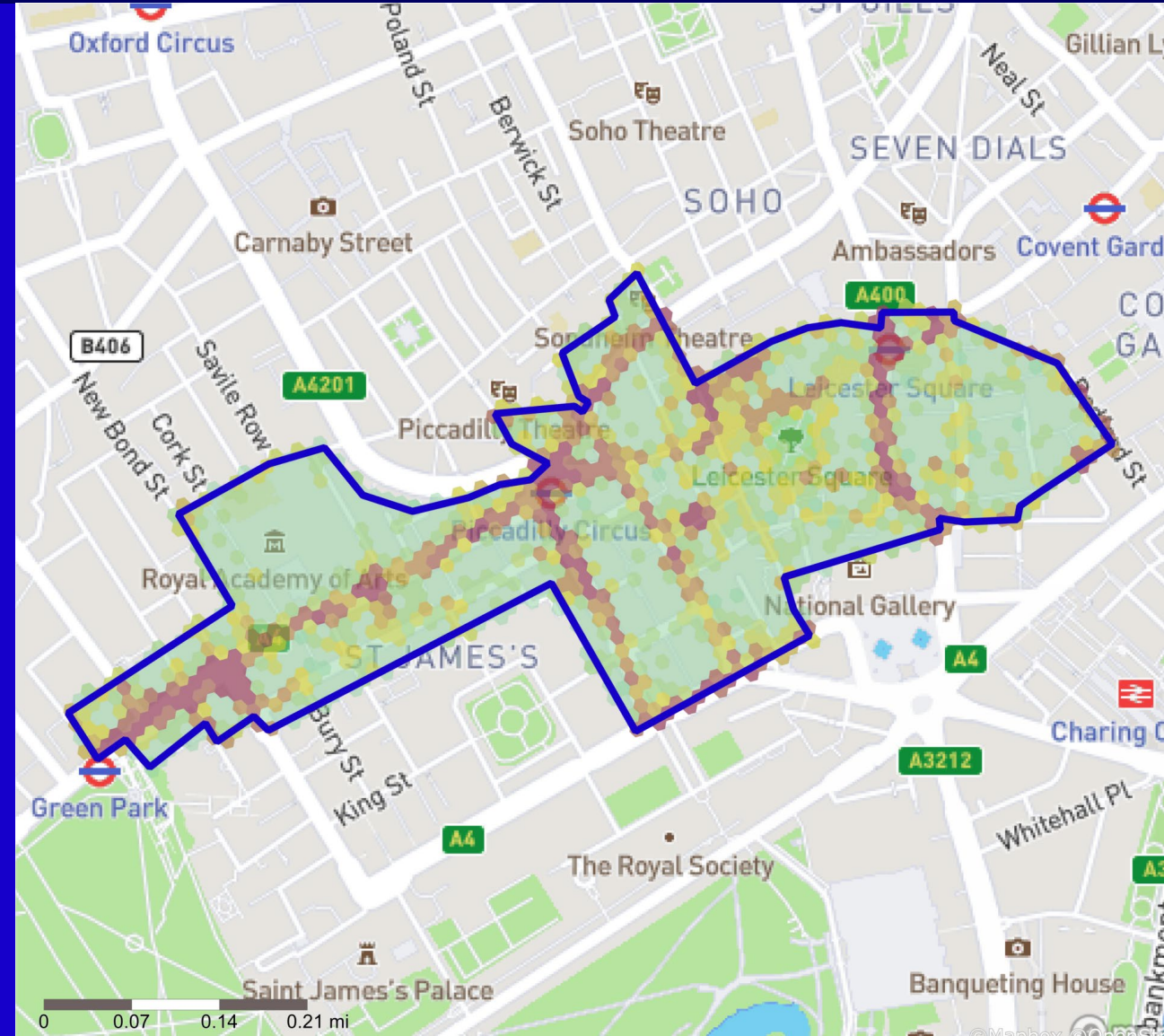
- Visitor footfall & profile
- Visitor behaviour

Colliers' LocateFootfall mobility data insights platform is central to the delivery of the insights set out in this report.

From April 2024, the raw source data provider has been changed to Huq, a leading mobility data provider.



**Locate
Footfall** *powered by:* **huq**



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01

Summary



Exec Summary

March 2025



March saw footfall remain stable at around 5.6 million, right in line with February and 2% higher than last year. This marks another month of steady growth compared to 2024. We also saw an increase in both dwell time and core catchment area, hinting at more workers in the area, backed by a 6.1% rise in workers as a share of total visitors.

Year-to-date, footfall is up 14% compared to last year, thanks to a slower start in early 2024, and the trends are looking very similar to what we saw in 2023.

There were fewer big events in March, though Football fans gathered for the EFL Cup Final, and St. Patrick's Day. However, the focal points for these events however were slightly outside the HOL area so don't appear to have lead to significant increases in footfall. Interestingly, Saturday has bounced back as the most popular day, after a brief shift to Friday in February. We've also seen fewer repeat visits this month, with people making more focused trips to specific districts.

The domestic visitor profile stayed pretty steady, with 76.2% of visitors coming from the core five Mosaic groups. There were some small shifts, like a decline in Urban Cohesion groups and an increase in City Prosperity groups, which might indicate more workers in the area.

On the international side, we saw a 1.2% month-on-month (MoM) and 0.9% year-to-date (YoY) increase, with the biggest growth coming from Eastern Europe, likely driven by school holidays.

Enjoy diving into the full report!

Matt Harris,
Data and Insights Manager
Heart of London Business Alliance

Summary

March 2025



5.6 m
(0%)

Visitors to the HOL area
consistent month-on-
month (MoM)

March footfall +2% ahead of
March 2024



2 hrs 27 mins
(+5%)

Visitors typically spent 2 hours
and 27 minutes in the area. Up
4 mins vs 2025 average



79.6%
(+1.5%)

79.6% of visits from
Core catchment, with more
visitors coming from both
Primary and Secondary
Catchment than in February

02

Visitor Volumes



Visitor Volume Summary

March 2025



Footfall remained stable in March, holding steady at around 5.6 million—consistent with February and in line with expectations. This month's total is 2% higher than the same period last year, continuing the trend of year-on-year growth, albeit marginally.

In contrast, both dwell time and core catchment area increased compared to last month.

- Dwell time rose by 5% to nearly 2.5 hours.
- Core catchment grew by 1.5%, reaching 79.6%.

These two indicators combined suggest a potential increase in the number of workers present in the area during March. This is supported by BT data, which shows a 6.1% rise in workers as a proportion of total visitors.

Year-to-date figures show footfall is 14% higher than in 2024, largely due to the particularly low numbers seen in January and February last year. Overall, current trends are broadly in line with the 2023 footfall profile.

March saw limited events within the BID area:

- Football fans gathered in Covent Garden for the EFL Cup Final. While Covent Garden itself isn't directly tracked, there were anecdotal reports of fans crossing into nearby areas such as St Martin's Lane.
- This coincided with St Patrick's Day on Sunday, which may paradoxically have led to a slight drop in footfall. Events adjacent to the BID area can sometimes divert activity away.
- Eid al-Fitr also took place in March, but it does not appear to have had a significant impact on footfall.

International visitation increased both month-on-month (up 1.2%) and year-on-year (up 0.9%). Overseas visitors now account for 37.7% of total footfall. The most notable growth came from Eastern Europe, potentially linked to school holidays in some countries during March.

Visitor Volumes

Footfall volumes up 2% year-on-year



Footfall consistent MoM but up +2% year-on-year (YoY).

International visits up +4% both MoM and YoY in HOL Area, although down in majority of districts, indicating lower levels of cross visitation.



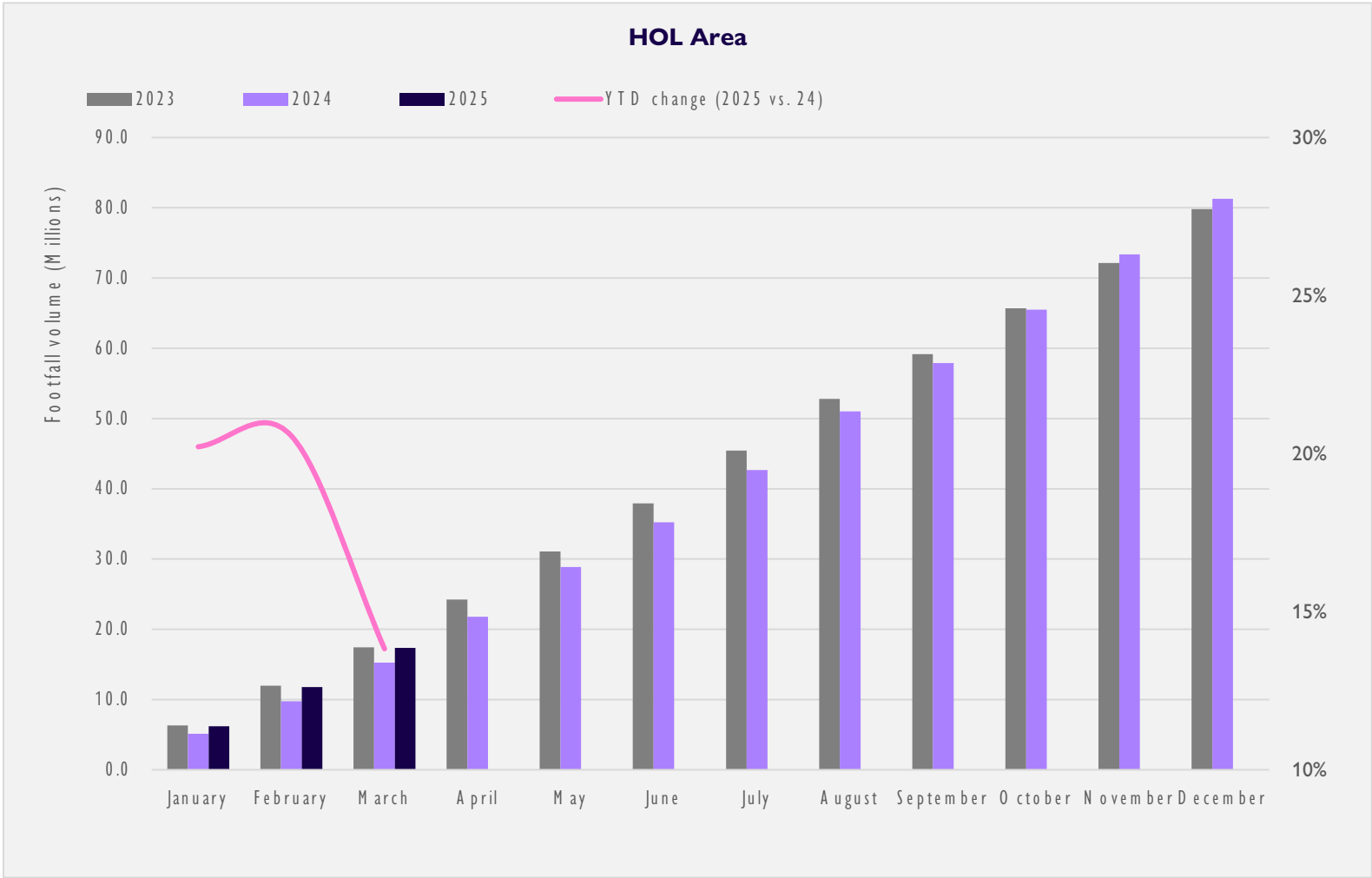
District	Month-on-Month			Year-on-Year		
	Total	Domestic	International	Total	Domestic	International
HOL Area	0%	-1%	4%	2%	0%	4%
Piccadilly District	-3%	-5%	2%	-16%	-7%	-30%
Jermyn St District	-6%	-5%	-7%	-30%	-24%	-39%
Leicester Sq District	4%	9%	-3%	-4%	-4%	-6%
Piccadilly Circus District	-6%	-8%	-3%	-16%	-21%	-8%
St Martin's Lane District	-1%	-4%	5%	-5%	4%	-18%
Haymarket District	0%	4%	-7%	3%	11%	-8%
Core West End	6%	14%	-7%	13%	9%	20%
HOL Area - major street avg	-9%	-11%	-8%	-29%	-26%	-33%

- YoY, visits across the wider Heart of London area are up by 2%, with the strongest growth seen in the Haymarket District (+3%).
 - The Jermyn Street District saw the largest decline, with visits down 30% YoY—driven in part by an almost 40% decrease in
- MoM visitation across the wider HOL area remained consistent in March 2025. At the district level, Leicester Square District recorded the highest MoM increase in visits, up 4%.
- The stronger performance of the wider HOL area compared to most individual districts suggests a shift toward more focused visits, with visitors concentrating on fewer districts per trip.

Note: Process to calculate international mix is currently being reviewed by data supplier and is subject to change

Visitor Volumes: YTD performance

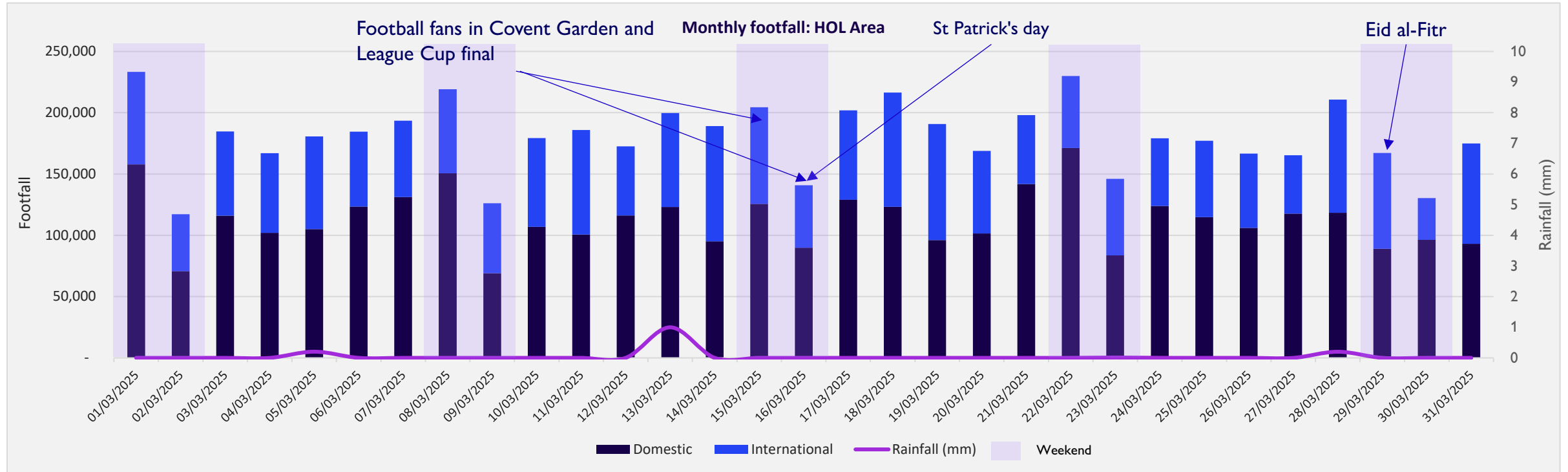
Year to date visit volumes +14% above 2024



- 2025 continues to perform strongly when compared to 2024, with year to date (YTD) visits 14% higher.
 - Visits remain approximately in-line with 2023 levels.
- This appears to be a trend consistent across the West End.

Visitor Volumes

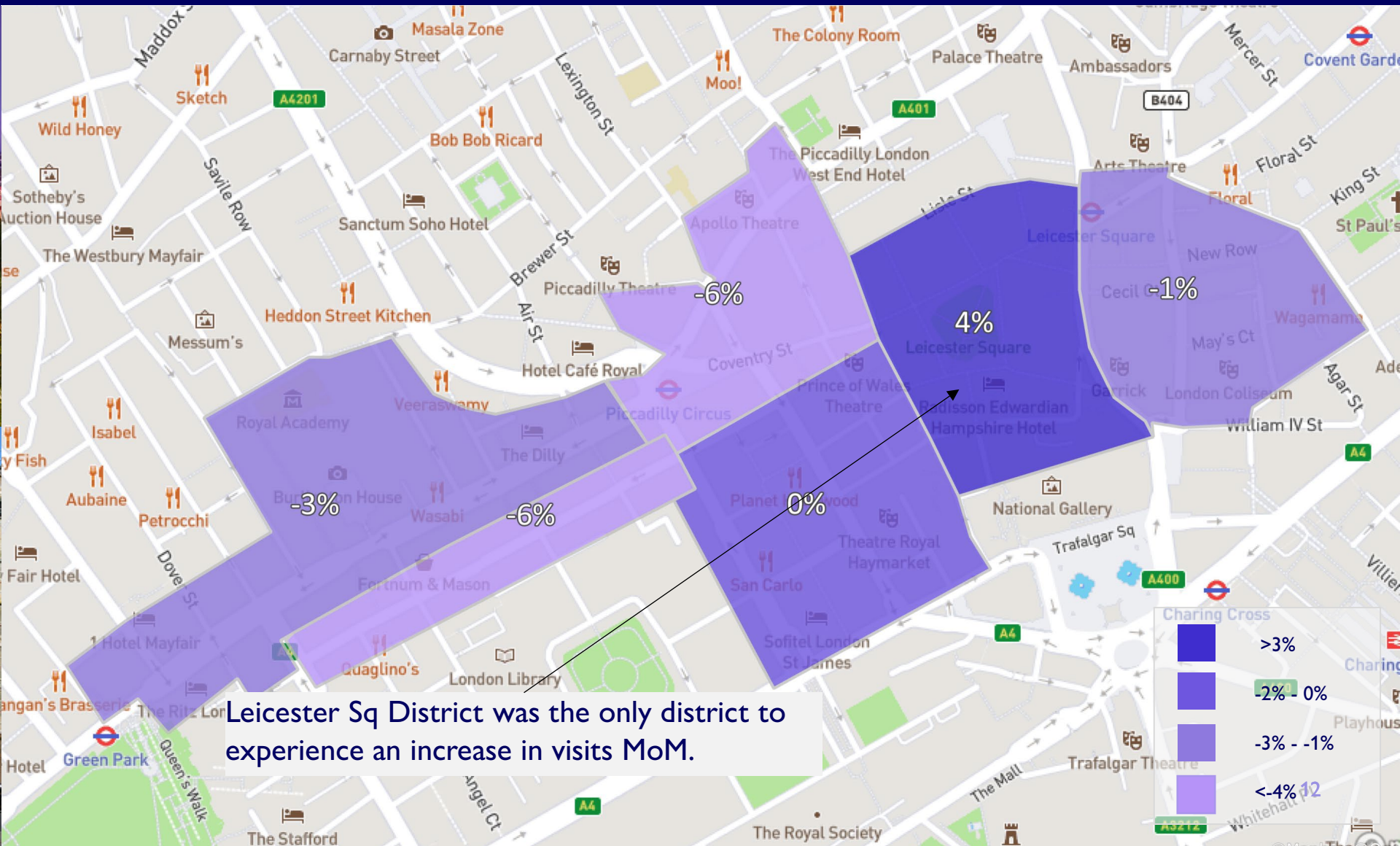
Strongest footfall seen on Saturdays throughout March



- The highest footfall in March was recorded on Saturday 1st March, with consistently strong volumes on all Saturdays except 29th March.
- Eid al-Fitr appeared to have minimal impact, as footfall during the 29th–30th March weekend was significantly lower than other weekends in the month.
- Paradoxically, two events held adjacent to the BID area on 16th March may have negatively impacted footfall that day, drawing visitors away from the core area.

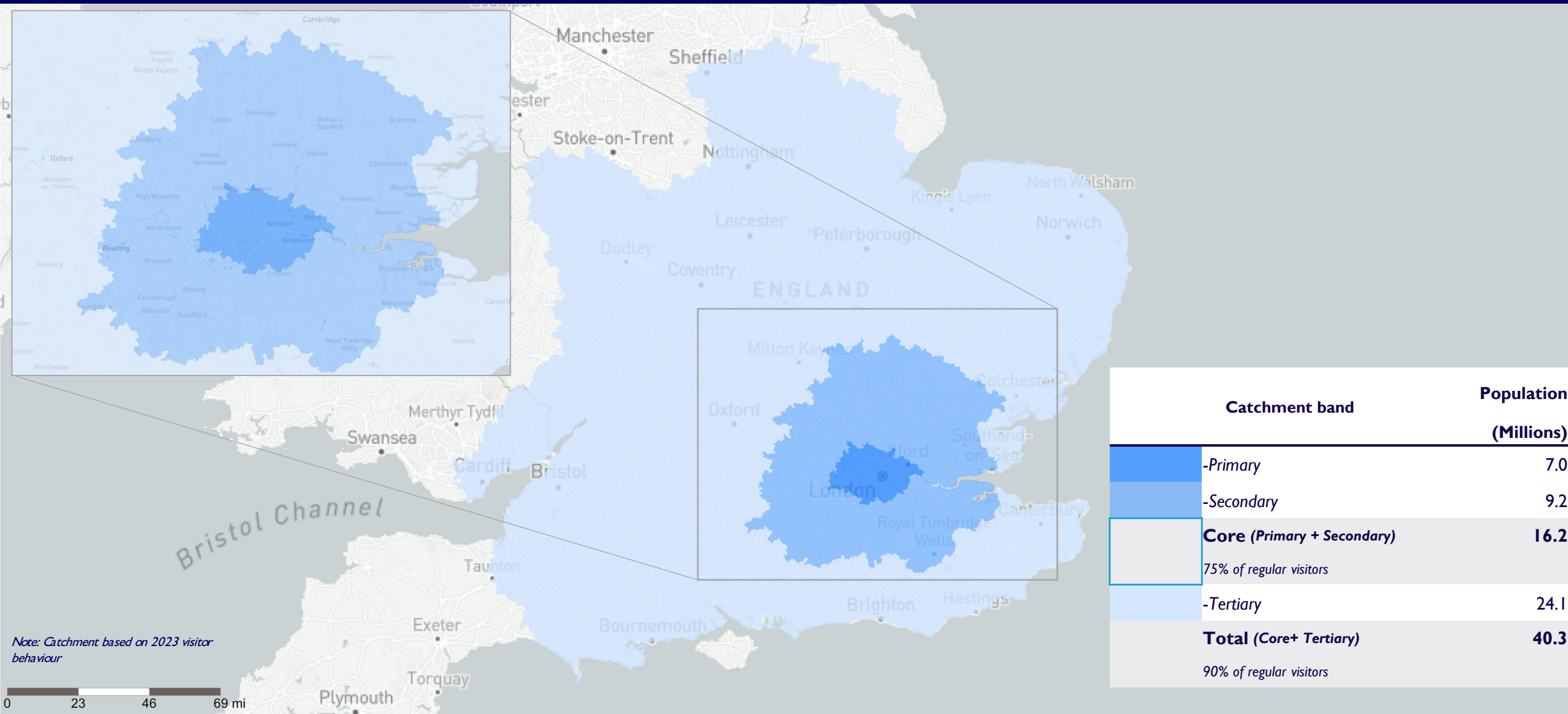
Visitor Volumes

March vs. February 2025: Leicester Sq saw best MoM performance



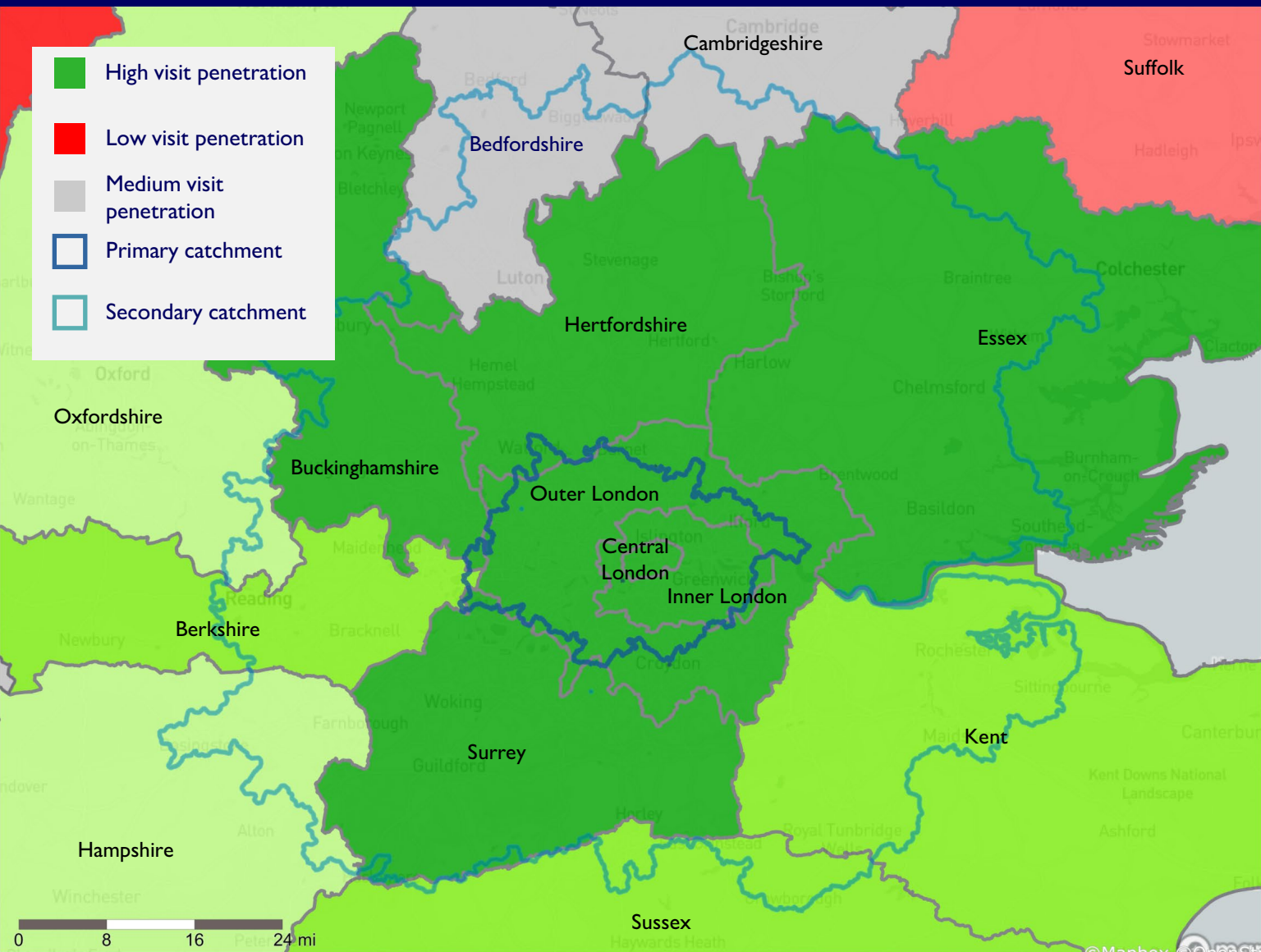
Visitor Volumes

HOL's Core catchment has a population of 16.2 million



Visitor Volumes: catchment penetration

1.5% increase in visits from Core Catchment



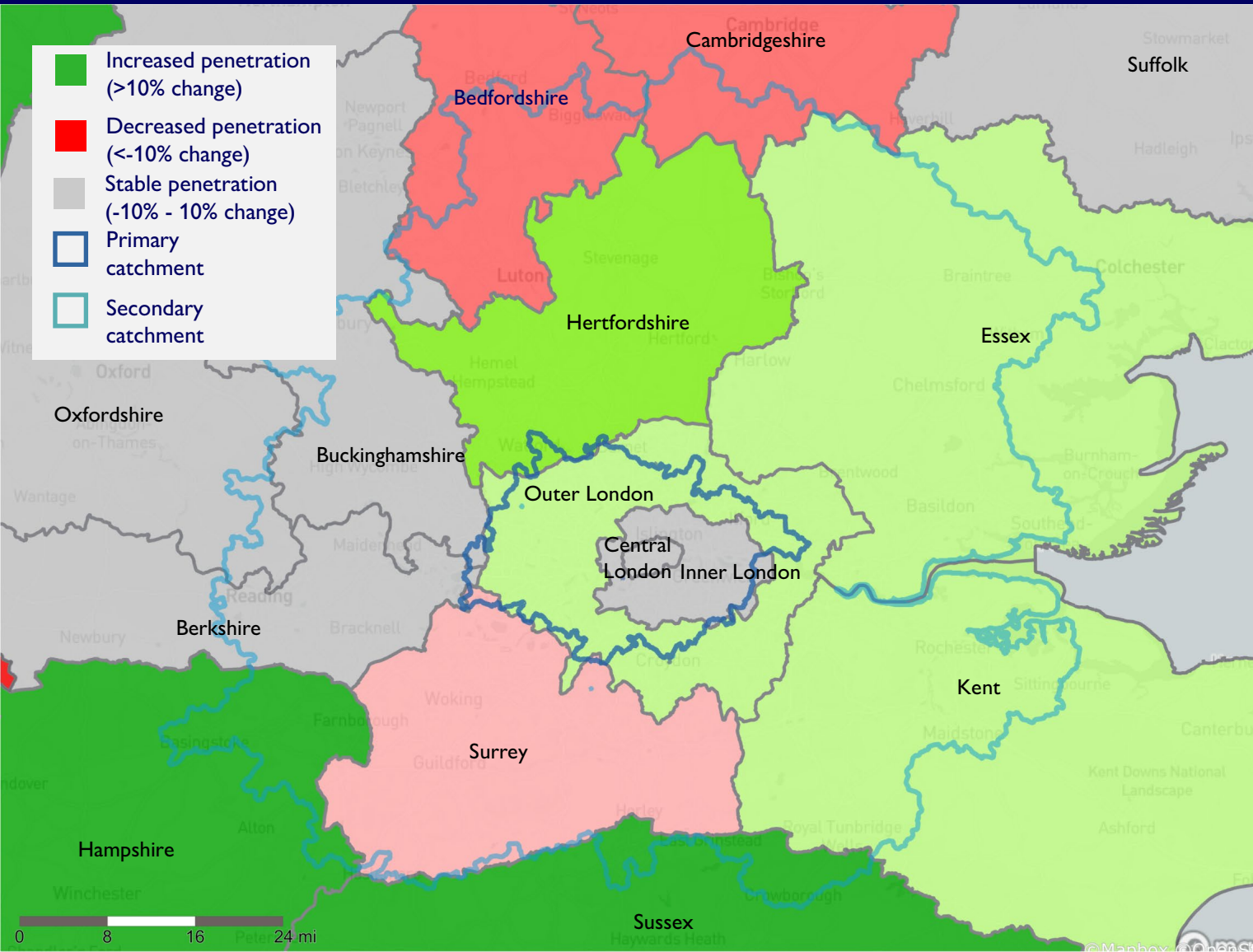
- Primary catchment accounted for ~54% of visits to the HOL area in March.
- Increase in visit performance from counties in Core Catchment MoM versus February (+1.5%).
- Also a +0.3% increase in visits from Tertiary Catchment seen in March.

Catchment band	Latest month visit %	Percentage point change vs. previous month	
-Primary	54.4%	↑	0.5%
-Secondary	25.2%	↑	1.0%
Core	79.6%	↑	1.5%
-Tertiary	13.6%	↑	0.3%
Total	93.2%	↑	1.8%
-Pull in	6.8%	↓	-1.8%

Note: Penetration = % of population from a zone that visits HOL Area

Visitor Volumes: change in catchment penetration

Increase in visitor penetration in counties to southwest of HOL



- Map represents the MoM change in penetration by county.
 - Red areas represent counties which contributed fewer visits, while green areas represent counties that contributed more.
- Largest increases in penetration from counties south of the HOL area (Hampshire and Sussex) as well as smaller increases seen in Hertfordshire, Outer London, Essex and Kent.
 - Hampshire, Sussex and Hertfordshire all experienced a rebound to growth after MoM decline in February.
- Conversely, decreases in penetration from counties to the north of the HOL area, such as Bedfordshire and Cambridgeshire, as well as Surrey to the south.

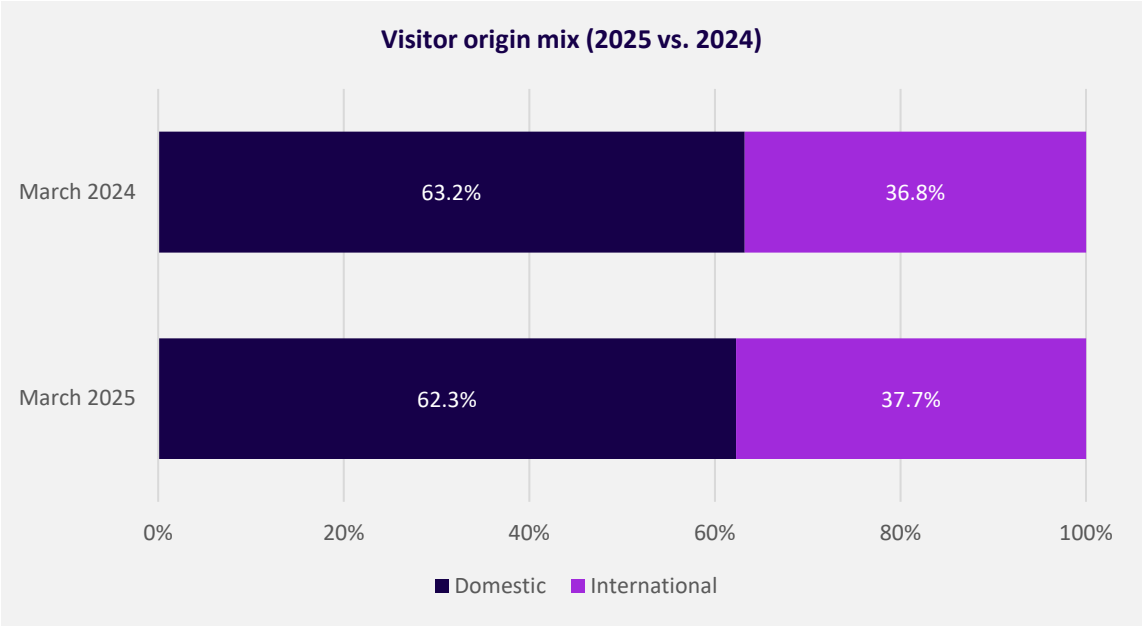
Visitor Volumes: visitor mix

International visitor volume up on previous year and month



Area	International mix (%)	+/- change in mix		+/- change in volume	
		Month-on-Month	Year-on-year	Month-on-Month	Year-on-year
HOL Area	37.7%	1.2%	0.9%	3.6%	4.4%
Piccadilly District	32.5%	1.4%	-6.7%	1.8%	-30.2%
Jermyn St District	37.9%	-0.7%	-5.1%	-7.3%	-38.7%
Leicester Sq District	37.8%	-2.7%	-0.6%	-2.5%	-5.9%
Piccadilly Circus District	44.8%	1.2%	3.9%	-3.4%	-7.9%
St Martin's Lane District	35.7%	2.1%	-5.7%	4.6%	-18.4%
Haymarket District	36.3%	-2.8%	-4.4%	-7.4%	-8.1%
Core West End	32.7%	-4.6%	2.0%	-7.0%	20.0%

- There was a 4.4% YoY increase in the volume of international visitors, with a more modest MoM rise of 3.6%.
- The international visitor mix also grew—up 1.2% YoY and 0.9% MoM—as domestic visitor volumes declined by 1% MoM and remained flat YoY.



- International visits accounted for 37.7% of visits in March 2025, vs. 36.8% last March.
- Core West End also experienced growth in international mix YoY, up +2.0%.

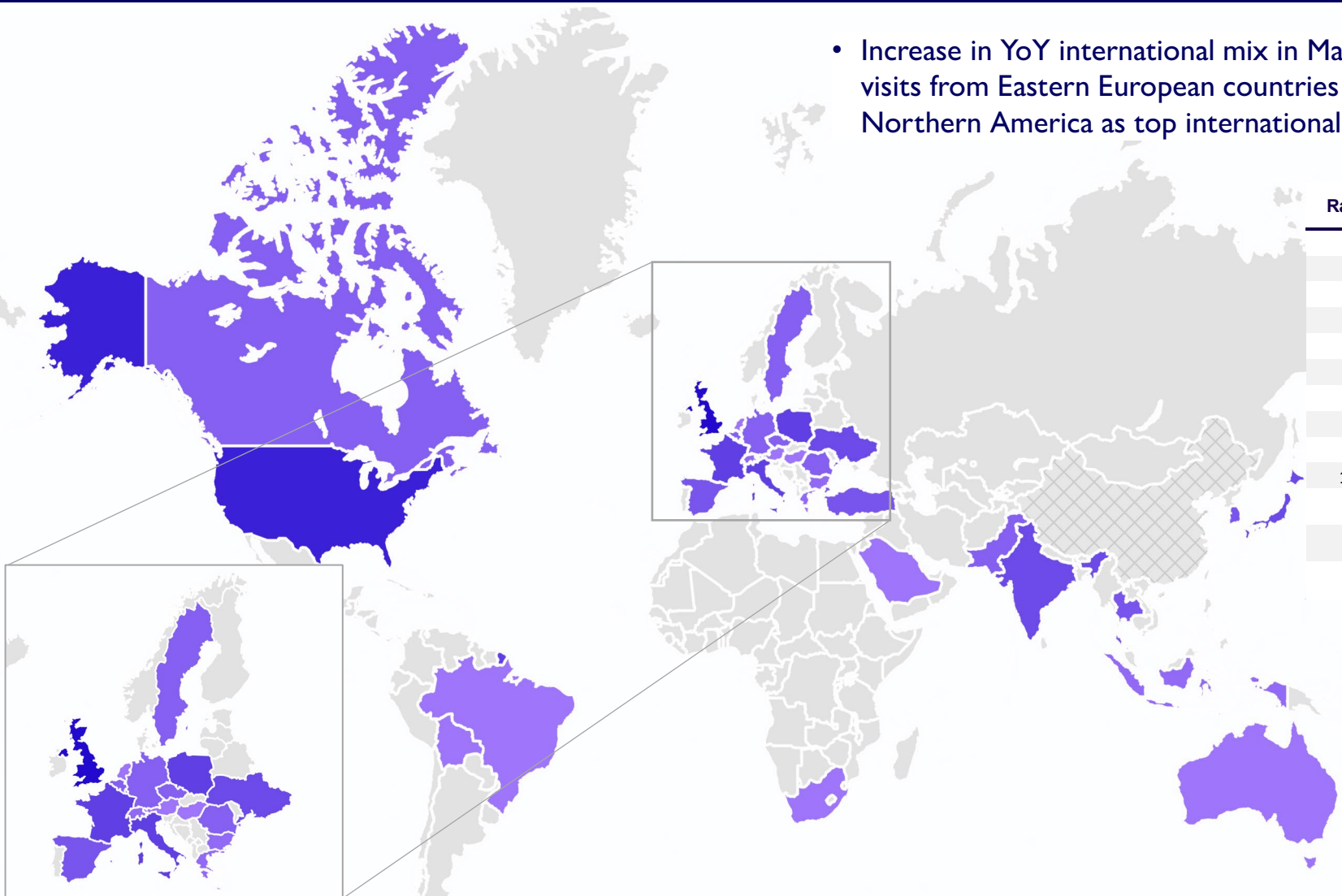
Note: Process to calculate international mix is currently being reviewed by data supplier and is subject to change

Visitor Volumes: visitor origin

37.7% of visitors to HOL from outside the UK



- Increase in YoY international mix in March 2025 driven primarily by increase in percentage of visits from Eastern European countries (particularly Poland), with Eastern Europe overtaking Northern America as top international origin region.

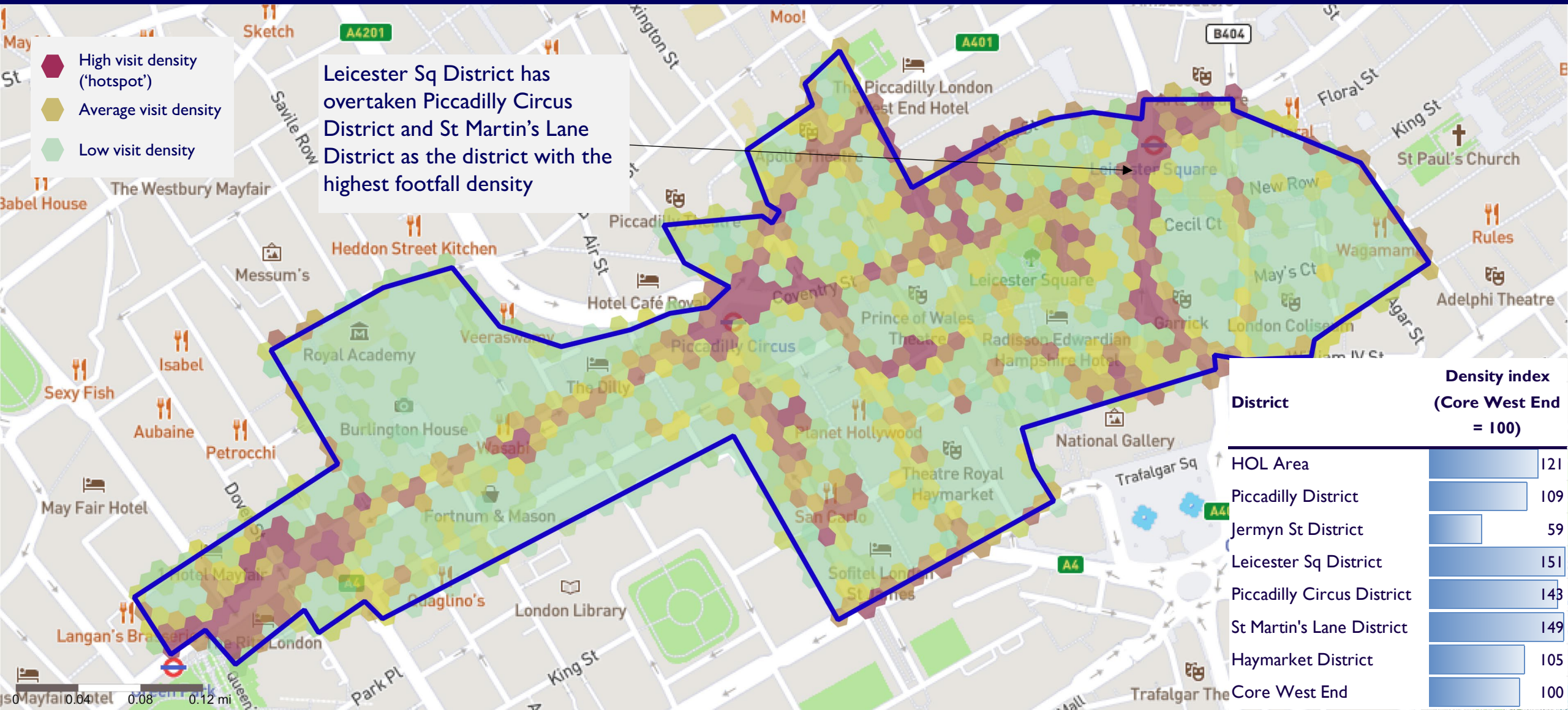


Rank	Region	%	+/- percentage point change		Top contributing country
1	United Kingdom	62.3	↓	-1.2	
2	Eastern Europe	9.2	↑	3.2	Poland
3	Northern America	8.7	↑	0.0	United States
4	Western Europe	4.7	↓	-1.3	France
5	Southern Europe	4.6	↑	1.4	Italy
6	Eastern Asia	3.7	↓	-0.1	Japan
7	Southern Asia	3.1	↓	-0.9	India
8	South-eastern Asia	1.4	↑	0.7	Thailand
9	Western Asia	1.3	↑	1.0	Turkey
10	Northern Europe	0.6	↓	-0.6	Sweden
Europe (excl. UK)		19.2	↑	2.7	
Rest of the world		18.5	↓	-1.5	
Non UK		37.7	↑	1.2	

Note: Data unavailable for visitors from China

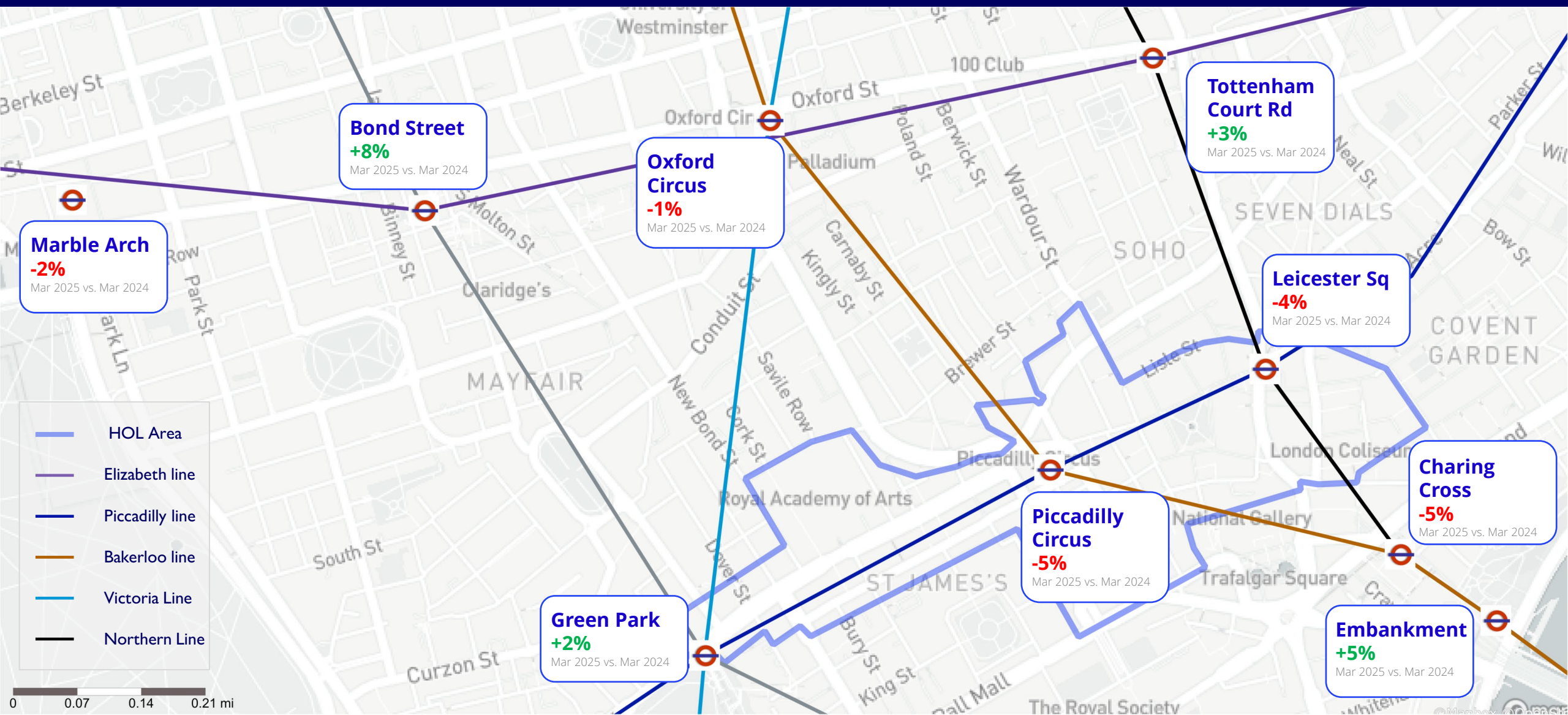
Visitor Volumes

Leicester Sq District has highest footfall density



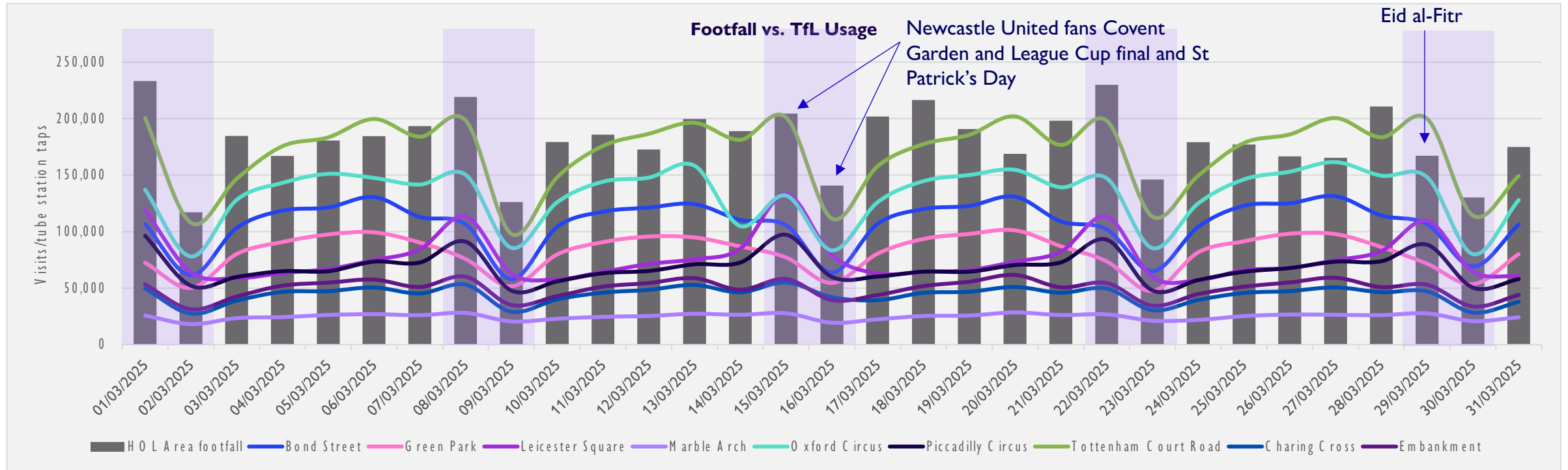
Visitor Volumes: TFL station usage | March 2025

Year-on-year TfL station usage



Visitor Volumes: TfL station usage

TfL station usage



- Leicester Square continues to see the greatest weekend bias to entries/exits, with average weekend taps in/out 32% above average weekday taps (up from 27% in February).
- Conversely Green Park had the largest weekday bias to visits in March, with 31% more visits on average on weekdays than at weekends.

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Visitor Behaviour



Visitor Behaviour Summary

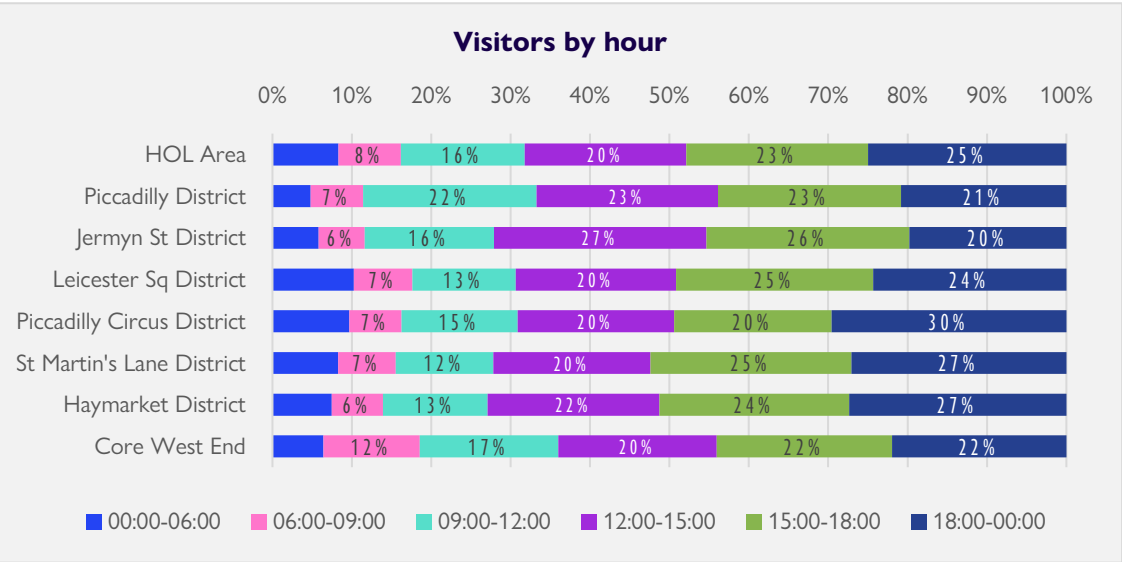
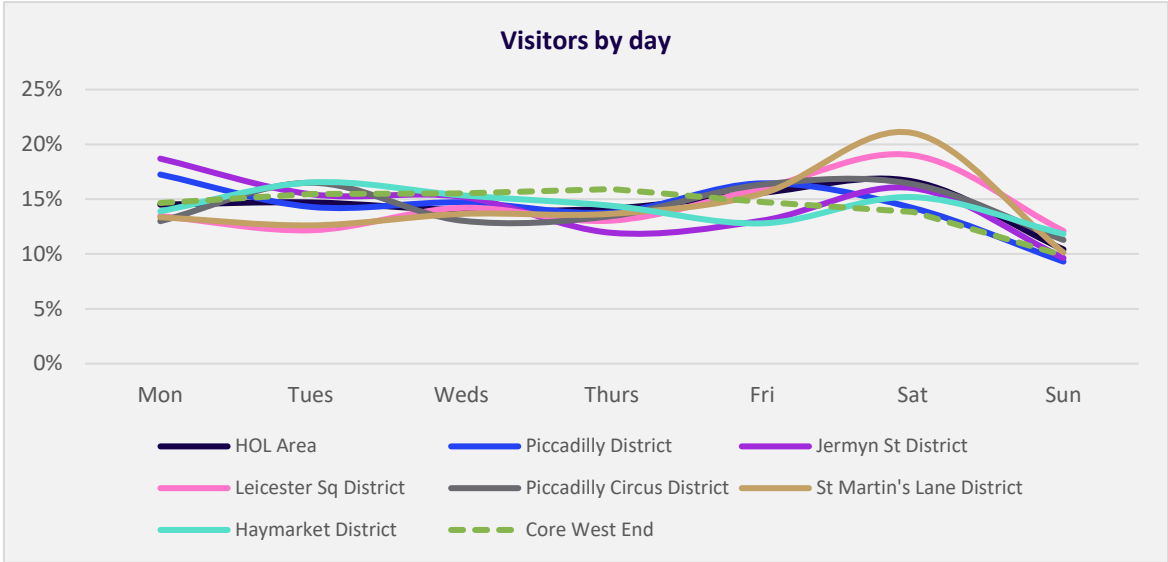
March 2025



- Saturday has returned as the most popular day to visit the HOL area, marking a return to typical patterns following a temporary shift toward Fridays in February.
- Distinct visitor profiles are evident across districts. For example, Piccadilly and Jermyn Street tend to attract office workers, reflected in higher footfall earlier in the week, tapering off more than average into the weekend.
- Visit frequency has declined this month, continuing a trend seen in previous periods. The current average stands at 2.2 visits per person, down nearly a third compared to last year. With overall footfall remaining stable, this suggests a growing proportion of visitors are making single visits rather than returning multiple times.
- Dwell time is significantly YoY due to Easter falling in March in 2024, increasing the number of tourists and decreasing dwell time.
- Dwell time in the HOL area continues to outperform the Core West End on Fridays and weekends, likely reflecting the stronger leisure offering available in the district.

Visitor Behaviour

32.2% of visitors to the HOL area visit on a Friday or Saturday

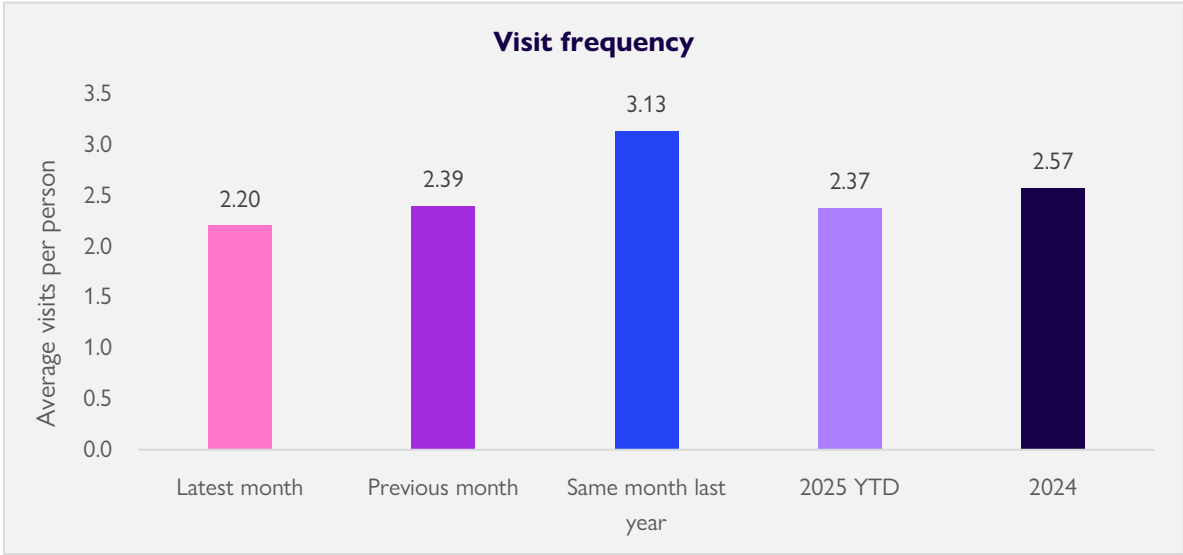


- Saturday has re-overtaken Friday as the most popular day across the HOL area after flipping last month, although this varies by district, with Jermyn St District experiencing a Monday peak with less weekend visits due to its higher concentration of office workers.
- High Friday and Saturday visit percentages exacerbated by high concentration of domestic visitors, whilst international visits continue to be slightly more spread out through the week, consistent with last

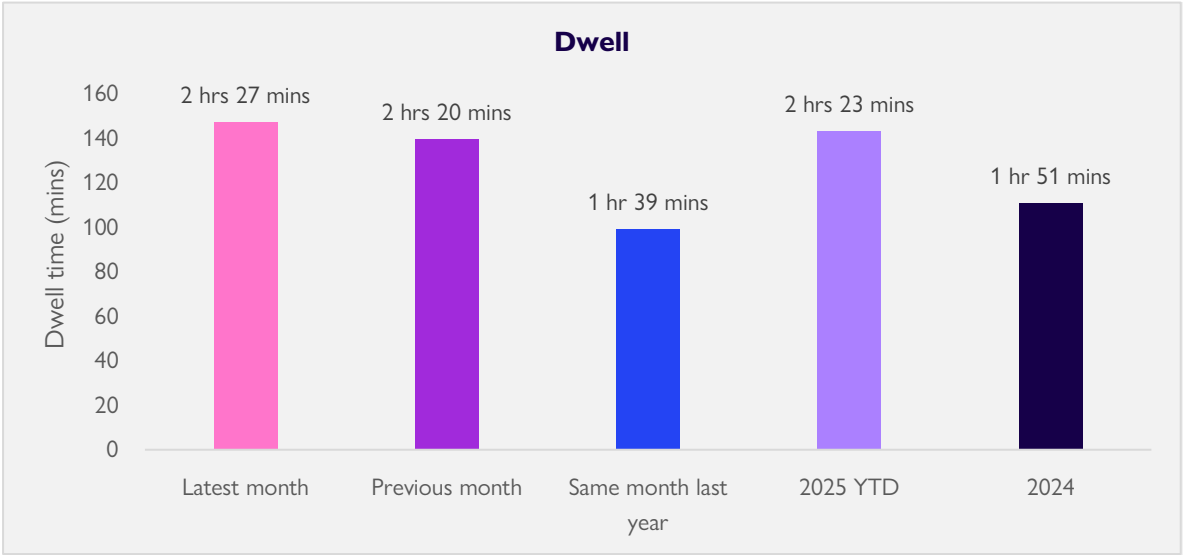
- Ramadan ran throughout the month of March, ending on the 29th. The time to break fast, Maghrib, fell on either side of the time brackets 15:00-18:00 and 18:00-00:00 across the month as sunsets moved later into the evening. This may have impacted the footfall distribution either side of 18:00.
- Jermyn St District has the highest percentage of 12:00-15:00 visits (27%), driven by workers on their lunch breaks.

Visitor Behaviour

Visitors came less frequently but stayed longer than in February



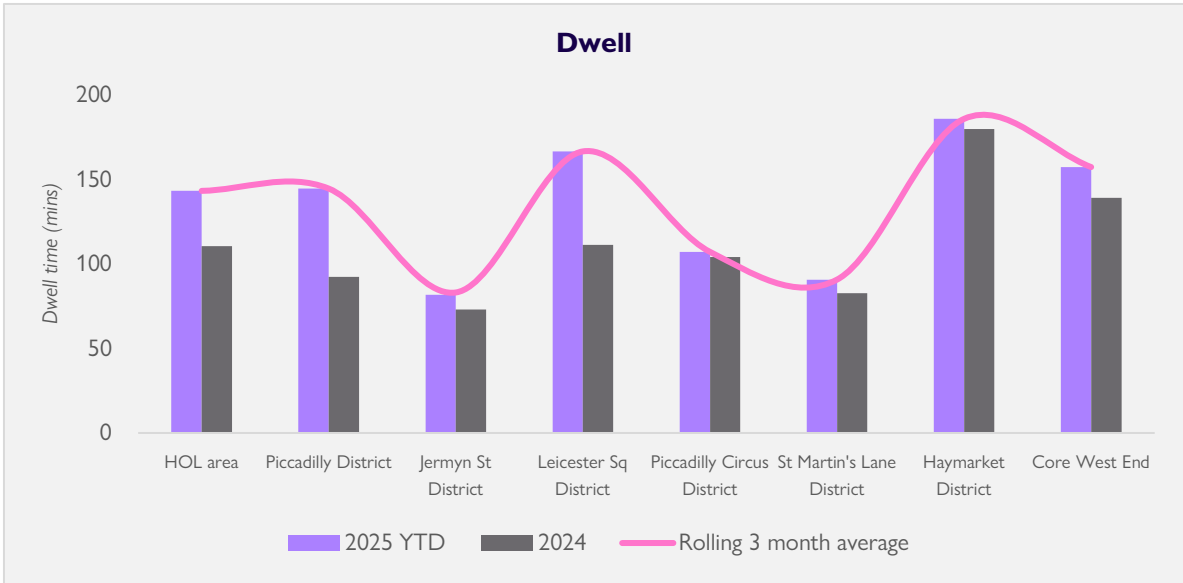
- High Friday and Saturday visitation is largely driven by domestic visitors, whose activity is more concentrated toward the weekend. In contrast, international visitors continue to show a more even spread throughout the week, consistent with last month’s trend.



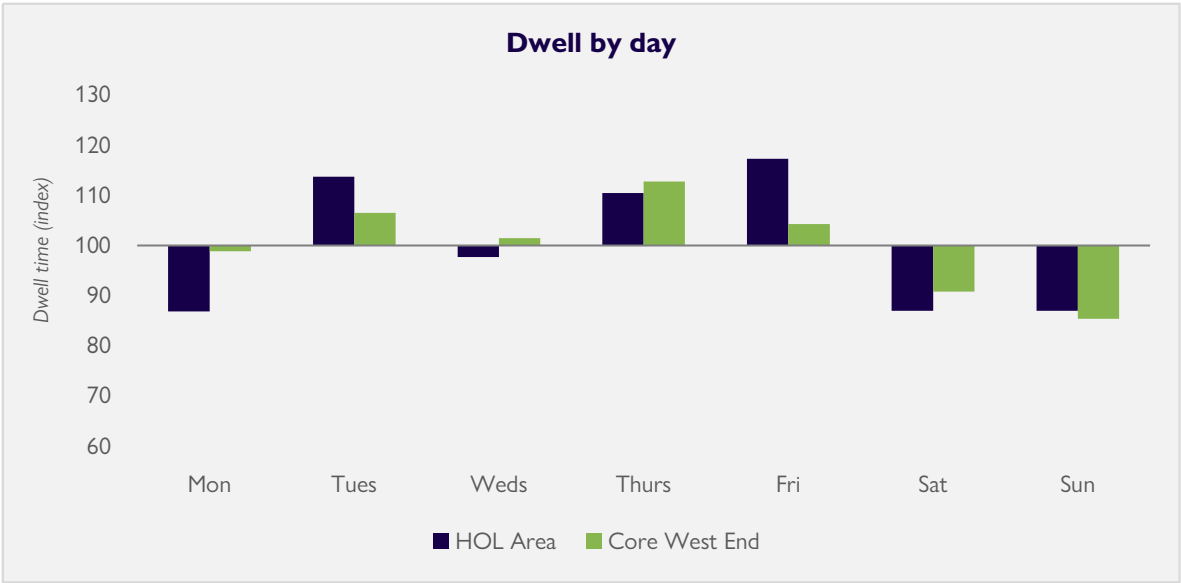
- Dwell time increased by 7 minutes MoM, likely due to the consistent presence of workers throughout March, in contrast to an earlier Easter in 2024, which may have disrupted patterns.
- The share of visitors spending less than an hour in the HOL area dropped to 40.2%, a 4.5 percentage point decrease compared to last month—indicating longer stays overall.
- Dwell time in March 2025 was 48 minutes higher than in March 2024, though this represents a slight dip from the +60 minute year-on-year increase observed last month.

Visitor Behaviour: Dwell time

Longest dwell time experienced on Fridays



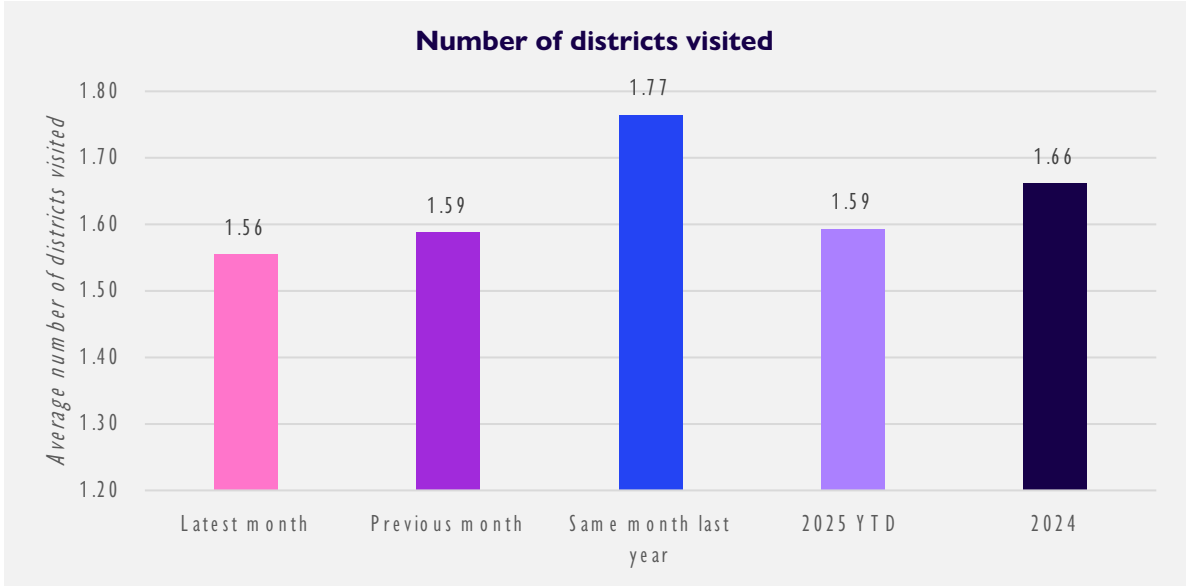
- Dwell up +5.2% MoM.
- Haymarket District has had the longest average dwell time over the last three months (3 hours and 6 minutes), although in March it was joined by Leicester Square as the two districts with the joint longest dwell this month (3 hours and 4 minutes).



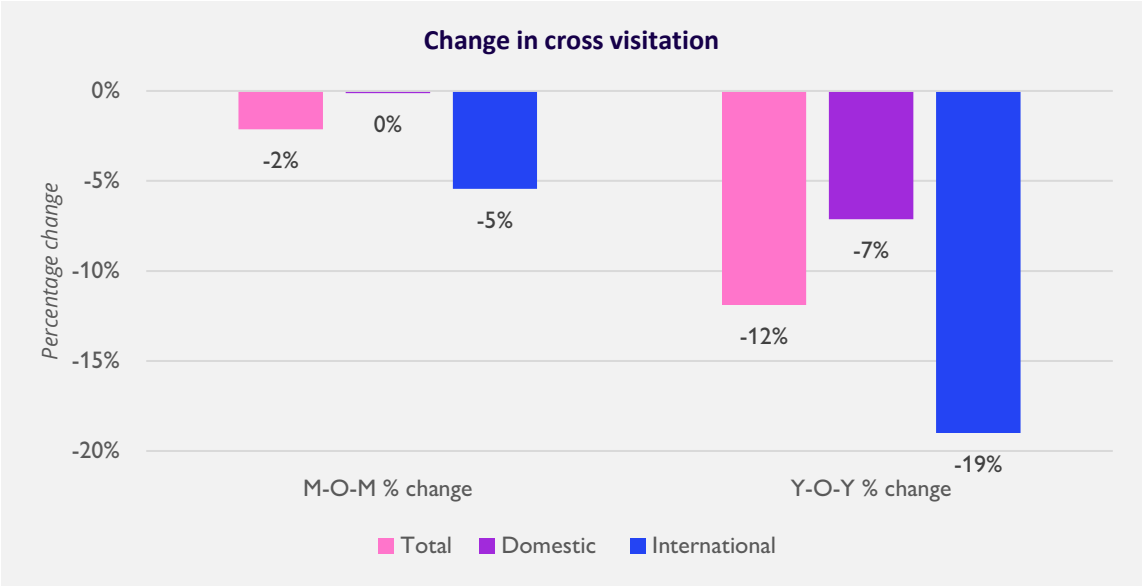
- The HOL area had longer than average dwell times on Tuesday, Thursday and Friday.
 - Midweek above average dwell times likely reflective of workers in the area.
 - Fridays see the longest dwell time in the HOL area, whilst Thursdays have longest dwell time in Core West End.
- Pattern for the wider Core West End area are similar to the HOL area on most days, with longer weekday than weekend dwell.

Visitor Behaviour: Cross visitation

Increase in focused visits versus March 2024



- Cross visitation looks to help understand the number of visitors visiting multiple districts per trip.
- Average number of districts visited in February (1.56) marks a slight decrease MoM (-0.03 districts visited) and a larger decrease vs. last March (-0.21).



- The cross-visitation index decreased by 12% YoY, indicating that fewer people are visiting multiple districts within the HOL area—signalling a shift toward more focused, single-district visits.
- Both MoM and YoY declines in cross-visitation were more pronounced among international visitors than domestic ones in March.

04

Visitor Profile



Visitor Profile Summary

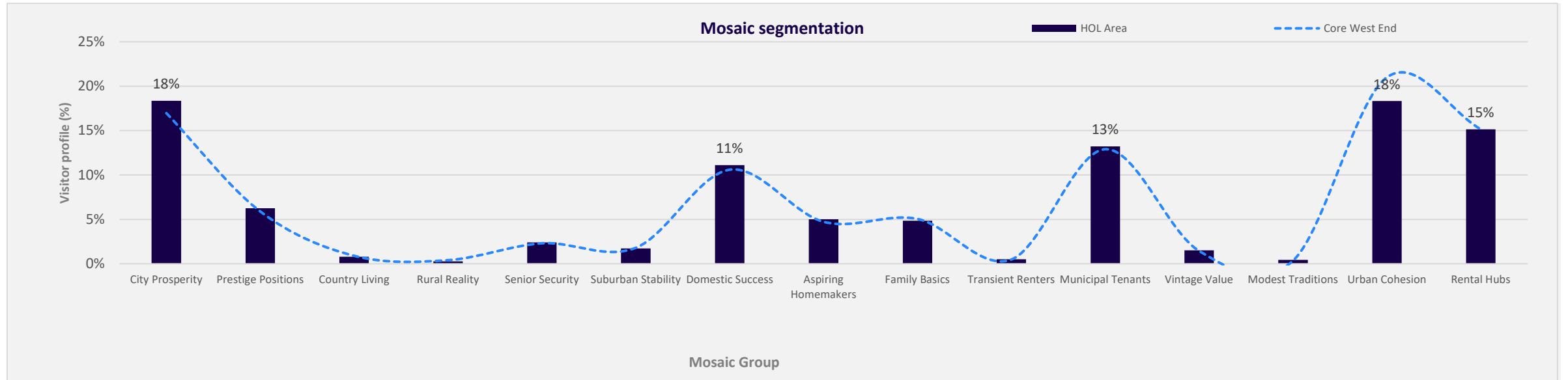
March 2025



- The domestic visitor profile remained stable MoM, with the core five Mosaic groups continuing to represent 76.2% of all visitors to the HOL area. This consistency suggests that visitor patterns have now stabilised, following disruption during the festive period and into January.
- While overall trends are steady, small shifts were observed this month—specifically, a decline in Urban Cohesion groups and an increase in City Prosperity groups, potentially indicating a rise in worker presence.

Visitor Profile: Mosaic profile

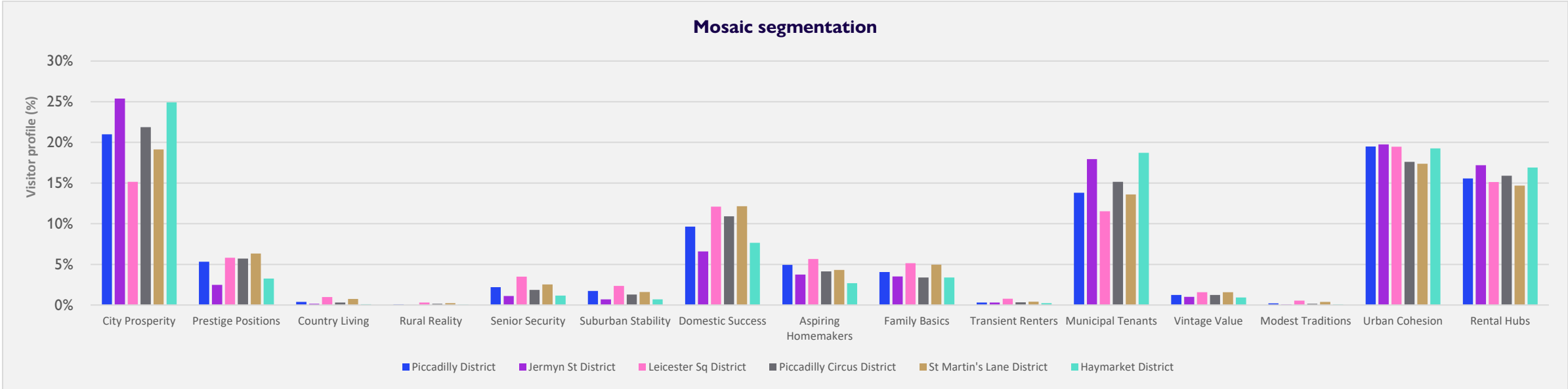
'Urban Cohesion' and 'City Prosperity' dominant Mosaic groups



- The visitor profile is biased primarily towards 3 Mosaic groups 'Urban Cohesion', 'City Prosperity' and 'Rental Hubs', consistent with recent months.
 - Urban Cohesion are residents of settled urban communities with a strong sense of identity.
 - City Prosperity are high status city dwellers living in central locations and pursuing careers with high rewards.
 - Rental Hubs are educated young people privately renting in urban neighbourhoods.
 - Profile very similar to Core West End visitors.

Visitor Profile: Mosaic profile

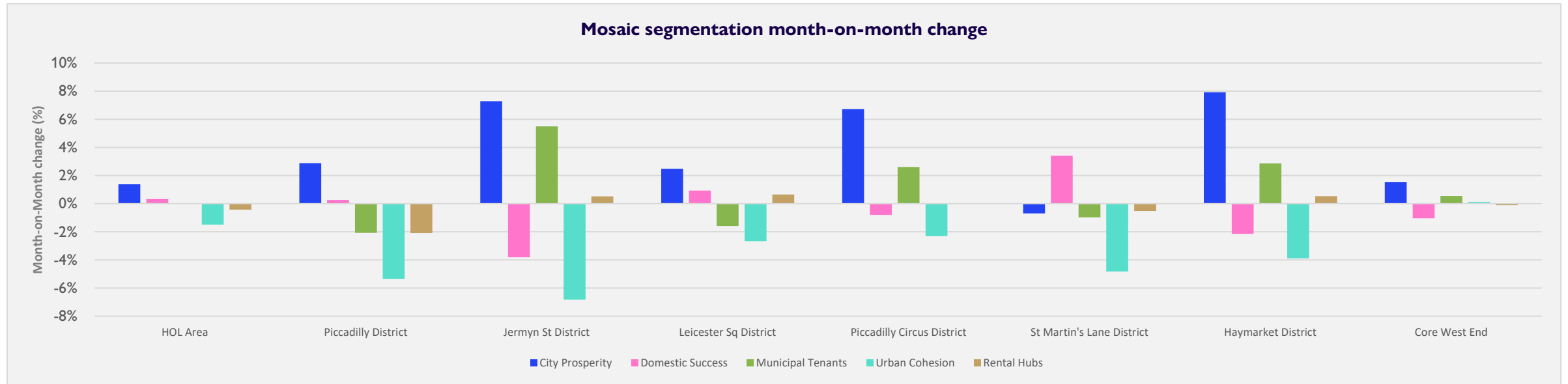
76.2% of domestic visitors from 5 Mosaic groups



- There is a consistent domestic visitor profile across the districts with the core 5 Mosaic groups representing >73% of all visitors.
- Jermyn St District continues to have the highest proportion of Urban Cohesion visitors (19.8%), whilst it also has highest proportion of the affluent City Prosperity (25.4%), replacing St Martin’s Lane District which had the highest in February.

Visitor Profile: Mosaic profile

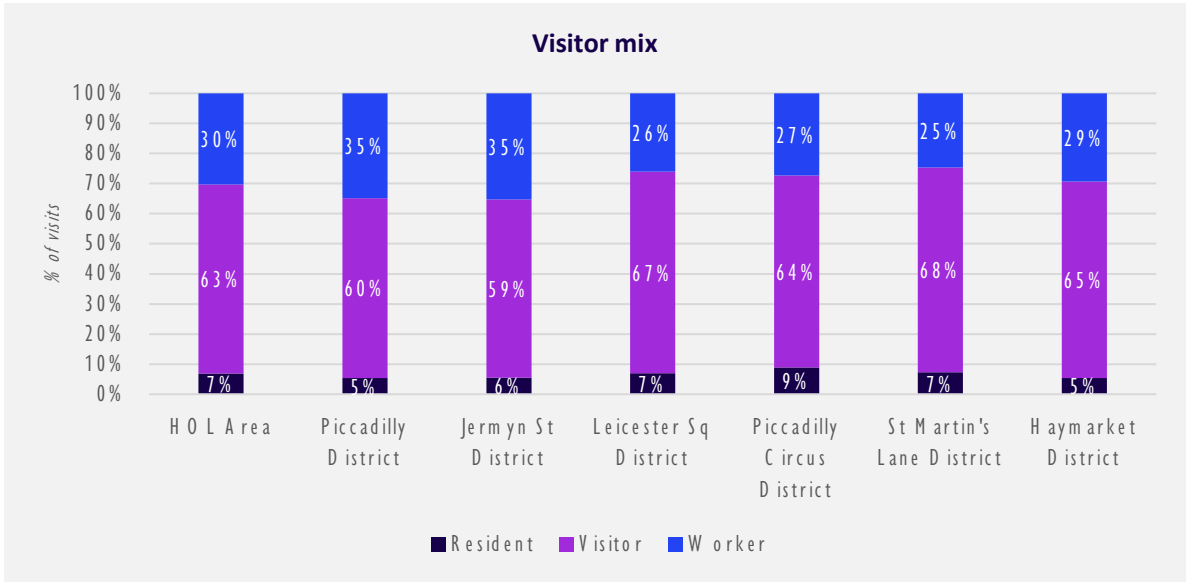
Large decrease in Urban Cohesion visitors to all districts



- 76.2% of HOL area visitors from 5 core Mosaic groups (-0.2 percentage points. vs. February).
- Consistent visits from key Mosaic groups signals a continuation of regular visit behaviours after patterns skewed in January due to lingering effects of the festive period.
- Whilst the overall trend for the 5 core groups was relatively consistent, Urban Cohesion saw decreases in all districts, whilst City Prosperity saw increases in majority. At HOL Area scale, Urban Cohesion was down -1.5% MoM and City Prosperity was up +1.4%.

Visitor Profile

Visitor visits up in all districts year-on-year



- Exploring the domestic visitor base, ‘visitors’ continue to be the largest group in all districts (vs. workers and residents).
- Leicester Sq and St Martin’s Lane District continue to have the highest percentage of ‘visitor’ visits (67% and 68% respectively) due to strong tourism focus. Conversely Jermyn St District and Piccadilly District had the highest percentage of workers (both 35%).

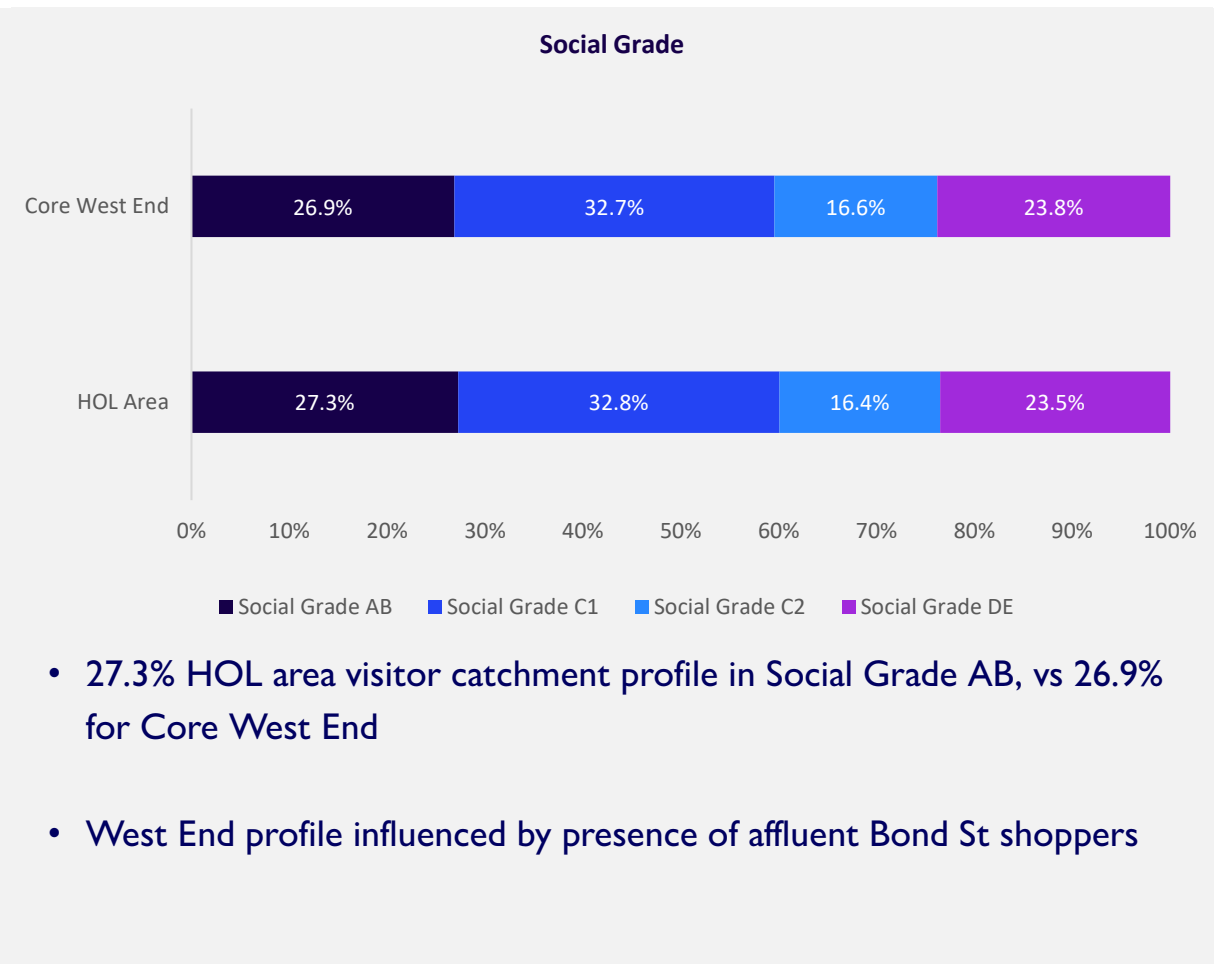
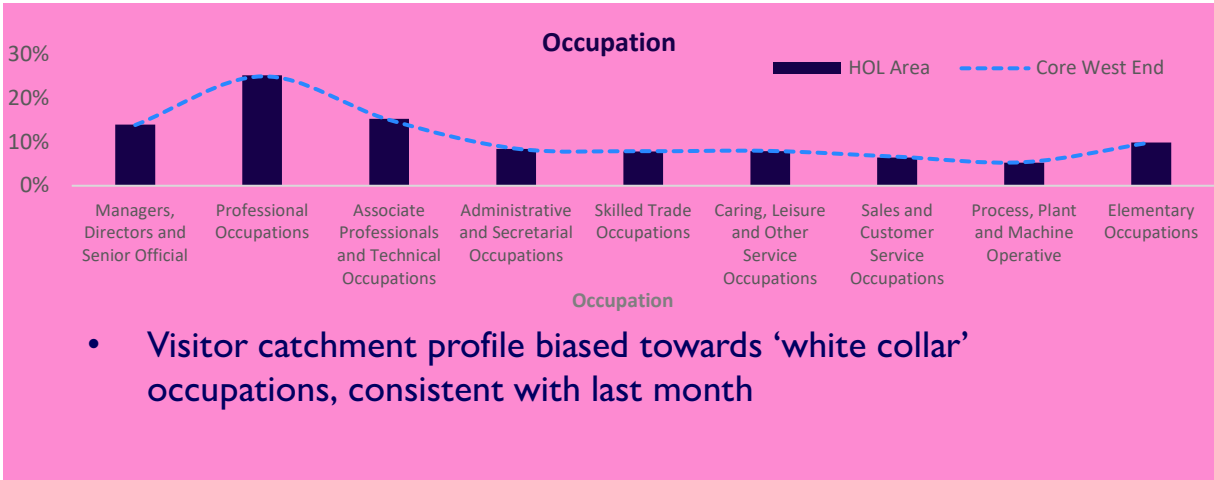
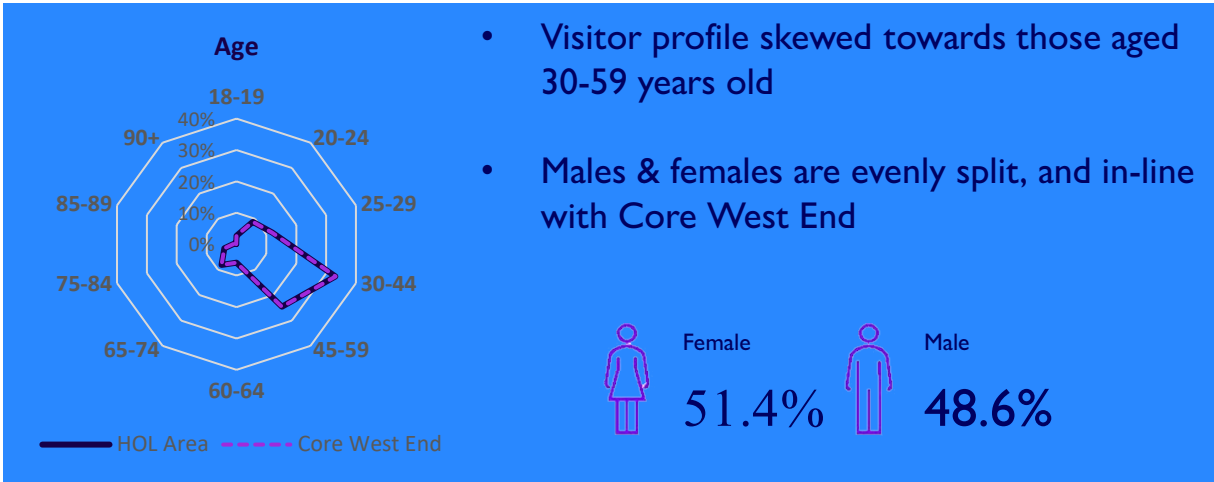
Area	Change vs. previous year			Change vs. previous month		
	Resident	Visitor	Worker	Resident	Visitor	Worker
HOL Area	-9.2%	6.3%	-9.2%	-2.4%	-2.5%	6.1%
Piccadilly District	-8.7%	5.0%	-6.2%	-2.6%	-2.2%	4.5%
Jermyn St District	-12.2%	5.7%	-6.4%	-2.9%	-2.2%	4.4%
Leicester Sq District	-5.7%	5.5%	-10.6%	-3.9%	-2.6%	8.5%
Piccadilly Circus District	-8.1%	6.8%	-10.8%	-2.7%	-2.6%	7.7%
St Martin's Lane District	-5.5%	5.8%	-11.9%	-3.3%	-2.5%	8.8%
Haymarket District	-12.4%	6.3%	-9.5%	-6.0%	-2.5%	7.4%

- There is a decrease in workers in all districts vs. March 2024, with a similar percentage decrease in residents YoY.
- However, all districts saw an increase in visitors in March 2025 vs. March 2024, likely due to the good weather attracting an increase in social and leisure-based visits YoY.
- MoM saw a +6% increase in workers, counterbalanced somewhat by a -3% decrease in visitors and a -2% decrease in residents.



Appendix: demographics

Catchment biased towards middle-aged, white-collar workers

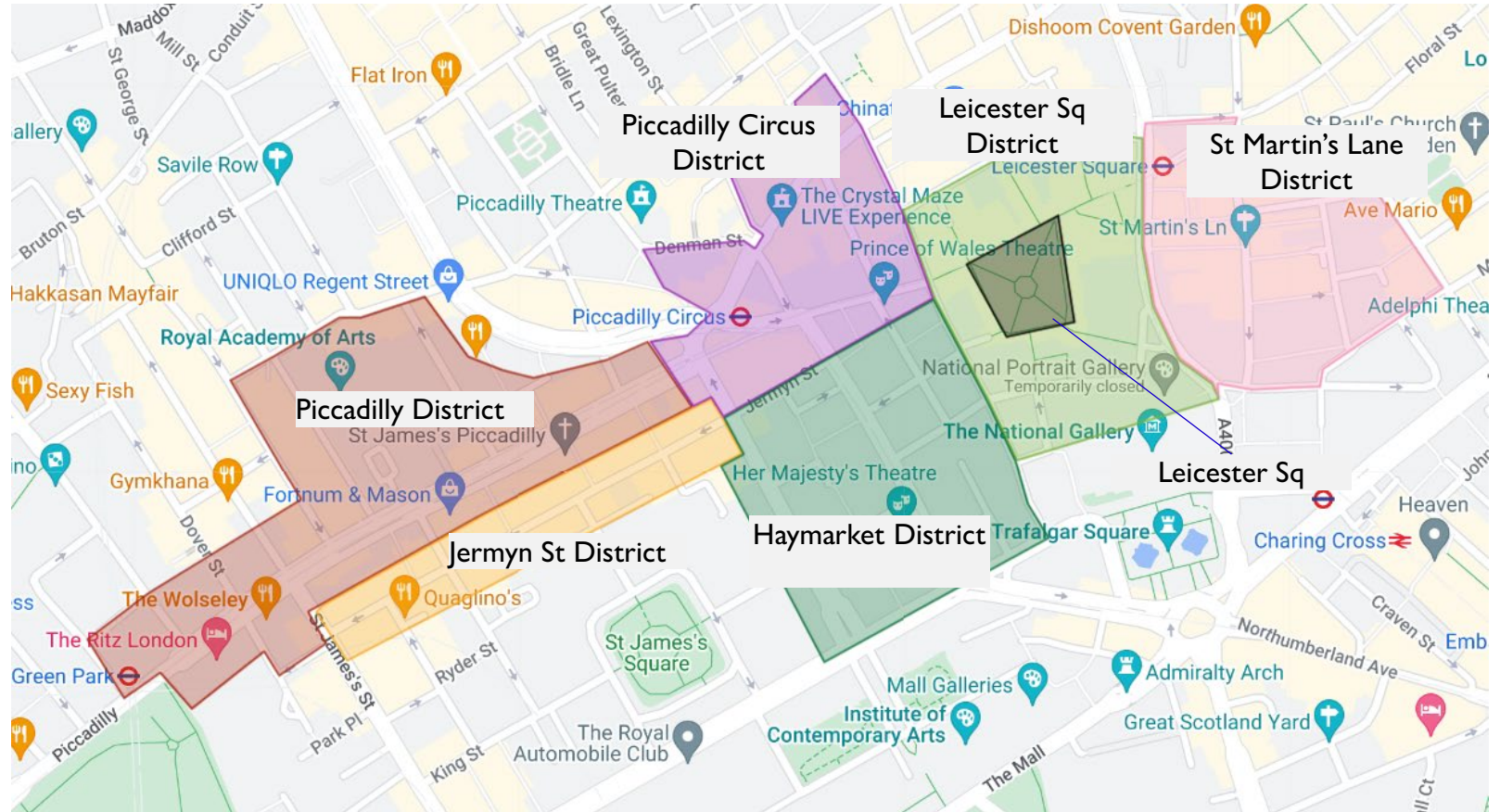


Appendix

Location definition

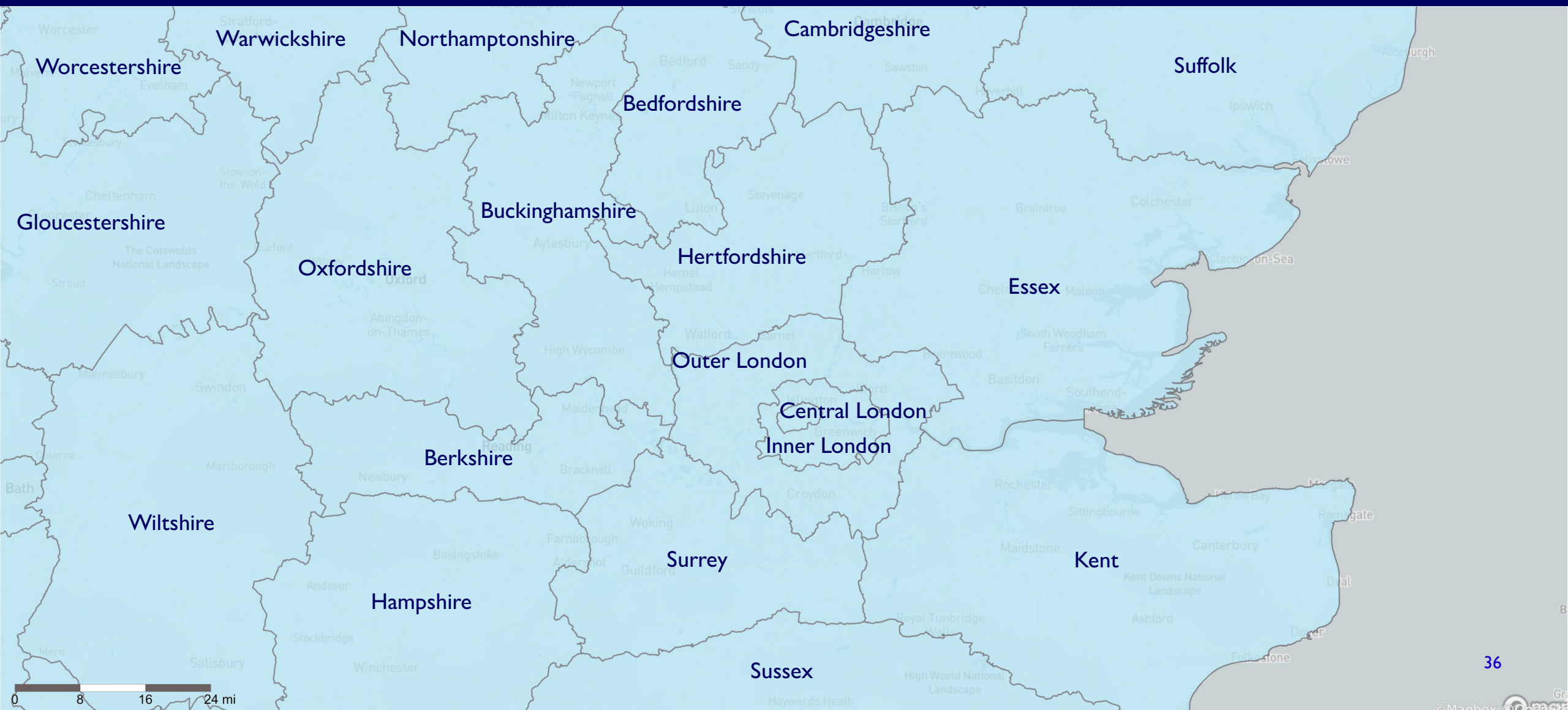


- 7 key areas within HOL used for analysis:
 - Piccadilly District
 - Jermyn St District
 - Piccadilly Circus District
 - Haymarket District
 - Leicester Sq District
 - Leicester Sq
 - St Martin's Lane District
- In addition Core West End area has been defined as a benchmark location



Appendix

Location definition



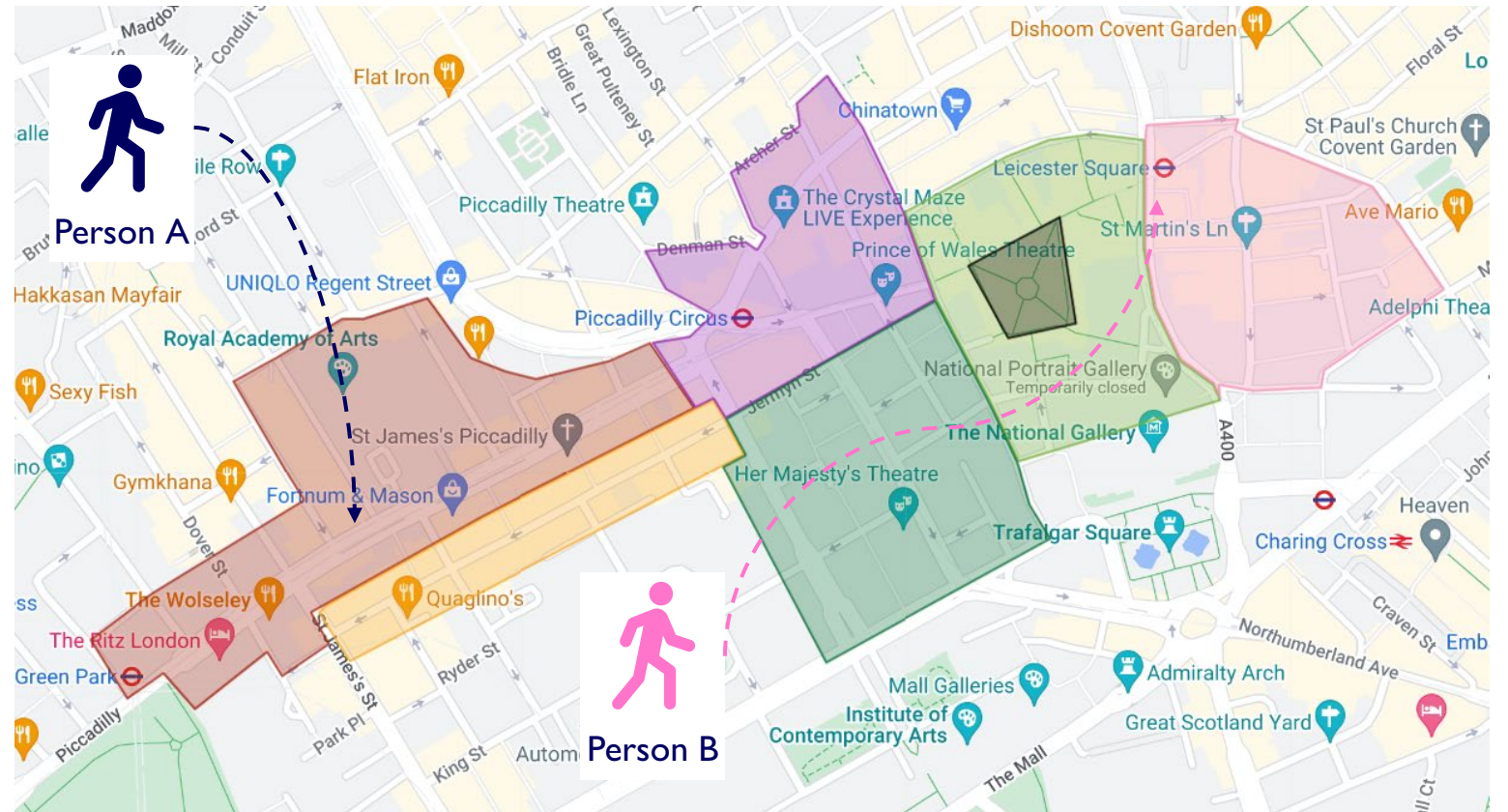
Appendix

Cross visitation example



Cross visitation example

- Person A only visits Piccadilly District – counts as 1 visit to Piccadilly District and 1 visit to Holba (cross visitation index = 100)
- Person B walks through 3 districts – this counts a visit to each of the districts but only 1 visit to Holba area (cross visitation index = 300)



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Appendix

BT visitor mix definitions



- 3 key visitor types used within BT data:



Resident: the number of residents of that MSOA/hex who spend more than 10 minutes in that location in that time period. A person's residential location is where they have spent most of their evening and night time in the latest month.



Worker: the number of workers of that MSOA/hex who spend more than 10 minutes in that location in that time period. A work location is based on where they have spent most of their working hours based on the latest available calendar month



Visitor: the number of non-residents and non-workers who spend at least 10 minutes in in that MSOA/hex in that time period

Appendix

Mosaic Groups



TYPE	NAME	DESCRIPTION
A	City Prosperity	High status city dwellers living in central locations and pursuing careers with high rewards.
B	Prestige Positions	Established families in large detached homes living upmarket lifestyles.
C	Country Living	Well-off owners in rural locations enjoying the benefits of country life.
D	Rural Reality	Householders living in less expensive homes in village communities.
E	Senior Security	Elderly people with assets who are enjoying a comfortable retirement.
F	Suburban Stability	Mature suburban owners living settled lives in midrange housing.
G	Domestic Success	Thriving families who are busy bringing up children and following careers.
H	Aspiring Homemakers	Younger households settling down in housing priced within their means.
I	Family Basics	Families with limited resources who budget to make ends meet.
J	Transient Renters	Single people renting low cost homes for the short term.
K	Municipal Tenants	Urban residents renting high density housing from social landlords.
L	Vintage Value	Elderly people with limited pension income, mostly living alone.
M	Modest Traditions	Mature homeowners of value homes enjoying stable lifestyles.
N	Urban Cohesion	Residents of settled urban communities with a strong sense of identity.
O	Rental Hubs	Educated young people privately renting in urban neighbourhoods.

Appendix

Mosaic definition



- Experian's Mosaic customer segmentation divides a consumer base into groups of individuals that are similar in specific ways, such as:

- Age
- Interests
- Life Stage
- Spending habits

Uk Population



51m individuals

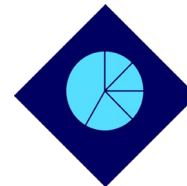


25m households

Mosaic



15 groups



66 types

A02 Uptown Elite



Uptown Elite are affluent, older families who live in desirable neighbourhoods within inner suburbs



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